

DIFFICULTIES IN THE IMPLEMENTATION OF ELECTRONIC DOCUMENT MANAGEMENT BY SMALL BUSINESSES RELATED TO PERSONNEL IN UKRAINE

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At this time, almost anyone can create a small enterprise [1]. At the same time, everyone who decides to run a business, in addition to the difficulties associated with the direct task of creating additional value of a product or service and obtaining benefits, faces a number of difficulties. Some of them: regulation by government bodies, the need to comply with industry standards, the need to provide reporting to state bodies, the need to exchange documents and other information with counterparties, the need to check the work of staff, etc.

When interacting with the state and the counterparty from the moment of enterprise registration to the moment of its closure, in fact, almost all actions can be performed remotely using electronic method, such as electronic document flow and qualified electronic signature.

In general, there are quite a few advantages of using electronic documents at the enterprise, some of which are given in the articles [2, 3]

In order that in the event of any disagreements in the documents with counterparties or cases of claims from one of the parties, the document that was transferred between the counterparties must be transferred in accordance with the law of Ukraine. If this exchange takes place in electronic form, then it must comply with the principles of the Law of Ukraine On Electronic Documents and Electronic Document Management [4], as well as the Law of Ukraine On Electronic Trust Services [5].

As was successfully noted by Zhovnirchuk, Martseniuk [6] The order of electronic document circulation is determined by state bodies, local self-government bodies, enterprises, institutions and organizations of all forms of ownership in

accordance with legislation. This entails the need for constant analysis of current legislative acts. Therefore, the person responsible for this process needs basic training that will allow him to understand the essence of the changes in the legislation.

In fact, to guarantee the honesty of the counterparty, companies, including small enterprises, must use electronic document management systems. There are many companies on the Ukrainian market that provide document management services (M.E.Doc (from the company Ukrzvit), “ВЧАХО”, Document.Online, “Арт-Офіс”, Comarch EDI, FossDoc, EDIN, Paperless, “ІТ Користувач CSK-1”, Signy, Star.Docs, “BAS Документообіг CORP”, “FREDO ДокМен”, Deals and others) and also allow sending reports to state bodies in electronic form. They offer their clients both work with systems using the web interface, and various integration solutions with enterprise work accounting systems. But integrations are usually provided on a paid basis and often require additional changes in the infrastructure and business processes of the enterprise, so small enterprises use the web interface to a certain stage.

Each platform of electronic document circulation is unique, and it is necessary to spend time to master the skills of working with it, which negatively affects the working time of the employee for the main duties. When using the web interface of the document management system, the user actually has to enter the same information twice: information in the company's accounting system, and then duplicate the information in the web interface to transfer the electronic document. It is also necessary to monitor and check the correctness of the entered information to avoid errors caused by the human factor.

All this causes additional time spent on each operation related to the exchange of electronic documents. Spending additional time leads to a decrease in the productivity of the company's personnel. Unique interfaces and rules for working with systems raise the entry threshold, which in turn leads to significant delays, which are necessary for replacing employees and finding qualified specialists. In the absence of an employee who usually works with electronic document management systems, his replacement by another employee cannot happen quickly.

The loss of trained personnel can lead to a significant decrease in the productivity of the enterprise as a whole. And specialists with skills in working with similar systems demand more compensation, which increases the entrepreneur's personnel costs. On the contrary, people who have not yet encountered document management systems can demand less compensation for their work, but they will be less productive and may make mistakes during the formation of documents, which leads to additional time spent on re-forming documents (if possible) or receiving fines from counterparties of the enterprise for violation of document flow rules. Providers and the state in general are making efforts to improve the skills of platforms users. Learning mechanisms include video explanations, FAQs, instructions, and more. But it should be noted that these efforts do not have the desired effect and the level of digital literacy still remains too low [7] for the possibility of rapid implementation of electronic document management systems in all state enterprises due to a lack of qualified personnel.

After the implementation of “diia.Signature-EU,, which corresponds to the eIDAS regulation of the European Union, Ukraine became one step closer to the transition to European Union standards [8].

As noted in the publication, which shed light on the difficulties of implementing electronic document flow in Italy under the influence of EU legislation, the change in legislative norms entails many changes both in the technical means used by companies, as well as a change in skills and updating of knowledge on the part of the personnel of enterprises [9]. And also, as the article [10] showed, the level of digital literacy and the availability of training of highly qualified specialists in IT technologies has a significant impact on the possibility of successful implementation of advanced information systems.

As aptly mentioned in the article [11], the process of personnel adaptation has many factors that affect both the possibility of continuing work in the company and the efficiency with which a person will perform work tasks.

By 2025, about 40% of workers with less education will face the risk of automation in their jobs, compared to 5% of workers with higher education. Greater use of technology will lead to greater demand for digital skills [12].

As a result, the following difficulties of implementing electronic document management systems at small enterprises related to personnel can be identified:

- It takes an employee's time to master the platform of electronic document management.
- Decreased performance when using a web-based electronic document management system solution.
- Allocation of employees' time to duplication of information on the web page of the company's document management system and accounting system (ERP system).
- The need to verify the correctness of the information entered in the web interface.
- Difficulty in finding qualified employees. As well as the low speed of hiring employees due to additional requirements and confirmation of their knowledge
- The loss of trained personnel can lead to a significant decrease in the productivity of the enterprise.
- The need to allocate more funds to employee benefits.
- Increase in possible errors on the part of personnel when using web solutions of the electronic document management system.

So it can be concluded that the skills of working with document management systems are becoming more and more necessary for a modern person. There is an increasing need to introduce additional classes into the educational process of the state to acquire basic knowledge of working with document management systems.

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CLASSIFICATION OF DDOS ATTACKS AND THEIR IMPLEMENTATION

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DDoS attacks ("distributed denial-of-service") - is an attempt to disrupt normal server traffic. They aim to overwhelm the devices, services, or network the intended target with fake Internet traffic, making them unavailable to users.