

The cover image shows a large, modern building with a prominent white statue in the foreground. The statue is a seated female figure, possibly representing a personification of justice or law, holding a scroll. The building behind it has a distinctive architectural style with a large, curved, cantilevered section. The sky is blue with some clouds. In the bottom foreground, there are pink and white flowers.

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Introduction of digital platforms to state and municipal administration:

opportunities for regulation and transformation of social services for the population

Introdução de plataformas digitais à administração Estadual e Municipal: oportunidades de regulação e transformação dos serviços sociais para a população

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Introduction of digital platforms to state and municipal administration: opportunities for regulation and transformation of social services for the population*

Introdução de plataformas digitais à administração Estadual e Municipal: oportunidades de regulação e transformação dos serviços sociais para a população

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Abstract

The main trend in the development of mechanisms of public administration today is the introduction of digital platforms. The paper explores the potential application of digital platforms in public administration and the benefits and risks associated with them. The purpose of the study is to explore international experience in the introduction and use of digital platforms and assess the opportunities to utilize them in Russia. The research strategy focuses on qualitative data collection methods: analysis of documentation and an expert survey. The method of analysis provides for a review of the fundamental requirements for digital platforms, analysis of the digital platforms existing across the world, and identification of trends in their development. The expert survey method is used primarily to detect trends in the use of information communication technologies supporting public administration. As a result, the authors outline the main advantages of digital administration platforms and the risks associated with their operation, especially for the social security sphere. The minimization of these risks, first and foremost, calls for an update of the legal framework with the enshrinement of digital methods in the field of social security.

Keywords: social security; management risks; public services; public administration.

Resumo

A principal tendência no desenvolvimento de mecanismos de administração pública hoje é a introdução de plataformas digitais. O artigo explora o potencial de aplicação das plataformas digitais na administração pública e os benefícios e riscos a elas associados. O objetivo do estudo é explorar a experiência internacional na introdução e uso de plataformas digitais e avaliar as oportunidades de utilizá-las na Rússia. A estratégia de investigação centra-se nos métodos de recolha de dados qualitativos: análise de documentação e

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inquérito a peritos. O método de análise prevê uma revisão dos requisitos fundamentais para as plataformas digitais, análise das plataformas digitais existentes em todo o mundo e identificação de tendências no seu desenvolvimento. O método de pesquisa de especialistas é usado principalmente para detectar tendências no uso de tecnologias de comunicação de informação de apoio à administração pública. Como resultado, os autores delinham as principais vantagens das plataformas de administração digital e os riscos associados à sua operação, especialmente para a esfera previdenciária. A minimização destes riscos exige, antes de mais, uma atualização do quadro jurídico com a consagração de métodos digitais no domínio da segurança social.

Palavras-chave: previdência social; gestão de riscos; serviços públicos; administração pública.

1 Introduction

In today's society, digital information is becoming an important strategic resource for public administration and a key to sustainable socio-economic development. For this purpose, public administration is actively utilizing digital platforms. The seven super platforms, created mainly in the United States and China, namely Microsoft, Apple, Amazon, Google, Facebook, Tencent, and Alibaba, account for 10% of the capitalization of the global stock market¹.

Russia has accumulated a large amount of data from various government organizations and services². However, this great volume and lack of structure in the collected data create an information barrier and sometimes hinder many processes of data exchange and administration on the basis of this information³. What we see as a solution to this problem is the creation of conditions to provide users with access to spatial data and opportunities to use them effectively. Digital platforms are used in a variety of ways – in social networking services, e-commerce, rental and shared use of goods and services, and other areas. Special attention deserves the provision of state and municipal services to the population through the use of digital platforms within the concept of “Government as Platform” (GaaP)⁴.

The key aspect of this concept is digitalization following the principle of “Digital by default”, which assumes planning and further provision of public services exclusively in the digital form on the basis of “digital platforms” with expanded opportunities for self-service⁵.

Digital platforms for state services have also appeared in the Russian Federation. First of all, this refers to the federal portal gosuslugi.ru, as well as regional portals (for example, St. Petersburg: gu.spb.ru; Moscow: mos.ru/uslugi/). Statistics of the federal public services system show citizens' demand for and interest in receiving digital services: as of April 1, 2022, 1.8 billion services were provided through the “Gosuslugi” we-

¹ MARKET capitalization of companies. *Trading economics*, 2020. Available in: <https://ru.tradingeconomics.com/baba:us:market-capitalization>.

² VDOVINA, Margarita; FIRSOV, Mikhail; KARPUNINA, Anastasia; SIZIKOVA, Valeria; BOGATOV, Denis. The Impact Of Digitalization On Social And Pedagogical Work Development. *Nuances: Estudos sobre Educação*, n. 32, p. 1-4, 2021. DOI: doi.org/10.32930/nuances.v32i00.9209.

³ ZAKHAROV, Vladimir; LUDUSHKINA, Elena; KISLINSKAYA, Marina; KORNILOVA, Elena; NOVIKOV, Alexey. Digital transformation of enterprises: trends, factors, results. *Nexo Revista Científica*, v. 35, n. 1, p. 133–145, 2022. DOI: doi.org/10.5377/nexo.v35i01.13924; LIPOVENKO, Maria; GOSTILOVICH, Aleksandr; GOSTILOVICH, Sergei; IVANOV, Konstantin; MING, Liu. Patterns and principles of the development of digital ecosystems. *Nexo Revista Científica*, v. 35, n. 1, p. 174–185, 2022. DOI: doi.org/10.5377/nexo.v35i01.13929.

⁴ GELISKHANOV, Islam Zelimkhanovich; IUDINA, Tamara Nikolaevna; BABKIN, Alexander Vasilyevich. Tsifrovye platformy v ekonomike: sushchnost, modeli, tendentsii razvitiia. *St. Petersburg State Polytechnical University Journal: Economics*, v. 11, n. 6, p. 22–36, 2018. DOI: doi.org/10.18721/JE.11602.

⁵ LUTSENKO, Sergej. Edinaia tsifrovaia platforma kak strategicheskii resurs gosudarstvennogo upravleniia. *Digital economy*, v. 1, n. 9, p. 86-90, 2020.

bsite and mobile application with 96.4 million registered users⁶. However, in our opinion, the state systems for public services can yet be considered only as a certain base, a prototype of a digital platform.

In our view, the use of digital platforms in public administration will considerably reduce costs in various spheres through the implementation of the principles of good governance and lean government, as well as allow to form, update, and conduct a systematic analysis of digital profiles of all participants in the key interaction, determine and realize the most appropriate digital platform monetization model for a specific sphere of public administration, and provide access to structured information on the activities of a specific sector, including multi-factor search and user feedback mechanisms⁷.

Despite the tremendous opportunities offered by digital platforms to public administration bodies, we must note the presence of organizational barriers to their creation and use. This owes to the fact that state and municipal government bodies often have a low level of the organizational culture of innovation⁸ and insufficient levels of innovative knowledge and competences among the staff⁹, lack a system of coordination between structural units¹⁰, and still use the traditional administrative technologies¹¹.

The issues of the transition to digital governance in the state and municipal sector are viewed by contemporary researchers as highly topical, which is confirmed by a large number of studies published in the past few years. The problems of introducing digital platforms in the sphere of state and municipal administration are covered in studies by G.L. Kupriashin and A.E. Shramm¹², O.V. Sedova and A.G. Alekseev¹³, who discuss the future of state digital platforms, V.V. Bulgakov and A.A. Brosalina¹⁴, who explore international experience in the provision of social security through the merging of digital platforms, and A.I. Denisova, O.M. Pisareva, and S.A. Suiazova¹⁵, who study the features of the development of public digital platforms in different countries. Summarizing the conclusions made in these studies, we shall outline the key points made. In recent years, digital platforms have become a trend in public administration as well. In particular, Russia has a system of interdepartmental interaction, through which government agencies can exchange data, a single cloud platform where all this data is stored, and a unified identification and authentication

⁶ THE NUMBER of users of the portal of state services increased by 15.2 million in 15 months. *RIA Novosti*, 2022. Available in: <https://ria.ru/20220405/gosuslugi-1781833741.html>.

⁷ STYRIN, Evgeny Mikhailovich; DMITRIEVA, Natalya Evgenievna; SINIATULLINA, Lyailya Khabibovna. Gosudarstvennye tsifrovye platformy: ot kontsepta k realizatsii. *Public administration issues*, v. 4, p. 31-66, 2019.

⁸ BELENKOVA, Larisa Yu; SKUDNYAKOVA, Elena V; SAZONOVA, Svetlana A. Digitalization and Digital Culture in the Context of Inclusive Higher Education. *International Journal of Early Childhood Special Education*, v. 14, n. 1, p. 372-379, 2022; MELIKOV, Ibragim; KRYUCHKOVA, Svetlana; KHRAPOV, Sergey; OTYUTSKIY, Gennady; KRYUCHKOVA, Elena. Correspondence between society and culture as form and content. *Journal of Advanced Pharmacy Education and Research*, v. 11, n. 3, p. 162-166, 2021. DOI: doi.org/10.51847/Brx3libQp3.

⁹ KASHIRIN, Aleksandr Ivanovich; SEMENOV, Aleksandr Sergeevich; OSTROVSKAYA, Anna Aleksandrovna; KOKUYTSEVA, Tatiana Vladimirovna; STRENALUK, Vadim Veniaminovich. The modern approach to competence management and unique technological competences. *Quality: Access to Success*, v. 17, n. 154, p. 105-109, 2016.

¹⁰ SAVINA, Svetlana Vladimirovna; TSVETKOVA, Olga Nikolaevna; GALIMOVA, Leysan Ismagilovna; AVEZOV, Azizullo Habibovich; NAZAROV, Abdushukur Abdurahimovich. Application of telecommunications technologies in the management of territories. *Journal of Environmental Management and Tourism*, v. 11, n. 5, p. 1143-1151, 2020.

¹¹ UKIBAYEVA, Gulim Kabikenovna; KOCHERBAYEVA, Ainura Anatolyevna; TEMIRBAEVA, Gulnara Rapikovna; DAUKENOVA, Gaukhar Amanzholovna; KURMANOVA, Dana Sultankhanovna. Cluster management technologies as the tendency for development of the agricultural industry. *Journal of Environmental Management and Tourism*, v. 9, n. 5, p. 895-906, 2018.

¹² KUPRIASHIN, Gennady Lvovich; SHRAMM, Alexander Evgenievich. O perspektivakh tretei volny paradigmy tsifrovogo gosudarstvennogo upravleniia. *Public Administration: E-Journal*, n. 84, p. 256-276, 2021. DOI: doi.org/10.24412/2070-1381-2021-84-256-276.

¹³ SEDOVA, Olga Valeryevna; ALEKSEEV, Alexey Grigorievich. Features of Using Mathematical Models to Calculate the Effectiveness of a Digital Platform for Ecological Monitoring. *Journal of Theoretical and Applied Information Technology*, v. 100, n. 3, p. 856-869, 2022.

¹⁴ BULGAKOV, Vladimir V; BROSALINA, Aleksandra A. Pravovye osobennosti okazaniia mer sotsialnoi podderzhki v usloviakh vnedreniia tsifrovyykh platform v gosudarstvennoe upravlenie: rossiiskii i zarubezhnyi opyt. *Current issues of the state and law*, v. 5, n. 18, p. 199-213, 2021. DOI: doi.org/10.20310/2587-9340-2021-5-18-199-213.

¹⁵ DENISOVA, Anna Igorevna; PISAREVA, Olga Mikhaylovna; SUIAZOVA, Svetlana Andreevna. Analiz mezhdunarodnoi praktiki razrabotki i vnedreniia tsifrovyykh platform v sfere publichnogo upravleniia. *E-Management*, n. 3, p. 34-44, 2020.

system, which forms a digital profile of the citizen. It has become clear that this approach to public administration majorly accelerates and optimizes many processes of public administration, reducing the number of documents and actions required to obtain public services by dozens of times.

Nevertheless, we are convinced that the transition of public administration to new technologies is far from being complete, as there arise new problems to be resolved. In particular, we believe that transition to a digital platform will be effective if priority directions are specified, which is why new research on the outlined problem continues to be topical.

The goal of this study is to analyze international approaches to the introduction of digital platforms in public administration in order to develop the optimal model that could be applied in Russia.

Research hypothesis. The process of developing digital platforms in public administration has to account primarily for the interests of the segments of the population in need of social support.

2 Methods

In pursuit of the established goal, the study employs the systemic and comprehensive approaches with the use of the statistical and historical method and identification of a complex of causes and connections. The comparative method allows to explore and summarize international practice in the modernization of state and municipal administration in terms of the digital transformation of administrative processes and the provision of public services. The theoretical and methodological foundation for the study is formed by scientific and practical research by Russian and foreign scholars in the field of public administration. The research hypothesis is tested based on official statistical data and other information on the topic found on the Internet for free access. In accordance with the hypothesis, the specialized research methods deployed in the study include a questionnaire and an expert survey on the advantages and drawbacks of the introduction of digital platforms in state and municipal administration.

The experts recruited for the study are 34 employees of the departments of economic development and social welfare of the governments of three regions in the Central Administrative District of the Russian Federation. The experts were selected based on their experience in organizing the implementation of data processing software in public administration processes, setting tasks for their developers, and participation in research activities judging by publication activity in journals included in the Scopus or Web of Science citation databases, with at least three articles on related topics. The respondents were informed that their answers would be used in the study in a summarized form.

3 Results

In Russia, the idea of using digital platforms in public administration was first proposed in 2017 by the Center for Strategic Research under the title “Government as a Platform”¹⁶. In particular, it was planned to transform public administration using the capacities of the latest technologies, namely digital platforms. Government agencies will be prohibited from competing with private companies, which will be allowed to provide the entire range of government services. Models of interaction between the state and business will

¹⁶ DMITRIEVA, Natalya Evgenievna; ZHULIN, Andrey Borisovich; PLAKSIN, Sergey Mikhailovich; SINIATULLINA, Lyailya Khabibovna; STYRIN, Evgeny Mikhailovich. *Kak tsifrovye platformy transformiruyut gosupravlenie TADVISER: gosudarstvo, biznes, IT*. 2019. Available in: https://www.tadviser.ru/index.php/Статья:Как_цифровые_платформы_трансформируют_госуправление.

be developed to reduce the expenses of citizens on these services and to ensure the commercial attractiveness of the services.

Of note is the experience of Russia in the creation and development of individual government information systems (GIS), which created the conditions for their successful transformation into digital platforms. For instance, federal portals for state services, public procurement, and management personnel can be seen as prototypes of future federal government digital platforms. A great example is the Government Information System for Housing and Communal Services (GIS ZhKKh) – one of the digital systems created to systematize and optimize the work of the state¹⁷. This system replaced numerous disparate websites to bring together all the necessary information in the housing industry. It has provided users with opportunities to pay for housing and utility services without queues and commissions; take part in electronic voting at meetings of residents; send appeals to the authorities, etc. In the near future, it is planned to fill the system with data on apartments and their owners from Rosreestr. Thus, the system will become even more efficient, as it will operate with up-to-date information on real estate, which will be updated regularly. As a result of the interaction between GIS ZhKKh and the Rosreestr, information about the sphere of housing and payment for utilities will be corrected and all data will be reconciled. This example, we believe, this example, in our opinion, illustrates the process of integration of government digital services into a unified state digital platform. The essence of their operation is related to the system of interdepartmental interaction, which, in the context of digitalization, presents a vital part of the activities of federal authorities, government bodies in constituent entities of the Russian Federation, local self-government bodies, multifunctional centers, etc. The system of interdepartmental interaction provides for the formation, retrieval, and processing of data in various information systems of state bodies and organizations that provide state and municipal services remotely.

In the conducted expert survey, the respondents were asked to express their opinion on the negative and positive aspects of the introduction of digital elements in public administration. Table 1 shows the distribution of expert opinions on the problem under study.

Table 1 - Key benefits and risks of implementing digital platforms in municipal and public administration

№	Benefits of digital platforms	Risks of adverse effects of digital platforms
1	Increased speed, transparency, and quality of public services	Monopolization of social services
2	Improved access to quality public services for the population	Information and technological vulnerability of certain elements of the digital infrastructure to external threats
3	Stimulation of employment and the development of new businesses	Violation of the rights of certain members of society (the least protected) due to the lack of technical access

Given that digital platforms offer opportunities to efficiently work with specific groups of the population and that the sphere of social security for the population is a high priority, social services are a critical part of the digital transformation. N.V. Romanova¹⁸ states that:

[...] at present, the world is experiencing major changes in the forms and standards for the quality of provision of social services, which are due to the ‘digital transformation’ of public administration and the key sectors of the social sphere.

The observed rise in the number of people in need of social support, the growing complexity of the social needs of the population, the consequences of the COVID-19 pandemic, and the current geopolitical

¹⁷ TURNING in the digital profile. Special project RG.RU.Digital. 2020. Available in: <https://rg.ru/2020/11/18/cifrovye-platformy-stali-obshcherossijskim-trendom-v-gosupravlenii.html>.

¹⁸ ROMANOVA, Natalya Vladimirovna. Tsifrovizatsiia uslug v sotsialnoi sfere: problemy i perspektivy. *Bulletin USPTU: Science, education, economy*. Series economy, v. 1, n. 31, p. 58-65, 2020.

turbulence make it necessary to further stimulate the development of new digital approaches to the social security system.

International experience proves the relevance of integrating data in a unified system to support the provision of information, social, and other services to the population. In particular, integrated information systems are already in place in the UK, Singapore, Australia, Belgium, Indonesia, Belarus, Georgia, and some other countries. Belarus, for example, has the Unified State Information System for Social Protection (GISSZ), and Georgia uses the Social Information Management System (SIMS)¹⁹. As an illustrative example, we should refer to the UK, which has been a leader in digitalization since 2016 and continues to actively implement the state policy in the development of a unified state information platform hosting unified and structured information necessary to receive social services in social security and other spheres. Thus, the UK operates with the unified state information platform GOV.UK, which provides universal access to services provided by the state and contains unified information from all government agencies, institutions, and public bodies. The list of social services provided on this platform is curious and quite broad: childcare and upbringing (primarily financial support in case of birth or adoption, assistance in caring for children of school age, tax benefits), employment (arranging employer expenses and benefits, receiving unemployment benefits, deductions for child support from employee salaries, creating and managing a pension plan at work, and others), assistance for the disabled (getting access to work, special equipment and services for the disabled, support during job interviews, and others). Important points in the operation of this integrated information system in the UK are the decentralized nature of management, the existence of a criterion of need, an extensive list of social support measures, and a very broad range of subjects who can qualify for social assistance.

An example of the successful use of platform services can also be observed in Finland. According to statistical estimates²⁰, the Finnish government has digitized and presented on the platform about 700 public services and an even larger number of municipal services. Initially, the government had to solve the problem of fragmentation and poor integration of the information systems of various public authorities. Such a problem is very common, and the solution to it is the creation of a national data and service architecture and the integration of information systems and their components. The idea behind the Suomi.fi digital platform is to provide a single e-mail address for servicing citizens. The basis of the platform is links to the pages of various institutions: ministries, committees, courts, museums, etc., but the most important part of the platform is the digital services or electronic services provided on it. The services are divided into two groups – for citizens and for companies or organizations – and represent a broad spectrum of services related to civil registration, application for medical care, social support in case of dismissal, childbirth, and other life situations; as well as company founding, economic problems, support relating to the novel coronavirus infection, and other²¹.

The study of international experience has allowed us to formulate general comparative characteristics of the condition of unified digital platforms in different countries, which are presented in Table 2.

¹⁹ BULGAKOV, Vladimir V; BROSALINA, Aleksandra A. Pravovye osobennosti okazaniia mer sotsialnoi podderzhki v usloviakh vnedreniia tsifrovyykh platform v gosudarstvennoe upravlenie: rossiiskii i zarubezhnyi opyt. *Current issues of the state and law*, v. 5, n. 18, p. 199-213, 2021. DOI: doi.org/10.20310/2587-9340-2021-5-18-199-213.

²⁰ HAUTAMÄKI, Antti; OKSANEN, Kaisa. Digital Platforms for Restructuring the Public Sector. In: SMEDLUND, A.; LIND-BLOM, A.; MITRONEN, L. (ed.). *Collaborative Value Co-creation in the Platform Economy*. Singapore: Springer, 2018. (Translational Systems Sciences, v. 11). DOI: doi.org/10.1007/978-981-10-8956-5_5.

²¹ SUOMI.FI: information and services for your life events. *Suomi.fi*, 2022. Available in: <https://www.suomi.fi/frontpage>.

Table 2 - Comparison of digital platforms used in public administration (UK, Finland, Russia)

Country	Stage of development	System centralization level	Goals for further development
UK	Unified digital platform GOV.UK in operation	Decentralized	Transition from the platform phase to the network phase ²² .
Finland	Unified digital platform X-Road in operation	Decentralized	Simplification and integration of end-user transactions by “recycling” data and reports ²³ .
Russia	Interdepartmental interaction of individual government information systems (GIS), federal and regional portals (Gosuslugi)	Centralized (less than 30% of private e-service providers)	Updating the previous version of e-government with total digitization of data ²⁴ .

4 Discussion

The application of digital platforms in public administration is a highly topical issue, the solution of which will result in a completely new format of interaction between state and municipal authorities, the public, and business. We believe that the digitalization of public administration through the platform-based approach will require the gradual introduction of legal, organizational, and technological changes and moral and ethical transformations. Nevertheless, despite the great opportunities offered by digital platforms to public authorities, their implementation bears a number of risks, especially with respect to the provision of social support services to the least protected groups of the population²⁵.

A solution to this problem through the use of digital platforms appears to us the most critical since research shows that Russia has certain difficulties in the interaction between government bodies and the categories of citizens in need of social support. Specifically, E.M. Filippova²⁶ points to the incomplete coverage by the information system of those categories of citizens involved in the social security system. The study highlights the fact that EGISSO FFOMS does not have as its subjects the institutions of healthcare, public employment centers, and medical insurance companies. Indeed, this may be a source of inconsistencies and challenges for the citizens applying for social assistance. In particular, they need to additionally contact these structures in order to clarify information about themselves. E.M. Filippova also reveals that in order to improve the legal regulation of digitalization in the sphere of social security, there is a need to develop a new law governing this sphere of relations and define in it the yet undeveloped by the legislators concepts of social support, receivers of social support services, and providers of these services, expanding the number of subjects entitled to state social support services, as well as the entities through which these services are provided²⁷.

²² KUPRIASHIN, Gennady Lvovich; SHRAMM, Alexander Evgenievich. O perspektivakh tretei volny paradigmy tsifrovogo gosudarstvennogo upravleniia. *Public Administration: E-Journal*, n. 84, p. 256-276, 2021. DOI: doi.org/10.24412/2070-1381-2021-84-256-276.

²³ GANSEN, Ken Van; VALAYER, Clementine; ALLESSIE, David. Digital platform for public services. DG Joint Research Centre. [S. l.]: European Union: Gartner, 2018. Available in: <https://joinup.ec.europa.eu/sites/default/files/document/2018-10/330043300REPJRCDigitalPlatformsBM-D2.5FinalReportv051018.pdf>.

²⁴ DI MAIO, Andrea; HOWARD, Rick. Introducing the Gartner Digital Government Maturity Model 2.0. *Gartner*, 20 jul. 2017. Available in: <https://www.gartner.com/doc/3764382/introducing-gartner-digital-government-maturity>.

²⁵ SHAMSHURINA, Nina Grigorievna; SHAMSHURIN, Victor Ivanovich; LAAMARTI, Yuliya Aleksandrovna; RYABCHIKOVA, Lyubov Nikolaevna; NIKOLAEV, Alexander Alexandrovich; PEREMIBEDA, Pavel Aleksandrovich. Public administration strategy of healthcare system for seniors. *International Journal of Health Sciences*, v. 5, n. 3, p. 630-638, 2021. DOI: doi.org/10.53730/ijhs.v5n3.2720.

²⁶ FILIPPOVA, Elvira Maisovna. Edinaia gosudarstvennaia informatsionnaia sistema sotsialnogo obespecheniia: problemy pravovogo regulirovaniia. *Courier of Kutafin Moscow State Law University (MSAL)*, v. 12, n. 64, p. 137-142, 2019.

²⁷ FILIPPOVA, Elvira Maisovna. Edinaia gosudarstvennaia informatsionnaia sistema sotsialnogo obespecheniia: problemy pravo-

An important aspect in the legal regulation of the above-described processes is ensuring the security of data and personal information, which is especially critical in the implementation of digital approaches in the spheres of public administration. S.M. Zubarev, A.V. Travin, and A.I. Frolov²⁸, examining tort liability for harm caused by administrative decisions obtained through GIS, also refer to the fact that the adoption of administrative decisions with the transfer of relevant information through the GIS presents a threat of unauthorized access to information, information leakage, and disclosure of personal data, which may violate the protected interests of citizens and organizations.

Thus, we argue that it is vital to constantly monitor the authenticity, relevance, and confidentiality of the information found in the information system both in the sphere of social security and other spheres, as well as adopt measures to improve the legal protection of the rights and freedoms guaranteed to citizens by law, ensuring the necessary level of confidentiality²⁹. To a greater extent, the identified problems and risks of using digital platforms are related to incorrect management decisions that pose an obstacle to the receipt of social assistance by citizens, the threat of improper processing of personal data, resulting in their unreliability, and difficulties with the methods of challenging decisions on social benefits and payments. For example, in Spain in 2018, 500,000 citizens were denied social payments because of incorrect processing of applications in the BOSCO information system run by the Spanish government. Attempts were made to request the source code of the software from the Government in order to check the malfunctions and confirm the collected evidence, but due to the lack of clear regulation of this issue and rules on the possibility of transferring the source code, the Government refused. The situation resulted in legal proceedings³⁰.

The problems of feedback from social security agencies through the use of digital platforms, understanding of the mechanism of how one can protect their rights if they are violated by a state body due to incorrect operation of automated systems, and how one can challenge the decision made are in dire need of further regulation, which is typical for all countries in the transition to a digital platform. In his investigation, P. Alston argues for the importance of improving public awareness around the development and operation of automated systems. In his words, the lack of transparency in the existence and operation of automated systems renders illusory the rights to challenge an adverse decision, to seek a meaningful legal remedy³¹.

5 Conclusion

The key direction in the formation of digital public administration platforms in Russia today is the merging of the implemented information systems into one unified digital platform so as to integrate data on the subjects of the system of public services represented by administrative bodies, organizations, and service recipients and to provide information on the forms and ways of obtaining social and other support. In view of foreign experience and the approaches established among scholars and experts, we can suggest that in the context of the already initiated digitalization of the Russian social security system, the system needs further modernization in terms of solving the problems of legal regulation outlined in this study – an update of the legal framework with the enshrinement of digital approaches in the field of social security, improvement

vogo regulirovaniia. *Courier of Kutafin Moscow State Law University (MSAL)*, v. 12, n. 64, p. 137-142, 2019.

²⁸ ZUBAREV, Sergey; TRAVIN, Aleksandr, FROLOV, Aleksey. Deliktnaia otvetstvennost pri priniatii i realizatsii gosudarstvennykh upravlencheskikh reshenii s ispolzovaniem tsifrovyykh informatsionnykh sistem. *Tomsk State University Journal of Law*, n. 38, p. 121-135, 2020.

²⁹ ETHICS and the “digit”: ethical problems of digital technology: Analytical report. *Ethics*, 2020. Available in: <https://ethics.cdto.ranepa.ru/>.

³⁰ KAYSER-BRIL, Nicolas. Spain: Legal fight over an algorithm’s code. *Algorithm Watch*, 2019. Available in: <https://algorithm-watch.org/en/spain-legal-fight-over-an-algorithms-code/>.

³¹ HUMAN RIGHTS COUNCIL. Report of the special rapporteur on extreme poverty and human rights on his visit to the United Kingdom of great britain and northern ireland. 2019. Available in: <https://undocs.org/ru/A/HRC/41/39/Add.1>.

of information security in the Unified State Information System of Social Security (EGISSO), regulation of the mechanism for the protection of rights violated by management decisions as a result of improper operation of the digital platform, and improvement of control over the actions of authorized entities. Thus, we consider the hypothesis of the study to be confirmed. A promising direction for the continuation of this study can be seen in the problems of minimizing the risks associated with the operation of digital state platforms.

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