

METHODOLOGIES EXPLORING THE RELATIONSHIP OF KNOWLEDGE SHARING AND STRATEGIC DEVELOPMENT BETWEEN IT SERVICE ORGANIZATIONS

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Annotation: *In this article, the study of methodologies that study the interdependence of knowledge sharing and strategic development between IT service organizations, highlighting the positive features of these methodologies in relation to industry experts, and defining the necessary methodologies in the current period . Intensive determination of types of IT services depending on the types of activities at the stages of strategic development. It is intended to use methods that are part of the Agile methodology.*

Key words: *IT-consulting, strategic development, Agile methodology, new technologies, Scrum, Kanban, Extreme programming (XP), Exact development, Crystal method, Lean methodology.*

IT – information technology – has become the basis of every industry today. From small startups to the largest corporations, systems and software are used every day to improve every aspect of your organization. Using technology comes with its own challenges, but security, constant change and increasing demands can be IT considerations across all industries. Solving technical and software problems on the job can be difficult, but this is where IT service organizations can provide IT consulting services, they must have knowledge, quick adaptation to news and high qualifications. Nowadays, technology is updated day by day. Based on this situation, experts in the field should work with methodologies that study the relationship between knowledge sharing and strategic development among IT service organizations. You are looking for a new system and don't know which option to choose. Recommendations for implementation and training of personnel are always needed. Of course, to have these capabilities, it is necessary to exchange methods.

Adopting technology is one thing, but implementing it in the most efficient or correct way is another. Use of methodologies within IT infrastructure consulting services. IT Consultants and Service Providers There are many points of contact for staff and service users to assist with a large number of systems and software. That's why we need IT consulting services that are relevant and scalable to meet your complex and unique needs.

The use of Agile methodology in the use of methodologies within the framework of strategic development of IT infrastructure consulting services is envisaged. is a project management approach focused on flexibility, continuous improvement, and customer collaboration. Agile methodology emphasizes iterative development, frequent feedback loops, and the ability to respond to changing requirements. In this section, we will explore five key Agile methodologies, including Scrum, Kanban, Lean, Extreme Programming (XP), and Crystal Method. Each methodology has its own characteristics, principles, and practices that help to successfully manage an Agile project.

SCRUM.

The Agile Scrum framework is one of the most widely used Agile methodologies. Agile project management using Scrum divides projects into short iterations called sprints, typically lasting two to four weeks. The structure includes several key roles, including the Scrum Master, Product Owner, and Development Team. Scrum emphasizes daily meetings, sprint planning, improvement backlogs, and sprint reviews to ensure transparency, effective communication, and continuous improvement. Its benefits include enhanced collaboration, adaptability to changing project requirements.

KANBAN.

Kanban is another popular Agile working model that focuses on visualizing and optimizing the workflow. This approach uses a Kanban board to visualize tasks and their progress, typically represented in columns and cards. Kanban promotes a pull-based system in which work items are moved from one stage to the next as capacity allows. This gives teams a clear view of their work, allowing them to identify problems and continually improve their processes. The benefits of Kanban include increased efficiency, reduced waste, and increased team focus on value creation.

EXTREME PROGRAMMING (XP).

Another good Agile framework, Extreme Programming (XP), aims to improve software quality and improve team performance through a set of practices and values. XP practices in Agile provide a systematic approach to software development with an emphasis on communication, simplicity, and flexibility.

CLEAR DEVELOPMENT.

Lean methodology shares many principles and practices with Agile, although it is not the only basis of Agile. Manufacturing-based lean manufacturing aims to eliminate risk and improve efficiency, with a focus on value creation and continuous improvement.

CRYSTAL METHOD.

When it comes to personalities and their interactions, the Crystal method is more preferred. It recognizes the importance of individual skill and experience in project success. It also focuses on identifying and leveraging the strengths of team members and ensuring that the right people are assigned to the right tasks.

In general, the field of IT has always been generous with special terms - there are a lot of functions, tasks, systems, each of which should be named and described. Some terms become obsolete and are replaced by new ones, some have been used for decades. It is more important for the IT department to describe the scope of the service, its direction and business purpose. Who are your users - employees of the organization or IT customers, your use of the above methodologies to provide them with support or quality services lays the groundwork for development in the field.

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