

## Artículo de investigación

## Use of digital capabilities to improve the efficiency of control and supervision

ИСПОЛЬЗОВАНИЕ ЦИФРОВЫХ ВОЗМОЖНОСТЕЙ В ЦЕЛЯХ ПОВЫШЕНИЯ  
ЭФФЕКТИВНОСТИ КОНТРОЛЬНО-НАДЗОРНОЙ ДЕЯТЕЛЬНОСТИ

## Uso de capacidades digitales para mejorar la eficiencia de control y supervisión

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**Abstract**

The Article is devoted to the review of the norms of domestic legislation regulating the use of digital technologies in control and supervision activities. The study suggests that the use of modern information and telecommunication technologies is inextricably linked with the reform of public administration and improve its efficiency. Given the complexity and versatility of digital transformation, the authors use a systematic method of research. It is necessary to recognize the system method and consider in detail the advanced software currently in operation. Along with the above, the article also analyzes the problems associated with the implementation of the digital transformation of the Prosecutor's office. In addition, on the basis of the research shown in the article, reasonable proposals are proposed that are necessary for the systematic and rapid introduction of modern computer technologies into the daily activities of the Prosecutor's office. In particular, the authors indicate that it is advisable to form a clear and coherent system of organization of educational activities to train civil servants information and telecommunication technologies. All educational organizations can be involved in this activity, however, first of all, those that carry out direct training of specialists for state authorities, state bodies exercising control and Supervisory functions.

**Аннотация**

Статья посвящена обзору норм отечественного законодательства, регулирующих вопросы использования цифровых технологий в контрольно-надзорной деятельности. Проведенное исследование позволяет утверждать, что использование современных информационно-телекоммуникационных технологий неразрывно связано с реформой государственного управления и повышения его эффективности. Учитывая сложность и многогранность цифровой трансформации авторами используется системный метод исследования следует признать системный и подробно рассматривается передовое программное обеспечение, находящееся в настоящее время в эксплуатации. Наряду с изложенным, в статье также анализируются проблемы, сопутствующие реализации цифровой трансформации органов прокуратуры. Кроме того, на основе отображенного в статье исследования предлагаются обоснованные предложения, необходимые для планомерного и быстрого внедрения современных компьютерных технологий в повседневную деятельность органов прокуратуры. В частности, авторами указывается, что целесообразно сформировать четкую и слаженную систему организации образовательной деятельности по обучению государственных служащих информационно-телекоммуникационным технологиям. В этой деятельности могут быть

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задействованы все образовательные организации, однако, прежде всего, те, которые осуществляют непосредственную подготовку специалистов для органов государственной власти, государственных органов, осуществляющих контрольно-надзорные функции.

**Ключевые слова:** информационно-телекоммуникационные технологии, цифровая трансформация, человеческий капитал, правоохранительные органы.

## Resumen

El artículo está dedicado a la revisión de las normas de la legislación nacional que regula el uso de tecnologías digitales en las actividades de control y supervisión. El estudio sugiere que el uso de tecnologías modernas de información y telecomunicaciones está indisolublemente vinculado con la reforma de la administración pública y mejorar su eficiencia. Dada la complejidad y versatilidad de la transformación digital, los autores utilizan un método sistemático de investigación. Es necesario reconocer el método del sistema y considerar en detalle el software avanzado actualmente en funcionamiento. Junto con lo anterior, el artículo también analiza los problemas asociados con la implementación de la transformación digital de la oficina del Fiscal. Además, sobre la base de la investigación que se muestra en el artículo, se proponen propuestas razonables que son necesarias para la introducción sistemática y rápida de tecnologías informáticas modernas en las actividades diarias de la oficina del Fiscal. En particular, los autores indican que es aconsejable formar un sistema claro y coherente de organización de actividades educativas para capacitar a los funcionarios de las tecnologías de la información y las telecomunicaciones. Todas las organizaciones educativas pueden participar en esta actividad, sin embargo, en primer lugar, aquellas que llevan a cabo la capacitación directa de especialistas para las autoridades estatales, los organismos estatales que ejercen el control y las funciones de supervisión.

**Palabras clave:** Tecnologías de la información y las telecomunicaciones, transformación digital, capital humano, organismos encargados de hacer cumplir la ley.

## Introduction

Currently, virtually all areas of human activity are penetrated by digital technologies. Science introduces new concepts specific to the digital realm. Some concepts are so fundamental that their implementation will very significantly affect the life of the entire human community.

These include artificial intelligence. In our opinion, its most optimal definition is the concept used by scientists in the field of computation theory, Barr and Feigenbaum. In their opinion, artificial intelligence is an area of computer science that is engaged in the development of intelligent computer systems, i.e. systems with the capabilities that we traditionally associate with the human mind, namely understanding the language, learning, the ability to reason, solve problems, etc. (Artificial intelligence as a key factor in the digitalization of the global economy, 2018).

The ability to help a person in solving numerous problems is also relevant in the sphere of state activity, which today is actively undergoing digital transformation in Russia.

## Methodology

Considering the problems of introducing digital technologies into modern production, science, including the activities of government bodies, including the prosecutor's office, it is necessary to take into account a number of important aspects. Firstly, it is the possibility of introducing certain technological innovations without disrupting the processes of everyday activities, carrying out the so-called "soft transition". Secondly, it is required to train existing prosecutors and personnel in the reserve with new digital tools of the prosecutor. Thirdly, the moral side of digitalization should be taken into

account - changing the means of communication and interaction can be very uncomfortable for a number of employees.

Thus, given the complexity and versatility of digital transformation, the most applicable research method should be recognized as a systemic one.

### Discussion and Results

The strategy for the development of the information society in the Russian Federation for 2017 - 2030 was approved by decree of the President of the Russian Federation dated 09.05.2017 No. 203. This strategy defines the goals, objectives and measures for the implementation of the domestic and foreign policies of the Russian Federation in the field of application of information and communication technologies, aimed at development of the information society, the formation of a national digital economy, ensuring national interests and the implementation of strategic national priorities.

Thus, paragraph 41 of the Strategy determines that the main tasks of applying information technologies in the field of interaction between the state and business, as well as the formation of a new technological basis in the economy, are to reduce the administrative burden on business entities due to the use of information and communication technologies during inspections by state and municipal control bodies (supervision) and in the collection of official statistics.

The use of modern information and telecommunication technologies is inextricably linked with the reform of public administration aimed at increasing its effectiveness, ensuring openness and maximum interaction with civil society.

A.V. Palamarchuk rightly pointed out that “the vector of Russia's current development implies its gradual transition from an industrial society to an information society, in which scientific knowledge and information become a determining factor in public life. Creating an innovative society based on information is the strategic direction of the country's development” (Palamarchuk, 2013).

In this regard, it is assumed that the widespread introduction of digital technologies in various sectors of the economy, as well as the digitalization of state and social spheres

(education, healthcare) will help reduce transaction costs, as well as increase the level of comfort of the socio-economic environment. Somewhat earlier, (Pastukhov and Losavio, 2017), who pointed out that the need for the development, noted this and implementation of information technology is related to the speed of decision-making. It is necessary to make competent management decisions as soon as possible. Making sound decisions in a dynamic economy, and most importantly, in critical situations, requires instant receipt and analysis of all information from all possible sources.

The prosecution authorities of the Russian Federation are active in the implementation of modern digital technologies. In particular, by order of the Prosecutor General of the Russian Federation dated September 14, 2017 No. 627, the Concept of digital transformation of bodies and organizations of the prosecutor's office of the Russian Federation until 2025 was approved, providing for a whole list of activities and goals that should be realized and achieved. The digital transformation of the bodies and organizations of the prosecutor's office of the Russian Federation is carried out in the framework of state policy to create the necessary conditions for the development of the digital economy of the Russian Federation. It is a necessary evolutionary step that will make it possible to change the activities of all law enforcement agencies, making it more qualitative and operational.

The increasing complexity of prosecutorial activities, the diversity and efficiency of tasks solved by prosecutors in modern conditions required the search for new technologies and techniques to improve the quality and effectiveness of supervisory and other activities. At the same time, the development of information technologies, the ever-increasing volume of information exchange in modern society also affect the activities of the prosecutor, and accordingly, the use of new technologies also has great potential for optimizing prosecutorial supervision (Komarova and Kolesov, 2019).

Today, over 30 information technologies are used by individual bodies of the Russian prosecutor's office to optimize supervisory activities; most of which are departmental and state information systems; one of the most important of which is the state automated system of legal statistics (hereinafter - GAS PS).

In March 2017, Yu.Ya. Chaika, speaking at a meeting of the board of the General Prosecutor's Office of the Russian Federation, noted that the

future of crime accounting is for high technologies that exclude any fraud with statistics. At first glance, it seems that these opportunities arising thanks to modern software should be enthusiastically accepted by all employees of the prosecutor's office and even all law enforcement agencies. Unfortunately, the transparency and accessibility of all statistics and procedural decisions in fact online is an important factor causing the most severe rejection of the GAS PS among individual heads of law enforcement agencies. The software does not take into account administrative pressure factors from any side.

Thus, the GAS PS cannot seem to be the correct and necessary development for a number of leaders who report on the achieved, but in fact "inflated" indicators of crime detection, the number of recorded criminal attacks.

In this regard, it is necessary to provide the following data from a sociological survey conducted by VTsIOM in 2014: only 56% of Russians trusted the police, while 13% trust it completely, and 43% only to a certain extent. At the same time, 41% of Russians believe that it is impossible to rely on the employees of internal affairs bodies, while more often than others residents of the capital and St. Petersburg (53%) expressed this opinion. Slightly less than a quarter of respondents (21%) gave a positive assessment of the activities of law enforcement officials in assisting citizens. Another 58% of respondents consider the assistance of the police in solving problems insignificant, and 13% are completely sure that the police do more harm to people (VTsIOM: the level of trust of Russians to law enforcement agencies is growing, 2014).

Studying the indicated problem from this angle, it becomes clear that the leadership of the General Prosecutor's Office of the Russian Federation, successively implementing the measures of the Concept of Digital Transformation, including the introduction of free software GAS PS, carry out not only digitalization and "modernization" of the functions of prosecutorial supervision. The ultimate goal of the Concept is broader; its implementation will lead to qualitative and extremely significant changes in the activities of all law enforcement and regulatory authorities. Their work, becoming more transparent and open, should affect the attitude of citizens towards the state apparatus and the law enforcement system in the future. In addition, as correctly indicated, "information processes are

the basis for the analytical support of prosecutorial activities" (Kakitelashvili, 2017). Another major innovation in digital tools should be mentioned the software developed in accordance with the Decree of the President of the Russian Federation of 04.17.2017 No. 171 "On monitoring and analysis of the results of consideration of appeals of citizens and organizations". In order to ensure the protection of the rights, freedoms and legitimate interests of man and citizen, forecasting the development of socio-economic and socio-political processes in the Russian Federation, state bodies, local governments, state and municipal institutions, other organizations performing publicly significant functions are placed on the pages its official websites intended for receiving applications from citizens and organizations in the form of an electronic document provided by a single performer in work on the operation of e-government infrastructure - a single national operator of e-government infrastructure software, information about which is included in a single register of Russian programs for electronic computers and databases; and also monthly submit to the Presidential Administration of the Russian Federation in electronic form information on the results of consideration of appeals of citizens and organizations, as well as on measures taken on such appeals.

Due to the above requirements, the Presidential Administration of the Russian Federation receives up-to-date information on all appeals of citizens in the Russian Federation on an ongoing basis, which allows to monitor at the system level the development of certain trends in social, economic and a number of other areas in the life of society.

Many prosecution bodies have also developed initiatives and are using in practice various programs of digital (informational) support for prosecutorial activities.

The information and analytical complex "System for Combating Illegal Materials on the Internet", developed by the Prosecutor's Office of the Republic of Tatarstan in 2015, is an example of the successful implementation of information technology in prosecutorial activities. The system proposed by prosecutors accumulates the intellectual and legal experience gained by the prosecutor's office of the Republic of Tatarstan in protecting citizens from illegal materials distributed on the Internet. At the same time, the program offers the maximum automation of all necessary preparatory processes, from the search

for illegal materials that are freely available on the Internet to the execution of the documentation necessary to block it. As a result of using the program in prosecutorial activities, the efficiency and effectiveness of supervision in various areas of public relations has been significantly increased. The information and analytical complex "System for Combating Illegal Materials on the Internet" is, in our opinion, one of the examples of high-tech supervision, as it is understood in the Concept of digital transformation of prosecution authorities. It is important to note that it is not possible to successfully solve the problems under consideration solely by technical means related to the digitalization of control and supervision activities.

It is necessary to take into account the degree of preparedness of the people involved in this new digital formation, their relevant knowledge, skills and abilities.

An analysis of the practice of using the information and telecommunication technologies existing in the field of public administration shows the need to create a system of continuity and motivation to develop and maintain competencies using modern technologies and integrate them into the current system of qualification characteristics of positions in the system of control and supervision bodies.

However, it should be understood that the formation of new skills, knowledge and skills among government employees using digital technologies is one of the goals of the digital transformation program, and the creation of a system of continuity and motivation is just a tool to achieve the desired result.

## Conclusion

In our opinion, the first step in staffing the large-scale transition of government agencies to digital technologies is to increase the professional competencies of employees, that is, to process and adapt existing qualifications to new digital realities. In this regard, it should be emphasized that any systemic dissonance, including the absence, for example, of a carefully developed regulatory framework or the ability of workers to carry out activities in modern conditions, can become an extremely destructive factor for the functioning of the entire state apparatus (Kolesov, 2019).

At the second stage, it is advisable to form a clear and coherent system of organizing educational

activities for training public servants in information and telecommunication technologies, its methodological and scientific support. All educational organizations may be involved in this activity; however, first of all, it should be organizations that carry out direct training of specialists for state authorities, state bodies that exercise control and supervision functions, as well as implement appropriate programs of additional professional education for this category of people (professional retraining and advanced training programs).

We believe that Moscow State Linguistic University can also be included in the general system of preparing civil servants for the use of information and communication technologies in their professional activities.

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