

KEY ASPECTS OF THE EMERGENCY ADMINISTRATIVE DECISION-MAKING PROCESS IN THE IT INDUSTRY

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The modern world is characterized by dynamic development and constant changes, especially in the field of information technology (IT). The rapid changes taking place in this industry require managers and IT professionals to take responsibility for emergency management decisions. At the same time, the uncertainty that accompanies the process complicates this task.

Uncertainty is characterized by the openness of tasks that are solved when the manager is not familiar with the set of factors that affect the object of management. It is in conditions of uncertainty that the creative aspect of the manager's activity is most evident. Under these conditions, the manager uses two main approaches to decision-making:

- Uses personal judgments and available information, drawing on their own experience to assess the probability of certain phenomena.
- Considers the conditions to be equal (with a high degree of uncertainty, the manager does not predict the probability of occurrence of certain phenomena) and evaluates the expected strategies using the Wald, Savage, Laplace, and Hurwitz criteria [1].

Making decisions under conditions of uncertainty is one of the most challenging and crucial tasks in the field of management. This is especially relevant in the field of IT, as modern information technologies are evolving rapidly, and a wrong decision can lead to significant negative consequences and substantial financial losses.

The following requirements for management decisions are distinguished:

- Purposefulness.
- Optimality.
- Timeliness.
- Scientific validity.
- Complexity.
- Flexibility.
- Quantitative and qualitative determination.

The purpose of this study is to explore the main components of the process of making emergency management decisions in the field of IT under conditions of uncertainty. So, let's consider the key aspects of this process.

The first step is to analyze the nature of the uncertainty that IT managers and professionals face. This may include examining risks related to changes in technology, market conditions, competition, as well as potential cyber threats and regulatory changes. Based on the analysis of uncertainty, it is important to develop adaptation strategies that will enable the enterprise to effectively respond to changes in the IT industry, including the creation of flexible business models that can quickly adapt to new circumstances.

Making emergency decisions in conditions of uncertainty often requires the involvement of a wide range of experts, such as technical specialists, analysts, and financiers. This allows for obtaining different perspectives on the situation and helps in making more informed decisions.

It is important to continuously monitor market conditions, technological trends, and competitors' reactions to events in the industry. Such monitoring allows for quick responses to changes and adjustments to decisions if necessary. To prepare for potential uncertain situations, it is worthwhile to develop alternative scenarios and action plans, which can help reduce risks and prepare the enterprise for possible challenges.

Therefore, the research findings show that uncertainty in the IT industry encompasses various aspects, including unpredictable market conditions, rapid technological changes, competition, cyber threats, and regulatory changes. At the same time, incorrect management decisions can result in significant financial losses and jeopardize the competitiveness of enterprises.

To make informed management decisions in conditions of uncertainty, it is crucial to analyze the nature of uncertainty, develop adaptation strategies, involve experts, monitor technological trends, and consider alternative scenarios for the development of events.

The aspects considered in the process of making emergency management decisions in the field of IT under conditions of uncertainty provide information that can enhance the efficiency of management and ensure the stability of enterprises in the face of constant changes. This information can serve as a foundation for further research and the development of strategies for successful IT management in uncertain conditions.

References

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