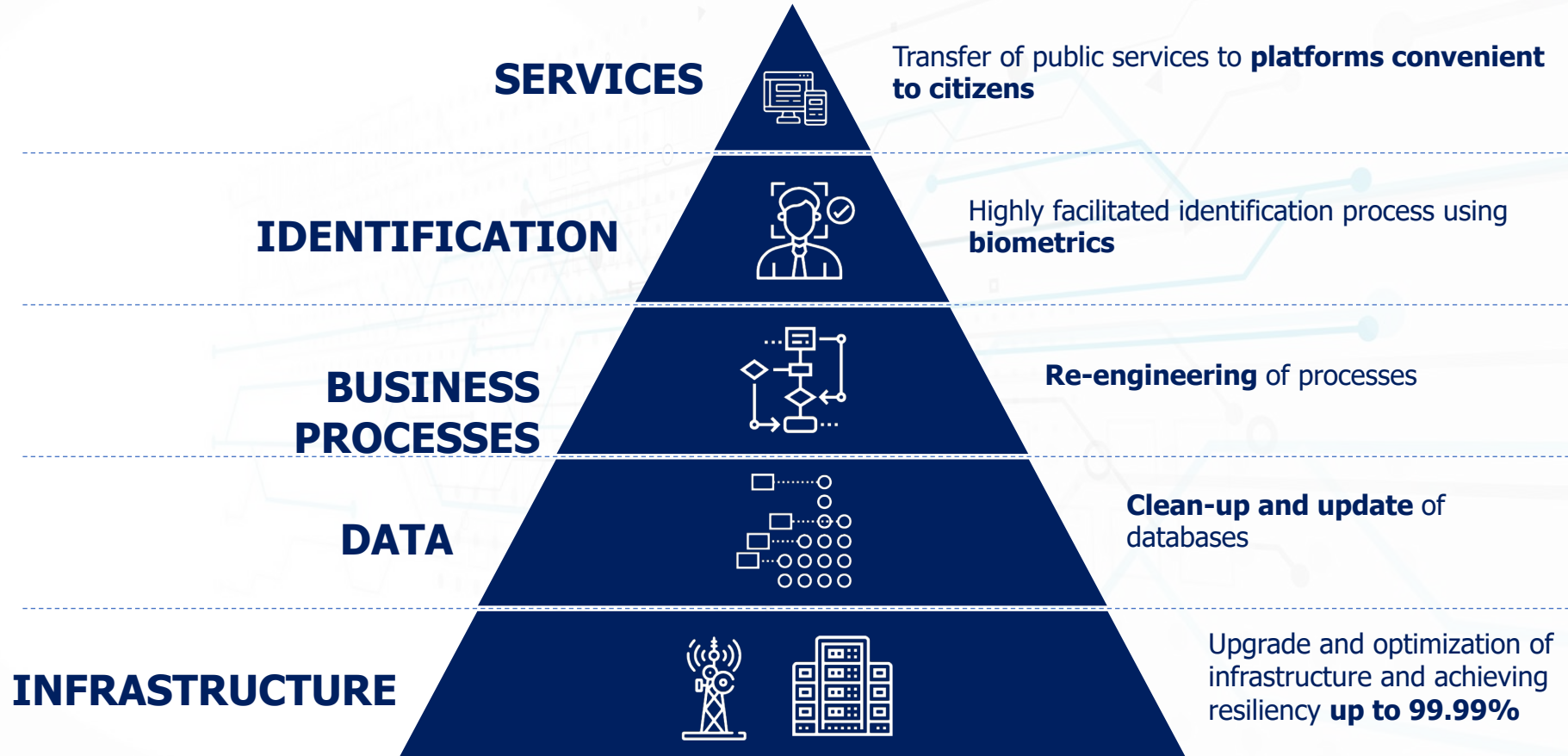




GOVTECH

R. Konyashkin
Chairman of the Board
National Information Technologies JSC



SERVICE RECIPIENTS

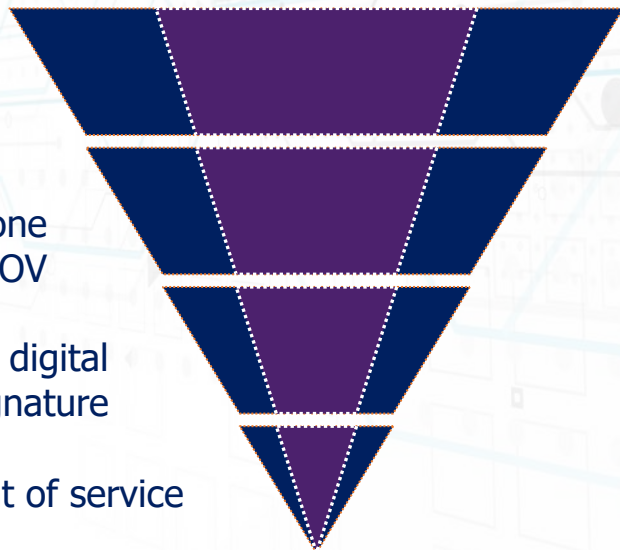


Registration at EGOV

Registration of a phone number at EGOV

Obtainment of digital signature

Obtainment of service



94% OF PUBLIC SERVICES TRANSFERRED TO ONLINE FORMAT

PROACTIVE SERVICES

TRANSFORMATION OF PUBLIC SERVICE DELIVERY APPROACHES

REAL-LIFE SITUATIONS (RLS)

«Starting a family»

Public services



Ministry of Justice of the Republic of Kazakhstan

- Submission of an electronic application for marriage registration
- Registration of marriage (matrimony), including amendments, additions and corrections to the civil status records

Ministry of Digital Development, Innovations and Aerospace Industry of the Republic of Kazakhstan

- Issuance and revocation of the registration certificate of the National Certification Authority of the Republic of Kazakhstan

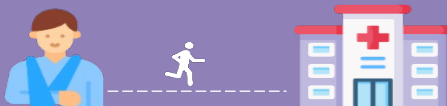
Ministry of Foreign Affairs of the Republic of Kazakhstan

- State registration of marriage (matrimony) abroad

Useful information about RLS

- Conditions of marriage
- Marriage for the first time and in the absence of children
- How to apply online
- Marriage, if he was married and/or has children
- Marriage between Kazakhstanis abroad
- Marriage with a foreigner
- Marriage with a convicted person
- Obtaining a marriage certificate
- What documents need to be changed after marriage

PROACTIVE



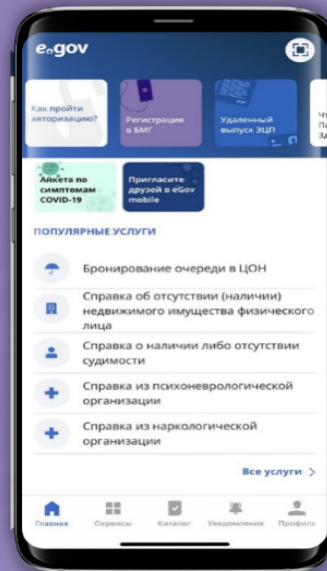
Data transfer to Information system of the government agency

- **Ministry of Justice of the Republic of Kazakhstan**
- Issuance and revocation of the registration certificate of the National Certification Authority of the Republic of Kazakhstan

Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan

- State registration of marriage (matrimony) abroad

ENSURING THE AVAILABILITY OF ALL PUBLIC SERVICES ON A SMARTPHONE



125 services
434 services
(on «E-licensing» State data base»)

External platforms



AS IT WAS:

- Registration of a phone number through a video call
- Obtainment of digital signature in CSC
- Installation of NCA Layer
- Registration at Egov

AS IT IS:



Automated registration of phone numbers at EGOV

Automated download and installation of digital signature to a smartphone

THE NUMBER OF DIGITAL SIGNATURES OBTAINED VIA THE APP INCREASED FOR **more than 5 TIMES**

THE NUMBER OF ACTIVE APP USERS (MAU) INCREASED **by 4 TIMES**

RE-ENGINEERING OF BUSINESS PROCESSES THROUGH THE EXAMPLE OF VEHICLE REGISTRATION

OFFLINE:



Checking for traffic violation fines and paying for them in a specialized office or via terminal

15-30 MIN

Queue to submit documents

15-20 MIN

Draw up a request via operator

10-20 MIN

Waiting for issuance of technical passport and registration plate

40-120 MIN

RE-REGISTRATION
PROCESS:

2-3 HOURS

VIA KASPI.KZ

Submitting a request via app

5-10 MIN

DAILY
**UP TO 35%
TRANSACTIONS**
ARE MADE VIA KASPI APP

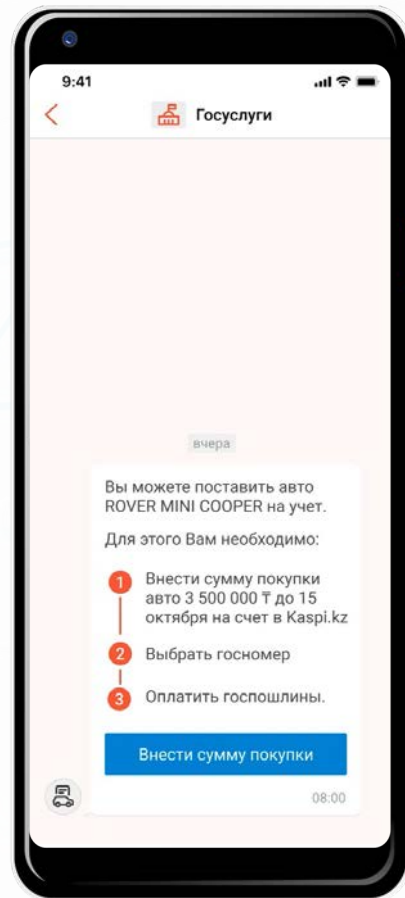
OVER KZT 1 BLN
TRANSFERRED
VIA NON-CASH
TRANSACTIONS

Requesting delivery of
technical passport and
registration plate

5-10 MIN

RE-REGISTRATION PROCESS:

10-20 MIN



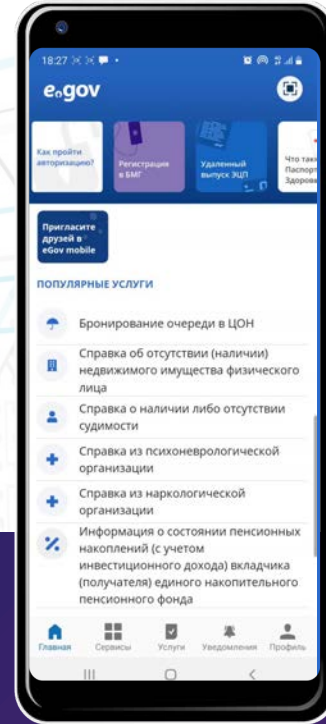
ISSUES:



Abundance of paper documents



Copies are certified by a notary public



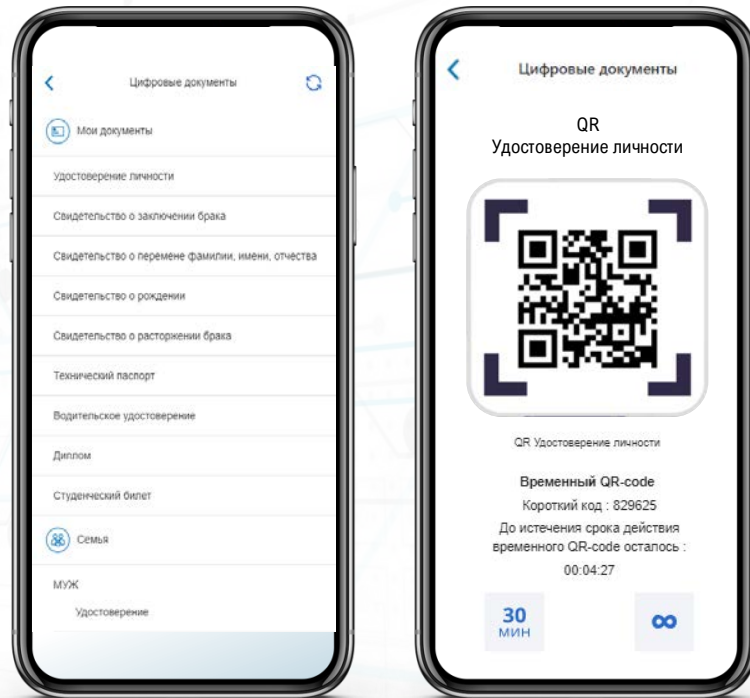
Documents in a mobile device



Capability to send and verify

AVAILABLE DOCUMENTS

- Identification card
- Driving license
- Birth certificate
- Marriage certificate
- Certificate of change of surname, first name, patronymic
- Divorce certificate
- Technical data sheet
- Result of PCR testing for COVID-19
- Student ID card
- Diploma
- Pensioner's certificate
- Kandas ID card
- Vehicle registration certificate
- Social ID
- Vaccination passport
- Certificate of a person with a disability
- Certificate of a large family
- Certificate of a recipient of targeted social assistance



ADVANTAGES

- Delivery of public and other services without provision of original copies
- Provision of access to documents to third parties using secure QR-code
- Capability to share electronic versions of documents through messengers or using e-mail
- Service for obtainment of electronic documents for government agencies' information systems and private sector (upon a citizen's consent)

User has a capability to view a document and provide a QR-code to a third party for verification



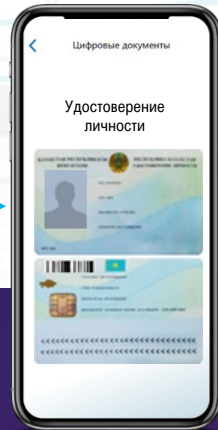
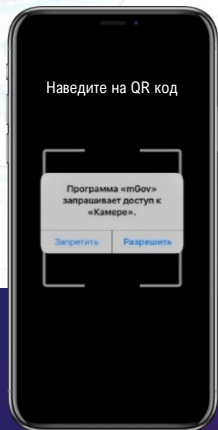
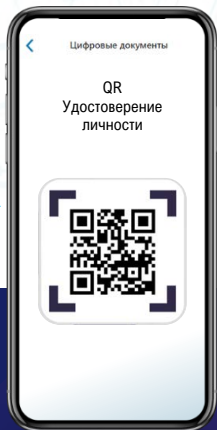
Upon request of an agency`s employee, a citizen can provide an electronic version of national ID



An agency`s employee scans a QR-code from a mobile device



An agency`s employee gets data on a national ID



Delivery of public services in CSC

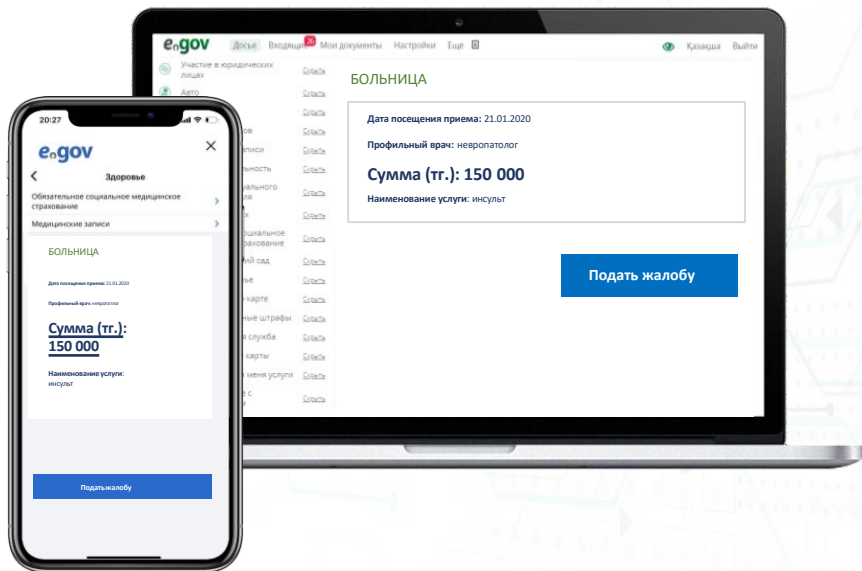


Boarding a plane using a digital national ID



Boarding a train using a digital national ID

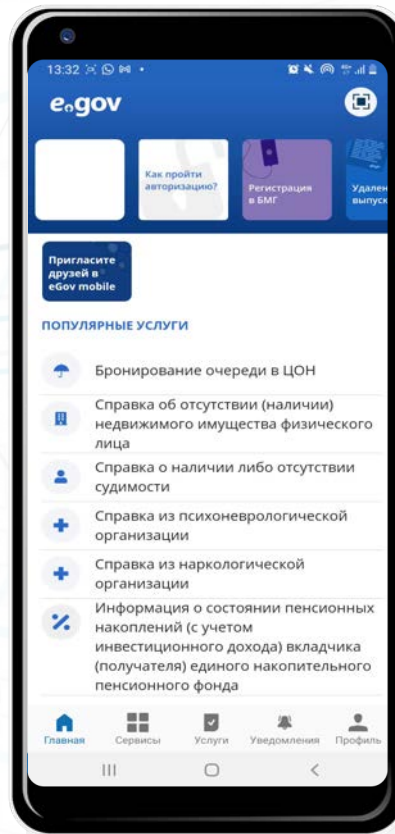
HEALTH PASSPORT:



CASE HISTORIES OF CITIZENS

INFORMATION ON OBTAINED MEDICAL SERVICES

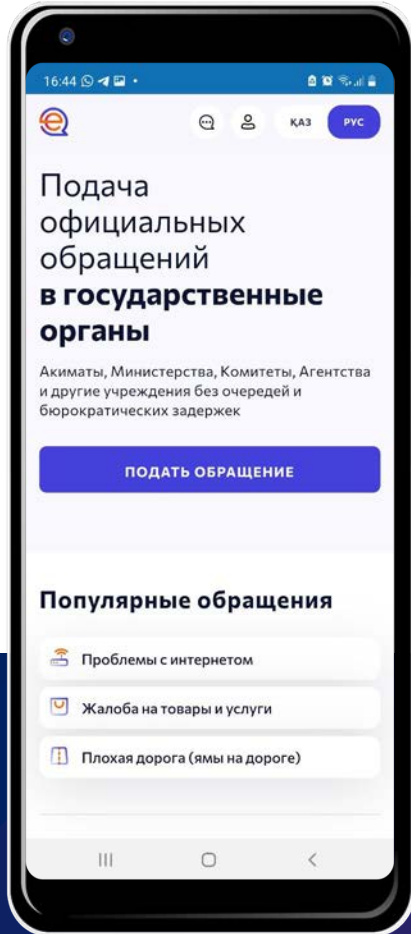
VACCINATION PASSPORT:



CONSENT TO GET A VACCINE AND QUESTIONNAIRE FILL-IN

CAPABILITY TO SEND AND VERIFY

VACCINATION PASSPORT



ADVANTAGES FOR CITIZENS:

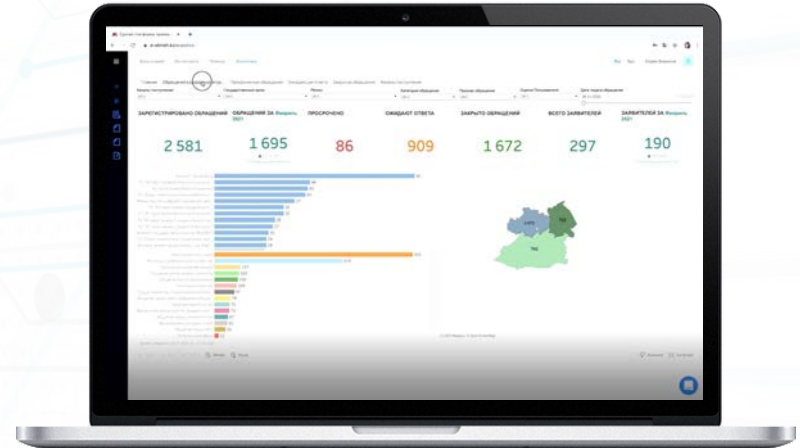
EASY PROCESS OF AN APPLICANT IDENTIFICATION

SUBMISSION OF REQUEST IN SEVERAL CLICKS

CAPABILITY TO TRACK A REQUEST STATUS

EVALUATION OF AN ANSWER PROVIDED

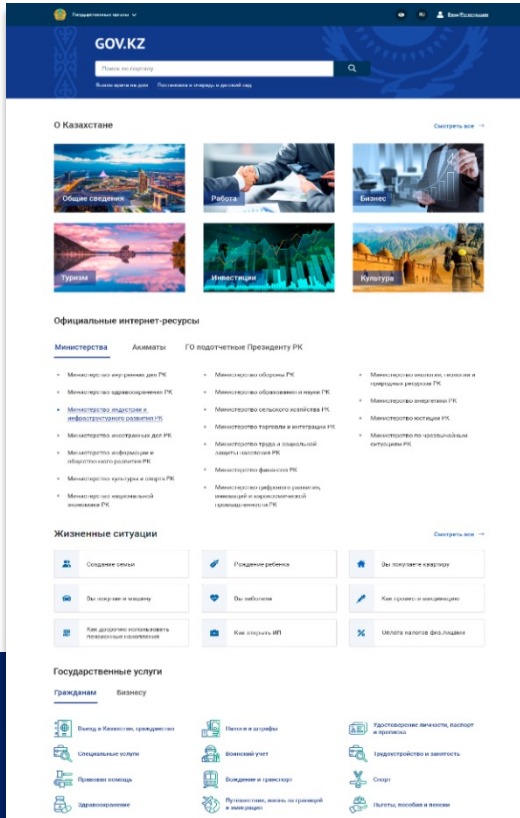
ADVANTAGES FOR GOVERNMENT:



SINGLE ANALYTICS OF REQUESTS

EVALUATION OF REGIONS AS WELL AS ACTIVITIES OF AKIMS

SINGLE PLATFORM OF GOVERNMENT AGENCIES` WEBSITES (EPIR GO)



EPIR GO homepage

EPIR GO is a platform intended for publication of informational content of central government agencies and local executive bodies of the Republic of Kazakhstan **on the Internet**

EPIR GO:

- **17 local executive bodies;**
- **18 ministries, and also 54 committees;**
- **13 government agencies** accountable to the President of RK.

EPIR GO homepage contains information about Kazakhstan divided by the sections: **general information, tourism, business, investments, employment, culture.** Also, such sections as “Useful resources”, “Important information” and “Feedback” are available.

1102 people

from central government agencies and local executive bodies have been trained to date.

128 Published at EPIR GO divided by real-life situations.
New topics for real-life situations are in progress.

materials

2020 - 10,4 mln visits
2021 - 22,25 mln visits
2022 - 6,78 mln visits

846 Published at EPIR GO

public service datasheets

2020 - 4,88 mln unique users
2021 - 10 mln unique users
2022 - 3,55 mln unique users

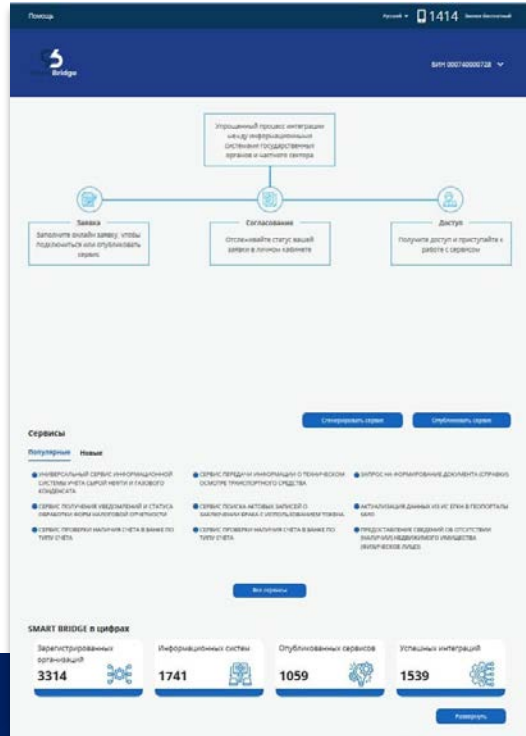
PROJECT GOALS

- Centralization of information and services from all the government agencies in one convenient and user-friendly interface, which is also adapted for mobile devices
- Single repository of digital content, list of public services and useful information

Provision of information security pursuant to the Standard requirements in the field of information and communication technologies

Provision of official, up-to-date and reliable content to the users under standard structure in 3 languages

«SMART BRIDGE» (DISPLAY OF SERVICES)



«Smart Bridge» (Display of services) homepage

«Smart Bridge» (Display of Services) is a platform for a **simplified integration** process between the information systems of government agencies with the business sector, and aimed to **developing a competitive environment**

Economic effect:

Simplified and fast integration process and reduction of paper document flow:

from 3 months to **1 month**,
from 8 approvals to **1 approval**,
from 8 letters to **0 letters**,
from 4 technical documents to **1 online form**.

1059 published services

877 services of government agencies and state organizations
182 services of private organizations

3314 authorized legal entities

582 – government agencies and state – owned enterprises

27 – second-tier banks

96 – national companies

2609 – representatives of the private sector

1539 integrations carried out

2020 – **426** (G2G **217**, G2B **202**, B2B **7**)
2021 – **807** (G2G **402**, G2B **378**, B2B **27**)
2022 – **306** (G2G **119**, G2B **170**, B2B **17**)

PROJECT GOALS

CREATION OF A UNIFIED CATALOG OF Gas's IS and private sector SERVICES with the provision of a technical description of the service and contact details of the Owner and Developer

AUTOMATION OF THE PROCESSES OF OBTAINING ACCESS TO SERVICES published on the Showcase of services through the e-Gov Gateway

CREATION OF A SYSTEM FOR MONITORING THE FUNCTIONING OF THE IS SERVICES in order to eliminate duplicating functions, as well as to determine the effectiveness of the implementation of a particular IS

AUTOMATION OF THE PROCESS OF CREATING NEW IS SERVICES' INTEGRATION through the service designer



Ensures the active participation of society in the preparation and implementation of decisions of government agencies and evaluation of the effectiveness of their activities, as well as promotes transparency and accountability of government agencies

GOALS

- ✓ Placement of publicly available data of government agencies in machine-readable form to provide the opportunity of creating services and applications based on them
- ✓ Providing an opportunity for citizens to get acquainted with the draft laws, budget programs, as well as information on the results of the evaluation of the effectiveness of government agencies

EFFECTS

- ✓ Increasing transparency and accountability of the activities of government agencies to meet the rights and legitimate interests of citizens, business and society in information
- ✓ Involving citizens of the country in the process of making and implementing important government decisions through electronic resources

454 736 **REQUESTS**
where **435,175** requests were answered

3 532 **OPEN DATA SETS**
which received more than **14 000** thousand requests from users (developers)

92 346 **DRAFTS LAWS AND REGULATIONS**
which received **150 682** comments

117 888 **OPEN BUDGETS**
50 924 drafts of budget programs submitted to the Public Council

ESTABLISHING LABORATORIES AND SOURCE CODE REPOSITORY



ESTABLISHMENT OF TECHNOLOGICAL LABORATORY

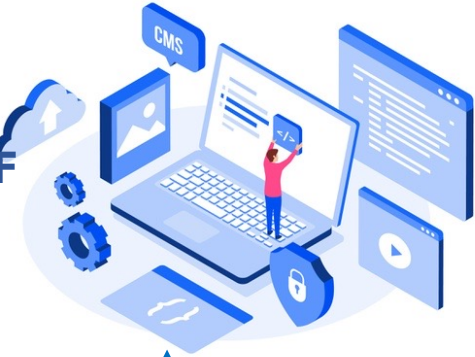
Will enable students, startups or IT companies having access to testing environment allocated by NIT JSC. Later on, it is expected that the best ideas be selected and projects be supported.



ESTABLISHMENT OF SOURCE CODE REPOSITORY (GITHub)

Will enable organizing the source codes of government agencies` information systems, and also ensuring their safety, version history and information security.

DISPLAY OF SERVICES



SMART BRIDGE



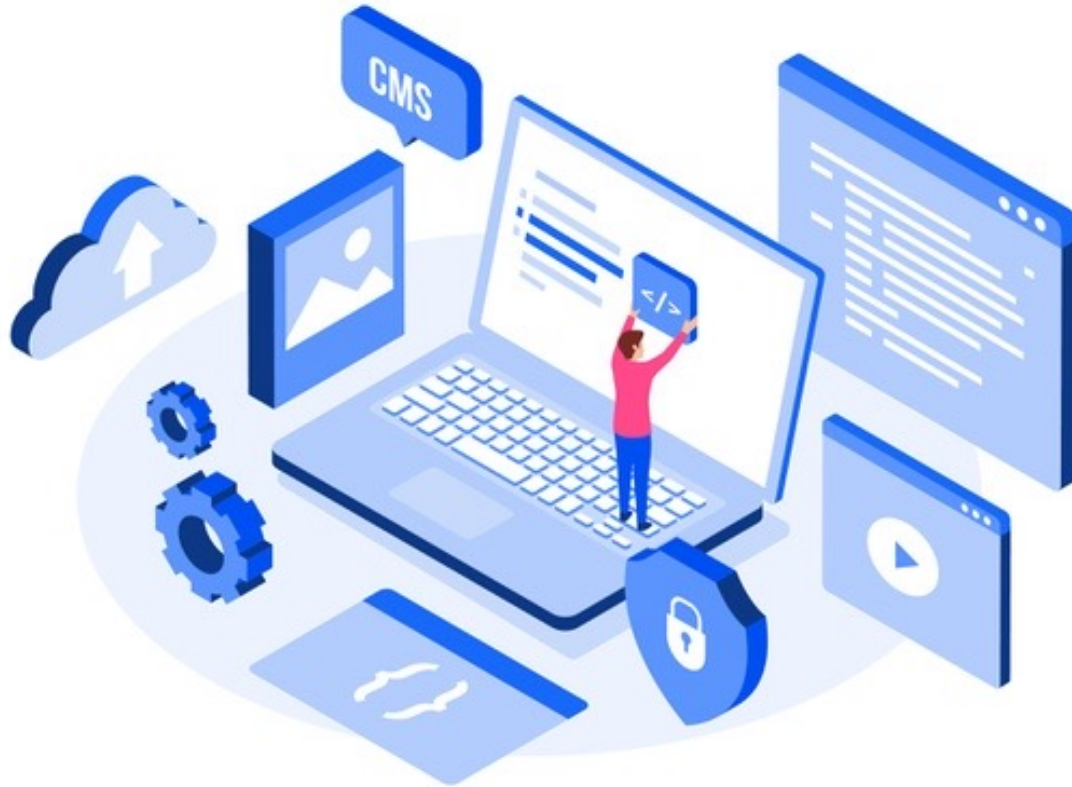
STARTUPS



IT COMPANIES



UNIVERSITIES



ADVANTAGES

- Single marketplace of service products for public, quasi-public and private sectors
- Transparent tariff setting for service products
- Verification of products compliance to information security as well as to target IT architecture before publication
- Maximum transparency for private businesses



THANK YOU!

