The Yugoslav Law of Obligations and Its Effects in Germany, in: RD Vukadinović (ed), Thirty Years of the Law on Obligations (2009) 164 p.

3. Official Gazette of the Federal Republic of Yugoslavia, 31/93, and Official Gazette of Serbia and Montenegro, 1/2003.

THE USE OF INFORMATION TECHNOLOGIES
IN THE PROCESS OF PROVIDING SERVICES
BY THE DEPARTMENT CPAS

Shut Anastasiia
Teacher of the Department of Fundamental and Branch Legal Sciences
Kremenchug Mykhailo Ostrogradskyi National University
Kremenchuk, Ukraine

Nannen Ekaterina
Prof. Dr.-Ing.
University of Applied Sciences Niederrhein
Krefeld, Germany

The information system for supporting the provision of services of the Central Administrative Service (CPAS) plays a key role in ensuring the efficiency and availability of administrative services for citizens. Such a system includes various components and processes aimed at facilitating interaction between the authorities and citizens. Let's take a look at the main aspects of the information system of Tsnap.

The main components of the Information System of the CPAS:

Electronic Portal:

Creation of a convenient and intuitive electronic portal for citizens.

Online access to information about available services and their conditions of provision.

Electronic Registration:

The possibility of electronic registration for receiving administrative services.

Ensuring security and confidentiality of personal data.

Monitoring and Reporting:

A monitoring system for tracking the quality and speed of service provision.

Analytical tools for reporting and performance analysis.

Electronic Queue:

The ability of citizens to stand in line and make an appointment without personal presence.

Identification system:

Application of modern technologies for identification of citizens, such as electronic signature or biometric data.

Improvement of the Information System:

Integration with Other Systems:

Ensuring compatibility and data exchange between other administrative structures.

Optimization of the Interface:

Improvement of the interface taking into account the needs and capabilities of different categories of users.

Cyber security:

Application of modern cyber protection methods to protect against unauthorized access and attacks.

Innovations:

Implementation of the latest technologies, such as artificial intelligence or blockchain, to improve the functionality and security of the system.

Training and Support:

Provision of training for staff and citizens on how to use the system.

The information system of support for the provision of services of the ASPC is a key tool for the implementation of transparent, fast and convenient administrative services for citizens.

Administrative services are becoming more accessible and efficient thanks to the introduction of CPAS. This not only optimizes the interaction of citizens with the state apparatus, but also improves the overall level of service and management. Let's take a look at the key aspects of this system and how it can be improved.

Provision of administrative services through CPAS is not only a response to the demands of modern society, but also an opportunity for improvement and optimization of public administration. Consistent implementation of innovations and taking into account the needs of citizens will allow the system to become even more efficient and user-responsive.

Implementation of a system for improving information support for service provision in CPAS is a key stage in optimizing processes and improving the quality of service.
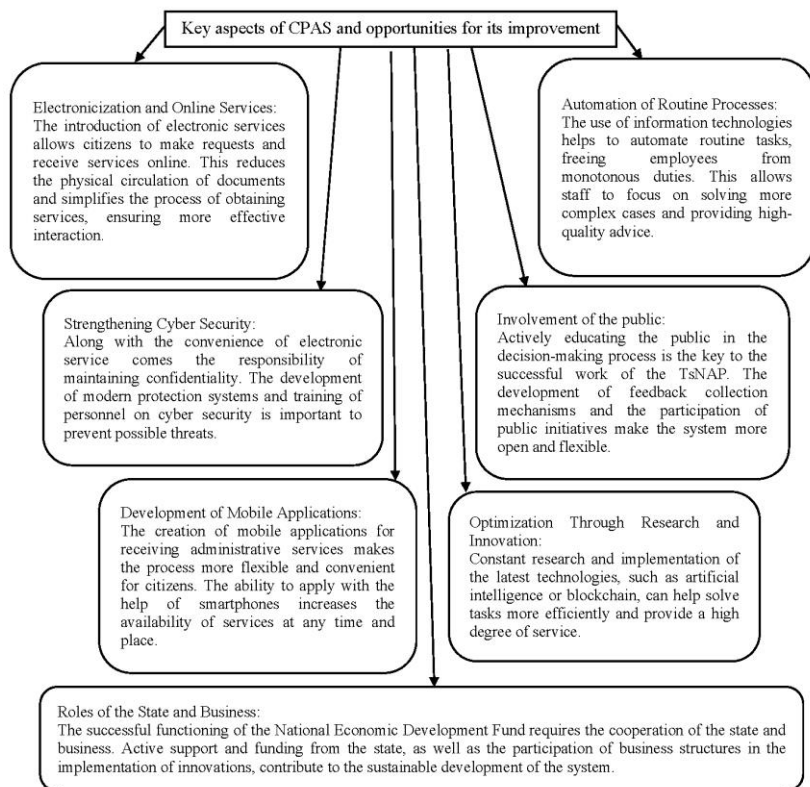
The improvement of the information system of the CPAS can significantly improve the quality of service to citizens, reduce waiting time and the risk of errors, thereby making administrative services more accessible and convenient for all categories of users.

References:

1. Pukas A., Zhuk O., Kedrin E., Pope O. Information system to support the provision of services of CPAS. *CIT'.* Ternopil, 2019. URL: http://surl.li/ohwff (date of application 12.12.2023).

2. Shut A., Yurkuts V. Noosphere paradigm of artificial intelligence. *Collection of materials of the conferencen "Ideas of Academician Vernadskyi and scientific and practical problems of sustainable development of education and science".* 2023. URL: http://surl.li/ohwfu (date of application 12.12.2023).

3. Duong Van L., Xuan Do C. Detecting Malware based on Analyzing Abnormal behaviors of PE File. *International Journal of Advanced Computer Science and Applications.* 2021. T. 12, № 3. Pp. 461–471.