

DIGITAL TECHNOLOGIES IN ENHANCING PUBLIC ADMINISTRATION: CHALLENGES AND OPPORTUNITIES

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INTRODUCTION

In today's world of rapid technological development, digital technologies are becoming a key tool for innovating and improving efficiency in all areas of life, including public administration. The transition to digital governance opens up new opportunities for organizing public administration, providing access to services, and improving the quality of public services. Digital technologies allow for the automation of many management processes, reducing costs and time required for administrative procedures. They also help to improve the accessibility of information for citizens and ensure openness and transparency in the activities of public institutions. However, along with new opportunities, digital technologies also pose a number of challenges for public authorities. This includes data protection, cybersecurity, implementation of new legal and ethical standards, as well as ensuring accessibility and inclusiveness of digital services for all groups of the population. O. S. Savchenko aptly notes that "today, digitalization is one of the key megatrends in the development of society, affecting various spheres of its life"¹.

In general, the trend of digitization of public administration should be positively assessed, as digitalization simplifies communication with the authorities and eliminates corruption risks for citizens, and for the state this process means optimization and transparency in its activities. The criteria determining the effectiveness of public administration through the use of digital technologies include: the level of openness and accessibility of public authorities, the level of public trust in these authorities, the degree of public participation in decision-making by public authorities, and the level of corruption in public authorities.

However, the widespread use of digital technologies in public administration is also associated with additional threats and risks posed by the capabilities of these technologies. In particular, these include blocking the work of public authorities, unauthorized use of personal data stored in electronic information resources, and other manifestations of cybercrime. Therefore, in order to increase the efficiency of public administration in the process of using digital technologies, certain conditions must be met. First, it

¹ Савченко О. С. Систематизація наукових підходів до поняття «цифровізація у публічному управлінні». *Держава та регіони. Серія: Публічне управління і адміністрування*. 2022. № 2 (76). С. 72.

is important to establish reliable cybersecurity systems that will provide protection against cyberattacks and ensure the security of storage and processing of confidential information. Secondly, it is necessary to define the legal and ethical basis for the use of digital technologies in public administration, in particular, to develop appropriate regulations and means of monitoring their compliance. Thirdly, it is necessary to continuously monitor and analyze the risks arising from the digitalization of public administration and respond to potential threats in a timely manner. Finally, it is important to ensure broad public participation and transparency in the process of digitalization, which will allow problems and conflicts to be identified and resolved at an early stage.

Despite the martial law in Ukraine, the digitalization of public administration is gaining momentum and penetrating all areas of activity of public authorities. An analysis of the official websites of Ukrainian public authorities suggests that digitalization is positioned as a gradual transformation of all public services into convenient online services. As the Minister of Digital Transformation notes: "Digital transformation is what makes us stand out in the world today. We are building a digital state. A state that becomes a service. Without bureaucracy, queues and corruption..."². This approach allows us to conclude that digitalization is an effective tool for transforming public service activities of public administration into the digital dimension.

1. Identifying the background of the problem and formulating the problem

The digitalization of public administration covers a wide range of measures aimed at introducing digital technologies into all areas of government activities. This includes the automation of administrative processes, electronic document management, the introduction of electronic services for citizens and businesses, digital identification, and much more.

The experience of Germany in the field of digitalization of public administration is of interest. In its practice, Germany applies the principle of promoting new technologies (das Prinzip der Förderung neuer digitaler Technologien). The German federal government is encouraging the introduction of smart networks in key areas of German life. These include healthcare, education, justice, administrative services, transportation, etc. That is why the Digital Summit is functioning, which is a platform for supporting promising projects aimed at introducing advanced technologies into various spheres of society. Currently, 10 thematic platforms have been

² Федоров М. Цифровізація – це поступове перетворення усіх державних послуг на зручні онлайн-сервіси. Урядовий портал. 19.05.2021. URL: <https://www.kmu.gov.ua/news/mihajlo-fedorov-cifrovizacija-ce-postupove-peretvorennja-usih-derzhavnih-poslug-na-zruchni-onlajn-servisi>

introduced to concentrate the efforts of public administration and individuals to promote digital transformation in various areas of German society and economy³. It is worth noting that Germany is very cautious about digitalization, and the first and foremost condition for this process is the protection of personal data that is being digitized. At the same time, it should be emphasized that German colleagues actively invite Ukrainian specialists from the Ministry of Digital Transformation of Ukraine (hereinafter referred to as the Ministry of Digital Transformation) to share their experience in digitalizing certain areas of public life. The same information can be found on the website of the Ministry of Digital Transformation regarding Estonia's assistance in creating a Diia-based application, on which a Memorandum of Cooperation in Digital Transformation was signed⁴.

Since February 24, 2022, digitalization has become the basis for the effective work of the state. Since the outbreak of full-scale war, the Ministry of Digital Transformation of Ukraine has faced not only the challenges of supporting the initiatives launched, but also the issues of ultra-fast response to events by adapting existing services and creating new interaction between the state and society. The key achievements of the Ministry of Digital Transformation of Ukraine include the following: 1) implementation and development of the Diia app, which has more than 18.5 million users and offers 38 electronic services, such as Diia.Signature, eBaby, Unemployment Benefits, and others (directly during martial law, such services as the eEnemy chatbot, eDocument, eHouse, services for IDPs, damaged property, Diia.TV, Diia.Radio, and donations to help the army were launched); 2) creation of the national web platform of administrative service centers "Diia.Centers" to provide both individuals and legal entities with the information necessary to apply to administrative service centers and ensure the maximum quality of administrative and other public services provided by the centers; 3) development of the open data sphere, including the publication of more than 1000 datasets, in accordance with the principles of the International Open Data Charter and the implementation of European standards; 4) launch of Diia. Digital Education, which provides access to more than 70 educational series, new national digital literacy tests, and a partner network of more than 6,000 hubs; 5) introduction of the Diia City legal regime to create favorable conditions for innovative business, development of digital infrastructure and investment attraction⁵.

³ Кравченко М. Г. Стандарти публічного адміністрування у сфері цифрової трансформації: досвід України та Німеччини. *Київський юридичний журнал*. 2023. № 3. С. 32–41.

⁴ Мінцифра допоможе Естонії створити застосунок на базі Дії. Міністерство цифрової трансформації України. 2.09.2022. URL: <https://thedigital.gov.ua/news/mintsifra-dopomozhe-estonii-stvoiti-zastosunok-na-bazi-dii>

⁵ Звіт про стан інформатизації та виконання галузевих, регіональних програм, проєктів, робіт з інформатизації, програм, проєктів, робіт з інформатизації органів місцевого

An important step in the digitalization of public administration in the field of internal affairs is the introduction of the Custody Records system in Ukraine, which provides for the possibility of ensuring detailed recording of all actions in relation to a detained person. It should be noted that the Custody Records system is a British model for organizing surveillance of detainees and its implementation in Ukraine began in 2016 as a pilot project in temporary detention centers in selected cities (Sarny, Dnipro, Kropyvnytskyi, Kherson). As of today, this system is mandatory for implementation in all temporary detention centers and departments of the National Police and is already in place in 68 units of the National Police. In Lviv the system of electronic recording of all actions with detainees, Custody Records, was installed only on September 15, 2023, at Lviv District Police Department No. 1 and Lviv District Police Department No. 2⁶.

The legal basis for the functioning of the Custody Records system is the Instruction on the formation and maintenance of the Custody Records information subsystem of the National Police of Ukraine Information Portal, approved by the order of the Ministry of Internal Affairs of Ukraine on May 24, 2022, and a web portal (<http://custodyrecords.com>) where police officers can learn how to work effectively with the system.

In accordance with the Instruction on the formation and maintenance of the Custody Records information subsystem of the Information Portal of the National Police of Ukraine, approved by the Order of the Ministry of Internal Affairs of Ukraine of May 24, 2022, the main tasks and purpose of the Custody Records system include:

1) preventing unlawful detention of persons, improving the system of their protection against torture and proper treatment, as well as raising standards of protection of police officers' rights against possible false accusations of misconduct;

2) combining information on detained persons from the moment of their actual detention, stay in the territorial (including interregional) bodies of the National Police of Ukraine, their territorial (separate) units and release or placement in special institutions of other state authorities in a single information space using modern information technologies, computer and communication equipment;

3) interviewing the detained person and the police officer who carried out the detention about the circumstances and grounds for detention, as well as recording all actions with the detained person during his/her stay in the police body (unit);

самоврядування, завдань, проєктів, робіт з інформатизації Національної програми інформатизації за 2022 рік. Міністерство цифрової трансформації України. URL: <https://cms.thedigital.gov.ua>. С. 9-10.

⁶У двох підрозділах поліції Львівщини запрацювала система «Custody Records». Львівська обласна військова адміністрація. 15.09.2023. URL: <https://loda.gov.ua/news/78658>.

4) ensuring prompt response and management decisions by officials of police bodies (units) in case of improper treatment of detainees;

5) introduction of automated generation of an extract from the electronic detention card in the established form⁷.

As follows from the above, the introduction of the Custody Records system has a dual purpose: first, to guarantee proper treatment of detainees, and second, to protect the rights of police officers, who are often unjustifiably accused of misconduct in relation to detainees.

The Custody Records system provides for a certain algorithm of work: documentation is carried out immediately during the detention. The person is filmed on a body camera, entered into the database, and the officer on duty sees where the detainee is being brought from, for what offense, what services need to be called, what actions he or she has committed, legal assistance is called, a legal counsel is called, if necessary. All these activities must be recorded on video, archived and stored for a certain period of time. There is a separate position in the detention centers for this purpose – a Custody Officer (human rights inspector). Its main functions are to communicate with detainees and enter all information into the relevant electronic database, including detention conditions, all investigative actions, health status, medical care, and consultations with a lawyer.

Infrastructural changes in the police unit are an important component of the system. In order to create a safe environment, police units create special rooms, usually with transparent glass, for safe communication with citizens. In addition, all rooms where detainees can be held are equipped with digital video surveillance cameras, which allows remote monitoring of the state of detainees' rights at any time of the day. In addition, the technical capabilities of such equipment allow for two-way audio communication between system users and detainees in the cells.

The functioning of the Custody Records information subsystem ensures the creation of conditions for raising the standards of protection of the rights of detainees and police officers by: reducing the workload of police officers involved in working with detainees; protecting the rights of police officers from false accusations of misconduct against detainees; exercising remote external control over the observance of the rights of detainees by the authorized officers of the Human Rights Compliance Department of the National Police of Ukraine; electronic recording of all actions in relation to a detainee from the moment of detention. This allows for the creation of a single electronic dossier for each detainee, recording of all aspects related to the detention, video recording of all actions that took place in police units, as well

⁷ Інструкція з формування та ведення інформаційної підсистеми «Custody Records» інформаційно-комунікаційної системи «Інформаційний портал Національної поліції України: наказ Міністерства внутрішніх справ України від 24 травня 2022 року № 311. URL: <https://zakon.rada.gov.ua/laws/show/z0629-22#Text>.

as information from police body cameras, which is a positive step towards ensuring international standards of observance of the rights of detainees in police custody⁸.

An important stage in modern government activities is e-justice, which automates document management processes and facilitates the efficient conduct of court cases. Replacing paper documents with electronic formats simplifies access to information and reduces the time required for data processing. This transition also stimulates the improvement of cooperation between public authorities, including law enforcement agencies and judicial institutions, which contributes to transparency and efficiency in the judicial process.

2017 was a reform year for the judicial system. Amendments to the procedural codes marked the beginning of e-justice in Ukraine. In general, the introduction of e-justice has had a positive impact on the efficiency of the judicial system, the speed of justice, and the overall stability and development of the country. It is also important to emphasize that in today's environment, when Ukraine is facing the challenges of a full-scale war on its territory, e-justice allows for online proceedings, which helps to ensure the security and continuity of judicial activities. However, in practice, there are also problematic aspects of the use of e-justice tools.

It is worth emphasizing that the main tasks of any type of legal proceedings (administrative, civil, commercial, criminal) involve fair, impartial and timely consideration and resolution of cases. Various institutions, tools and mechanisms are used to achieve the goal of the judicial process and fulfill the tasks. One of them is e-justice. E-justice is a mechanism that increases transparency, efficiency and access to justice. The use of appropriate communication technologies, especially when the parties cannot be physically present in court, is considered one of the general minimum standards of the judicial process.

The process of actual implementation of e-justice began with the Decision of the High Council of Justice, which approved the "Regulation on the Procedure for the Functioning of Certain Subsystems of the Unified Judicial Information and Telecommunication System" of August 17, 2021⁹.

On October 5, 2021, three subsystems (modules) of the Unified Judicial Information and Telecommunication System (hereinafter referred to as the UJITS) began their official operation: "Electronic Cabinet", "Electronic

⁸ Безпалова О. І. Перспективні напрямки впровадження системи «Custody Records» в освітній процес Харківського національного університету внутрішніх справ. *Шлях успіху і перспективи розвитку (до 26 річниці заснування Харківського національного університету внутрішніх справ)*: матеріали Міжнародної науково-практичної конференції (м. Харків, 20 листопада 2020 р.). Харків: ХНУВС, 2020. С. 86-88.

⁹ Положення про порядок функціонування окремих підсистем Єдиної судової інформаційно-телекомунікаційної системи: Рішення Вищої ради правосуддя від 17 серпня 2021 року. URL: <https://zakon.rada.gov.ua/rada/show/v1845910-21#Text>.

Court" and the video conferencing subsystem. Each of these modules provides certain opportunities for participants in court proceedings.

The Electronic Courtroom allows for the exchange (sending and receiving) of documents (including procedural documents, written and electronic evidence, etc.) between the court and litigants, as well as between litigants.

The capabilities of the E-Court are somewhat broader than those of the E-Cabinet, as they allow for the exchange of documents not only between the court and litigants, but also between the user of this subsystem and the High Council of Justice, as well as for receiving information on the status and results of consideration of such documents or other documents.

With the help of the Electronic Court, litigants can submit their procedural documents, such as pleadings and motions, in the form of electronic documents. After successfully submitting such documents, litigants can track the progress and status of their documents in court. Information about the delivery of the document, its registration, and other information is automatically transferred to the author's electronic cabinet.

In addition, through the Electronic Court service, litigants can make online payments of court fees and other payments, create and transmit electronic powers of attorney to other persons, and receive other information.

The main tasks of the videoconferencing subsystem are to record court hearings and enable users to participate in meetings of other bodies and institutions of the justice system via videoconference.

In accordance with the procedural codes, in particular, part 8 of Article 18 of the Code of Administrative Procedure of Ukraine¹⁰, persons who have registered official e-mail addresses in the Unified Judicial Information and Telecommunication System have the opportunity to submit procedural and other documents, including written and electronic evidence, and perform other procedural actions in the form of electronic documents using their own electronic signature, which has the same legal force as a handwritten signature. The rules for the use of electronic signatures in the Unified Judicial Information and Telecommunication System are determined by the Regulation on the Unified Judicial Information and Telecommunication System and/or provisions governing the operation of its individual subsystems (modules).

The Law of Ukraine "On Amendments to Certain Legislative Acts of Ukraine on Mandatory Registration and Use of Electronic Cabinets in the Unified Judicial Information and Telecommunication System or its Separate Subsystem (Module) Enabling Document Exchange" of June 29, 2023 provided for a phased mandatory registration of electronic cabinets for legal

¹⁰ Кодекс адміністративного судочинства України. URL: <https://zakon.rada.gov.ua/laws/show/2747-15#Text>.

entities and certain individuals¹¹. For participants in the business process, namely lawyers, notaries, public and private enforcement officers, insolvency officers, forensic experts, public authorities and other state bodies, local governments, and other legal entities, this obligation arose on October 18, 2023. As of February 21, 2024, the obligation to register an electronic cabinet was introduced in civil and administrative proceedings and for private legal entities.

The law provides, and the relevant provisions are contained in the procedural codes, that if a person who is obliged to register an electronic cabinet but has not fulfilled his or her obligation goes to court, the documents of such a person will be left by the court without movement or returned, depending on the type of procedural document.

D. Mykhalov aptly emphasizes that those who fail to fulfill the obligation to register electronic cabinets risk not receiving documents filed against them in Ukrainian courts, and their own procedural documents may be returned, not considered, ignored or rejected¹².

Since the introduction of the obligation to register electronic cabinets, court practice has been supplemented by numerous rulings leaving motions and other documents from litigants without consideration due to their failure to comply with the provisions of the new Law. The most frequent violation is the absence of information in applications, motions, and objections regarding the presence or absence of an electronic cabinet, which is the basis for leaving the relevant documents without consideration. For example, the Supreme Court's ruling of October 26, 2023 in case No. 640/33154/20 on the claim of a citizen against the State Service of Ukraine for Food Safety and Consumer Protection states that on October 24, 2023, the plaintiff's attorney-at-law received an application for familiarization with the case file signed with an electronic digital signature to the Supreme Court's email address. However, it does not contain information on the presence/absence of an electronic cabinet of the attorney. Therefore, taking into account the fact that the application was filed by the advocate (who, by virtue of the requirements of Article 18(6) of the Code of Administrative Procedure of Ukraine in the new version, is obliged to register his/her electronic cabinet in the UJITS) by e-mail, and not through the "Electronic Court" subsystem, and the content of which (application) does not contain information on the presence/absence of an electronic cabinet, then, by virtue of the requirements of Article 18(6) and

¹¹ Про внесення змін до деяких законодавчих актів України щодо обов'язкової реєстрації та використання електронних кабінетів в Єдиній судовій інформаційно-телекомунікаційній системі або її окремій підсистемі (модулі), що забезпечує обмін документами: Закон України від 29 червня 2023 року. URL: <https://zakon.rada.gov.ua/laws/show/3200-20#Text>.

¹² Михайлов Д. З 18 жовтня реєстрація е-кабінетів для участі в судових процесах стає обов'язковою. ВПІ. URL: <https://suspilne.media/596081-z-18-zovtna-reestracia-e-kabinetiv-dla-ucasti-v-sudovih-procesah-stae-obovazkovou-vrp/>

Article 167(2) of the Code of Administrative Procedure of Ukraine, the advocate's application for familiarization with the case file should be returned without consideration¹³.

Thus, courts actively require litigants to ensure compliance with electronic procedures and provide information on the presence or absence of electronic offices when filing applications, motions and other documents. Failure to provide such information results in the court leaving such person's documents without action or returning them without accepting them for consideration, depending on the type of procedural document.

2. Analysis of existing methods of solving the problem and formulation of the task for optimal development of science

Along with the positive aspects of the use of digital tools in various areas of state activity, there are many problems that require analysis and development of effective strategies and measures to address them in order to ensure security, transparency and efficiency in the use of digital technologies in the public sector.

With regard to the introduction of the Custody Records system, which is new for Ukraine, at the initial stages the researchers emphasized the following regulatory issues that need to be addressed: improving the efficiency of the institution of officials responsible for the stay of detainees (develop detailed job descriptions; ensure proper training and professional development of officials through the introduction of a training system); ensuring infrastructure conditions in the territorial police bodies for the implementation of the Custody Records system ("*Custody Records*" room); *regulating the system of monitoring (video surveillance) of the actions of a detained person using modern technology, the possibility of remote access to cameras through the Internet, the possibility of archiving data and quick access to their individual fragments, the procedure for ensuring privacy (use of "dead zones", etc.), in particular when processing such information and providing it to third parties, etc.; establishing effective interaction between officials whose activities are related to detention in terms of ensuring proper recording of information about the detained person*¹⁴. It is worth noting that as of today, most of these problems have been successfully resolved.

Experts, including lawyers, draw attention to the practical negative aspects of the Custody Records system. The system provides for special requirements for the arrangement of police units regarding the zoning of the premises of the police unit and, among other things, provides for a room for a confidential meeting between

¹³ Ухвала Верховного Суду від 26 жовтня 2023 року у справі №640/33154/20. Єдиний державний реєстр судових рішень. URL: <https://reyestr.court.gov.ua>.

¹⁴ Крапивин Є. Custody Records: система фіксації всіх дій щодо затриманої особи – стан нормативного регулювання. Реанімаційний пакет реформ. 07.09.2022. URL: <https://rpr.org.ua/news/custody-records-systema-fiksatsii-vsikh-diy-shchodo-zatrymanoio-osobyi-stan-normatyvnoho-rehuliuвання>

the detainee and the defense counsel. Such communication takes place through a transparent glass window using a telephone. Under such conditions, the lawyers believe, the confidentiality of communication may be violated, as it is possible to listen to the conversation. In addition, the widespread video recording also does not contribute to the detainee's trust in the defense counsel and can be regarded as an obstruction of the right to legal aid.

The key person who works directly with the system is the "Custody Officer", i.e. the human rights inspector who enters all data into the electronic database. That is why it is important today to conduct special education or training for persons who apply for or hold the position of "Custody Officer", as they are the main actors in ensuring the standards of detainees' rights.

In conclusion, it should be emphasized that although the introduction of the Custody Records system has its advantages in keeping records of persons in custody, serious issues arise regarding the protection of privacy and rights of detainees that require both regulatory regulation and practical solutions.

E-justice, which brings significant changes to the traditional procedures and processes of the judicial system, is not without its drawbacks.

M.-M. A. Kulynych emphasizes that the introduction of e-justice in Ukraine allows lawyers to interact with the judicial system electronically, which helps to reduce time and money costs for representatives of the human rights side and facilitates access to court proceedings and documents. This system also increases the operational awareness of court decisions and ensures effective exchange of information between participants in the judicial process. However, it is important to note that technical problems and malfunctions may arise when working with the Electronic Court, which may affect access to court materials and procedural documents¹⁵.

C. V. Shcherbak points out that the subsystems "Electronic Court" and "Electronic Cabinet", which are aimed at exchanging information between litigants and their representatives through electronic cabinets, remain imperfect and insufficiently focused on meeting the needs of users. Users of the program complain about the inconvenient design, a number of technical errors (problems with logging in, cases of "disappearing" cases from the account, lack of important information about submitted documents or the status of the case for unknown reasons). Technical problems and breakdowns also occur during videoconferences¹⁶.

¹⁵ Кулинич М.-М.А. Використання захисником підсистеми «Електронний суд» під час досудового розслідування. *Інформаційні технології в освіті та практиці*: матеріали Науково-практичної конференції (Львів, 16 грудня 2022); упорядник: Т. В. Магеровська. Львів: ЛьвДУВС, 2023. С. 37.

¹⁶ Щербак С.В., Кожевнікова А.В. Електронізація судочинства: сучасний стан та орієнтири розвитку електронного суду в Україні у світлі цивільного процесу. *Юридичний електронний науковий журнал*. 2023. № 4. С. 240. URL: http://www.lsej.org.ua/4_2023/57.pdf.

K. K. Piatyhora noted that electronic administrative proceedings in Ukraine are still at the stage of formation and require a lot of effort for full and effective implementation. Nevertheless, it is important to note that our judicial system has already achieved some success. The existence of appropriate regulations in the field of electronic administrative justice plays an important role in improving the functioning of the e-court subsystem. At present, there is a certain lack of detailing of certain aspects of electronic administrative justice at the level of regulations, as well as in the operation of the E-Court in practice¹⁷.

Based on the analysis of the regulatory framework, opinions of scholars, and court practice, the main advantages and disadvantages of e-justice are summarized. In our opinion, the main positive aspects of e-justice include:

1) speed and efficiency, since cases can be considered faster due to the electronic document management system;

2) saving time and money due to the possibility of electronic filing of documents and, in addition, saving costs for traveling to court, accommodation, etc;

3) convenience for participants, which is manifested in the ability to participate in hearings online, which reduces the need to attend court in person;

4) accessibility for people with disabilities;

5) transparency of information, as all documents and materials can be accessed online for the parties to the case, as well as for the public;

6) electronic documents and processes reduce the use of paper and other materials, helping to conserve natural resources.

In general, e-justice contributes to improving access to justice, ensuring the efficiency of processes and increasing the level of trust in justice.

In addition, in the context of war and threats to the security of citizens, e-justice is useful for ensuring the confidentiality of court cases and reducing the risks of corruption in judicial procedures. This is an important step towards restoring the rule of law and stability in the face of a major threat to national security.

At the same time, it should be noted that all of the above positive aspects are not absolute, as each of them is countered by a potential drawback or challenge that should also be taken into account.

The first and most important problem, in our opinion, is that the law does not require citizens who are active participants in court proceedings to register an electronic account. As a result, citizens do not have access to electronic documents, which requires the court to print out the case file, which can be hundreds of pages long. At the same time, the court's resources for

¹⁷ Пятігора К. Впровадження електронного адміністративного судового процесу в Україні: передумови, сутність та етапи створення. *Адміністративне право і процес*. 2022. № 3 (38). С 59-71. URL: <https://applaw.net/index.php/journal/article/view/764/670>

consumables are limited, so judges often have to purchase the necessary supplies (paper, refill cartridges) themselves. In this aspect, it is advisable to amend the procedural codes accordingly and to establish an obligation for citizens who apply to the court to register electronic offices on their own in order to have access to all documents in electronic form.

The use of videoconferencing is also not always justified. First, the level of income of citizens does not allow everyone to have modern electronic means of communication. Secondly, it should be taken into account that people who do not have sufficient education or experience with computers may have difficulty using electronic systems, especially the older generation.

The current conditions of our country's development have shown that technical problems in the operation of electronic systems can become a significant problem, which can lead to interruptions in meetings and the submission of documents. It is enough to recall the hacker attacks on the Kyivstar mobile network, which resulted in the absence of mobile communication and the Internet for several days. This raises questions about data security and privacy. To ensure an adequate level of information security in the courts, databases need to be regularly updated, outdated equipment replaced, and equipment maintenance positions need to be filled by qualified professionals, which is also a big problem due to low salaries.

CONCLUSIONS

In the context of global transformations, the impact of pandemic challenges and military threats, the level of digitalization of public administration plays a particularly important role in Ukraine's establishment as a strong and authoritative European state capable of creating favorable external conditions for sustainable development and realizing its potential.

We should agree that one of the key benefits of digitalization for Ukraine is to help overcome bureaucracy and corruption. Indeed, the digitalization process is mutually beneficial for both citizens and the state. Citizens have the opportunity to receive certain benefits with minimal time, without direct contact with public authorities, which eliminates corruption risks. For public administration entities, digitalization means increasing the productivity and efficiency of decision-making and minimizing conflicts with citizens.

The digitalization of public administration is not only a necessary step for modern society, but also a great opportunity for Ukraine to improve the performance of government agencies, increase citizen satisfaction, and become more competitive on the global stage. With the right strategy and the integration of all stakeholders, Ukraine has every chance to succeed in this direction. Moreover, Ukraine is not only developing in the direction of digitalization on its own, but is also helping the rest of the world to do so. If earlier advanced European countries used to benefit from Estonia's experience, today Ukraine is a leading digitalization leader and Estonia is already turning to Ukraine for experience, taking into account its successful cases, so it is important to further develop and

disseminate the processes of digitalization of public administration for its successful functioning throughout the country.

The analysis of the latest information technologies in the field of internal affairs and justice suggests that, in general, Ukraine has great potential for improving its performance in these areas. The introduction of modern technologies can help to improve the efficiency and transparency of law enforcement agencies, as well as optimize judicial procedures. At the same time, in today's context, especially during the period of martial law, it is important to keep in mind the challenges that may arise in the process of digitalization of the internal affairs and justice sectors. This includes issues of cybersecurity, protection of privacy and citizens' rights. The digital space is extremely vulnerable to cyberattacks, so the state should make special efforts to improve the level of personal data protection and create a secure exchange of various identification data.

ABSTRACT

Digital technologies are becoming an increasingly important tool in public administration that can significantly improve the efficiency, transparency and accessibility of public services.

A study of the role of digital technologies in the field of internal affairs and justice has shown that these technologies play a key role in modernizing and improving the functioning of law enforcement and judicial agencies. They increase the efficiency of government agencies and ensure better information exchange between different agencies. The use of digital technologies promotes transparency in the activities of government agencies and has a positive impact on the level of public trust in the state.

The use of digital technologies stimulates the development of innovations, which allows for continuous improvement of the work processes of public authorities.

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