

OUTSOURCING IN THE FIELD OF DOCUMENTATION SUPPORT OF ORGANIZATIONAL MANAGEMENT, BASED ON KNOWLEDGE

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Annotation

This article is devoted to the issues of improving the management processes at the enterprise by introducing outsourcing of documentation support into the workflow system.

Key words

outsourcing, document, document flow, outsourcing companies, outsourcing of management documentation support. Effective management is based on information and documentation support. One of the options for improving the efficiency of management can be outsourcing of management documentation support.

Successful corporate activity is unthinkable without analysis indicators of the state of human and intellectual capital and organized process of generating new knowledge and documenting accumulated knowledge allowing a comprehensive assessment of the scientific and economic potential; determine the reserves of effective use of personnel, improvement of organization and working conditions; identify effective ways to create sustainable and unique competitive advantages of the corporation.

Outsourcing is the transfer by a company, on the basis of a contract, of certain functions within the framework of business activities to another organization that operates in the relevant field as a performer.

Outsourcing is a popular trend in the world of modern business and represents the transfer of non-core functions to a specialized company. Outsourcing is the transfer by an organization, on the basis of an agreement, of certain types or functions of industrial entrepreneurial activities to another company operating in the required area. Unlike services and support, which are one-time, episodic or incidental and limited to the beginning and end, outsourcing is usually transferred to the functions of professional support for the uninterrupted operation of individual systems and infrastructure on the basis of a long-term contract.

Outsourcing is the practice of transferring, on a contractual basis, non-core functions, processes, and areas of activity of an organization to other organizations that have the necessary technical, technological means, resources, and management knowledge in the required competitive field to ensure the required quality. The basic advantage of outsourcing for an organization's activities is that outsourcing optimizes these activities by allowing operations to be focused on the main, priority area. Due to such practical value, outsourcing quickly and successfully took root in the business sphere as a technology that helps solve the problem of reducing costs, increasing adaptation to changing environmental conditions, improving the quality of products and services, and qualified risk management.

Outsourcing of documentation support for management from the development of a nomenclature of cases and regulations on subdivisions of the management documentation support service to the output of the organization's archive to external offsite storage and destruction of documents with expired retention periods is today a new type of outsourcing that is gaining momentum in Uzbekistan.

Outsourcing allows you to increase the efficiency of the enterprise as a whole and use the freed up organizational, financial and human resources to develop new directions or concentrate efforts that do not require increased attention.

At a certain stage in the development of a company, as you know, the moment comes when it becomes obvious the need to manage the process of increasing the number of documents, to ensure their correct accounting and safe storage.

Outsourcing of management documentation allows you to outsource some of the traditional management functions, such as registration and retrieval of information, to a third party. With a clear organization of legal relations, the owner of the documents guarantees himself a clear and uninterrupted operation of the entire supporting subsystem of management.

To organize an effective management process, you need appropriate information support: search, collection, storage and timely presentation of the required information on a particular request. The function of providing information can be thought of as a kind of logical addition to the data storage process. Today, the overwhelming majority of commercial organizations use in their activities traditional management documentation systems based on working with data not on electronic media, but only on technical devices that ensure the processing of "paper documents".

Thus, in the course of the organization's functioning, a certain set of heterogeneous unstructured documents arises, ordered only by structural divisions (moreover, the larger the organization, the greater the volume of workflow).

According to the current legislation, all organizations are obliged to keep their documents for the period of time established by law, and, as practice shows, many of them require that the document does not disappear in the bowels of the archive, but is available for viewing at any time. In addition, it is necessary to be able to change the list of employees who have access to certain documents.

Naturally, the state imposes strict requirements on the document storage system, namely:

- entering documents into the archive;
- classification of documents according to logical structures;
- viewing archival documents;
- drawing up summaries and reports on documents in the archive;
- changing the access rights to archival documents;
- appointment and change of the storage period for archival documents in accordance with the List of typical management documents of organizations;
- deleting documents from the archive;
- logging of the main actions with archival documents.

All other things being equal, this system should ensure the minimum costs of organizing the process of storing documents, which in modern conditions mainly consist of the costs associated with the lease of premises, the costs of technical, personnel and methodological support for the operation of the archive.

The technology of offsite storage of documents can be formally divided into the following stages:

Registration of an application for depository storage of documents.

At this stage, the owner of the documents draws up an appropriate contract, which indicates the volume of documents transferred for storage and the conditions for their service. Each accounting unit (box with documents, case (folder), document) is identified by a special barcode sticker. This will allow in the future to record all actions performed with documents (receipt, withdrawal, destruction of documents).

Removal of documents from the organization.

At this stage, the transport service takes out the documents from the organization that are in boxes with barcode stickers and delivers them to the storage. Registration of documents upon admission to the warehouse is carried out by a specialized computer system for accounting, storage and movement of

documents, which allows you to provide various types of reports. Upon entering the storage, archival boxes with documents are placed on the shelves in random order. A special scanner reads 9-digit barcode labels from each document, a 6-digit barcode from an archive box and a barcode from the rack on which this box is placed. Upon completion of the scanning procedure, the data is integrated with the local computer network and the data is transferred.

Seizure of documents at the request of their owner or provision of reference information.

Periodically, the owner of the documents has to request certain documents transferred for storage. This happens if, for example, an audit is carried out on them, or a certificate is required to be issued to an employee, or there is a trial on issues related to the subject of the document. In this case, the owner, for a certain fee specified in the contract, orders the necessary box (or another accounting unit specified in the contract), and the transport service delivers it within one day. In this case, a similar (in relation to the receipt of documents in the archive storage) procedure for scanning the barcode label of the withdrawn accounting unit is performed. Also, information about the person who ordered this service and about various ordering options is imported into the database. The contract may also stipulate weekly pickup and the corresponding delivery of documents. Most of the documents generated as a result of the organization's activities are stored for 5 years, at least 10 years. Personnel documents are kept for 75 years. Accordingly, documents with expired storage periods should be removed from the archive storage, the seizure should be recorded and destroyed in the presence of the owner.

Destruction of documents.

The selection of documents for destruction and the drawing up of an act on them is carried out after the preparation of inventories of cases of permanent and temporary storage for this period. The act on the allocation of documents for destruction is considered at a meeting of the Expert Commission of the organization. As a rule, specialized outsourcing companies that provide offsite document storage services also offer additional services in the designated area. This allows you to maintain the full life cycle of a document - from its creation to destruction.

In order to ensure confidentiality and provide access to documents only to authorized personnel of the company, an employee authorization system is applied. The authorized employee himself assigns himself a personal identification number, which will be requested to confirm any order, along with his signature. The Chief Coordinator shall certify the list of authorized employees with his

signature and company seal. This list can subsequently be supplemented or canceled.

To manage a documented body of knowledge, it is necessary to develop a special management system and its organizational and methodological support, which will improve the efficiency of working with documents.

Thus, based on the data indicated above, we can conclude that the system for improving management in an enterprise by introducing outsourcing of documentation support for management not only significantly increases the level of organization of management activities of a particular enterprise, but also minimizes time, labor and money costs.

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