

Summary

Subject matter: The improvement of information technologies of a municipal body (based on the example of Pyatigorsk Administration).

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Customer organization: Pyatigorsk Administration.

Topicality of the research: The development and extensive use of information technologies by all social groups is the global tendency of the world development. In the process of the transition from the industrial to the information society information and knowledge become the moving force of socio-economic development alongside such conventional factors as natural, labour and financial resources.

Nowadays the information provision of the local government bodies is one of the most acute and, at the same time, one of the most complex problems. There are several reasons: first of all, the flow information, both external and internal, has increased sharply recently; besides, there is a stronger necessity of increasing the effectiveness of the mechanisms of municipal management on the basis of the single information and technological infrastructure, which includes the information systems, resources and the means, through which they function, interact between themselves, the population and organizations, when providing municipal services. Moreover, the formation of a positive information environment on the territory of the municipal entity will allow to attract investments and will facilitate the development of the economic potential of the territory.

Objective of the research: to develop the theoretical aspects and draw up the practical guidelines on the improvement of information technologies of the municipal management on the example of Pyatigorsk Administration.

Tasks:

- to identify the theoretical foundations of the research of the sphere of information technologies of municipal management in the conditions of the information society formation;

- to clarify the appropriate definitions and categories, to define, describe the essence and meaning of information, management information;

- to describe the peculiarities of information technologies of municipal management, to identify the main constituents of the information system of municipal management;

- to identify the objective, tasks and main directions of the information policy in Pyatigorsk;

- to determine the main principles and mechanisms of the information policy implementation in the sphere of municipal management;

- to identify the actual benchmarks and the optimal mechanisms of the improvement of information technologies of municipal management.

Theoretical significance of the research: its results and the proposed mechanisms of the improvement of the information and communication sphere can be used for the further research of the principles of the functioning of the system of information and communication provision of municipal management, and also of the influence different institutions have on the process of effective managerial decision-making.

Results of the research: the analysis showed that the process of the creation and development of the information and communication system of municipal management is conditioned by the new requirements to the system of municipal management, connected to the increase in the quality of providing the municipal services to the population and organizations, the improvement of the performance and transparency of local government bodies and the intensive development of information technologies and resources.

Recommendations: The following mechanisms of the improvement of the information and communication provision of municipal management can be proposed based on the analysis of the situation in Pyatigorsk:

– when initiating the design and implementation of the specific tasks of the information system development in the structural divisions of Pyatigorsk Administration, it is necessary to address the questions of creating the communication infrastructure there for the next 10-15 years. The formulated principle of the priority development of the cable infrastructure (local computer networks and telephone lines, power lines for computers) allows, with a low increase of the initial costs, to save considerable amounts on the following development of the system, taking into account the intensive development and simultaneous obsolescence of information and communication technologies;

– to use, parallel to the information and technical interaction, the face-to-face communication with the population, as some parts of the city experience difficulties with computer systems or the incompetence in the use of information technologies;

– to consider the possibility of teaching all groups of the population how to use information and communication technologies, creating the conditions necessary to respect the constitutional rights to get the information.