Available. Efficient. Transparent
“Data should do the running around, not citizens”

Gerhard Schroeder
### e-Government Development Index

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2010</th>
<th>2012</th>
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</thead>
<tbody>
<tr>
<td>e-Government Development Index</td>
<td>81</td>
<td>46</td>
<td>38</td>
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<tr>
<td>Online services</td>
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<td>24</td>
<td>14</td>
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<td>Telecommunication infrastructure</td>
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<td>91</td>
<td>77</td>
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<tr>
<td>Human capital</td>
<td>16</td>
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### e-Participation Index

<table>
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<tr>
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<tr>
<td>e-Participation Index</td>
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### The Four Stages of Online Service Development

<table>
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<tr>
<th></th>
<th>Stage I(%)</th>
<th>Stage II(%)</th>
<th>Stage III(%)</th>
<th>Stage IV(%)</th>
<th>Total(%)</th>
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<tbody>
<tr>
<td>Kazakhstan</td>
<td>92</td>
<td>64</td>
<td>52</td>
<td>80</td>
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</table>

<table>
<thead>
<tr>
<th>Country</th>
<th>Stage I(%)</th>
<th>Stage II(%)</th>
<th>Stage III(%)</th>
<th>Stage IV(%)</th>
<th>Total(%)</th>
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</thead>
<tbody>
<tr>
<td>Republic of Korea</td>
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<td>92</td>
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<td>57</td>
<td>69</td>
</tr>
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</tr>
</tbody>
</table>
How to register your own business?
STAGES OF EGOV DEVELOPMENT

- Implementation of transactional services
- Implementation of interactive services
- Implementation of information services
Emerging

Connected

Transactional

Enhanced
more than 2,000 informational services

225 interactive and transactional services

more than 30,000 visitors every day
Enhanced

e-Government web - portal

Connected

Transactional

Emerging

National Certification Authority

National Databases

e-Licensing Gateway

State agencies' Information Systems
State agencies' information systems

- Health
- Agriculture
- Finance
- Education
- Justice
- Social protection
- Land resource
- Taxation
- Law enforcement
- Environmental protection
“Individuals” National Database

IIN
data on 16.5 mn persons
integration with 32 state agencies’ systems

“Legal Entities” National Database

BIN
data on 350 thousand legal entities

“Real Estate Registry” National Database

single database on real estate
integration with 5 state agencies’ systems

“Residential Address Registry” National Database

data on addresses of real estate items in Kazakhstan
2,805,325 addresses
integration with 9 state agencies’ systems
e-Government Gateway
- infrastructure kernel

17 systems integrated

315 services published

Over 30,000 transactions per day
NUMBER OF ISSUED DIGITAL SIGNATURES

2011
478,292
digital signatures

2010
316,000
digital signatures

2009
105,300
digital signatures

2008
2,340
digital signatures
2012
100%
l licenses
in electronic format

2011
2,360 licenses

2010
1,245 licenses

2009
41 licenses

2008
10 licenses

2012
120 types of licenses

2013
all types of authorization documents
2012
Over 10 mn e-references have been issued

Abstract of title to real estate
(since 2010, it has been only issued in electronic format)

Certificate of conviction
(to be issued only in electronic format since 2012)

Statement of pension contributions
(to be issued only in electronic format since 2012)

Residence certificate

Other certificates
Transactional
Single access point to e-Procurement

- Improving transparency of public procurement process
- Creating equal competitive positions
- Fast access to the accumulated information
- Cutting down the budget spending for government needs

Saving
EUR 417 mn
Connected

- Transactional
- Enhanced
- Emerging

- Government agencies’ Information Systems
- e-procurement
- e-Licensing
- eGov payment gateway
- National Certification Authority
- e-Government web - portal
- National Databases
How to register your own business?

30 days

15 minutes
HOW TO REGISTER THE COMPANY ON www.egov.kz

Step 1. Sign in. Choose the needed service (eGov web-portal)

Step 2. Choose the company name (Legal Entities DB)

Step 3. Assign the legal adress (Real Estate Registry DB, Residential Address Registry DB)

Step 4. Register the legal entity (Legal Entities DB)

Step 5. Register with tax and statistic authority (Tax Commitee, Statistic Agencie’s IS)

Step 6. Obtain the e-license
Connected

- Transactional
- Enhanced
- Emerging

Government agencies’ Information Systems
- Gateway
- e-procurement
- e-licensing
- e-Government web - portal
- National Databases
- National Certification Authority
- eGov payment gateway
Step 1. Healthcare Ministry and Civil Status Registry Office’s ISs

Step 2. Individuals DB

Step 3. State Centre of Pension Payments, Civil Status Registry Office, Commercial Banks’ ISs

Step 4. Education Dept.’ ISs (e-Akimat)
“Data should do the running around, not citizens”

Gerhard Schroeder
Year 2012
60%

Year 2013
100%
ELECTRONIC GOVERNMENT OF THE REPUBLIC OF KAZAKHSTAN

PROJECTS FOR GOVERNMENT AGENCIES

Integrated transport system
Mobile office
Intranet Portal
e-Workflow Single System
Public servant’s personalized workspace

workgroups

postal Service

services
correspondence with colleagues
scheduling
online conference
Automated process of rendering of 70 public services

Service-rendering quality control

State services monitoring

Increasing the responsibility and qualifications of personnel
protecting against external attacks

auditing the administrators’ actions

virtual networks

monitoring of the systems’ performance and operability
CALL CENTER 1414

INTERNET

PUBLIC SERVICE CENTERS

MOBILE PHONES
Electronic queuing
Automated process of rendering of 70 public services

Service-rendering quality control

State services monitoring

Increasing the responsibility and qualifications of personnel
In 2012, audio- and video-consultations from Call Center operators will be provided.
Agencies and Government executives’ blogs

- Virtual Reception
- Feedback
- e-Conferences
- Interoperation through social media

Currently, we are rated the 2nd in e-Participation Index, on a level with Singapore!
Developing and publishing the government data

Developing and launching the eGov API interfaces

Supporting the start-ups in the e-services area, conducting tenders
Available. Efficient. Transparent