Member States Questionnaire (MSQ) for
the **United Nations E-Government
Survey 2020**

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

☒ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government**[2] **portal** at the national level? If more than one, please list all.

The main E-Government portal is: http://egov.kz/cms/ru. In addition, there are other several portals: http://www.government.kz/ru/, https://open.egov.kz/, https://data.egov.kz/, https://legalacts.egov.kz/, https://dialog.egov.kz/, https://budget.egov.kz/, https://evaluation.egov.kz/.

2. Please also provide **URLs** for below **specific portals**, if exists:

a. E-services[3]: The main portal on providing E-services is: http://egov.kz/cms/ru In addition, there are other several portals: http://astana.gov.kz/, https://www.almaty.gov.kz/page.php , http://www.akimvko.gov.kz/kz/, http://aktobe.gov.kz/ , http://www.zhambyl.gov.kz/, https://e-kyzylorda.gov.kz/?q=kk, http://sko.gov.kz/, https://ontustik.gov.kz/, http://mvd.gov.kz/portal/page/portal/mvd/MVD, https://dialog.egov.kz/, https://karaganda-region.gov.kz/ , https://www.kassa24.kz/sites , https://post.kz/, https://aerc.kz/ru/personal/auth.php http://mic.gov.kz/ru/complain, http://stat.gov.kz/faces/wcnav_externalId/homePop, http://kgd.gov.kz/ru/services/kkm_check, http://astana.gov.kz/ru/services/vasha_shkola,

http://astana.gov.kz/ru/services/biblioteki_goroda?region=1&number=,
https://www.almaty.gov.kz/page.php?page_id=4896&lang=1, www.balabaqsha.akt.kz,
http://www.e- krg.gov.kz/default.aspx?lang=ru,
http://portal.zhambyl.gov.kz/RU/Pages/default.aspx, http://eatyrau.kz,
http://mvd.gov.kz/portal/page/portal/mvd/MVD/login,
http://mvd.gov.kz/portal/page/portal/mvd/MVD/mvd_nav_iu/conferen,
http://mvd.gov.kz/portal/page/portal/mvd/MVD/mvd_nav_iu/krtel,
http://mvd.gov.kz/portal/page/portal/mvd/MVD/mvd_nav_iu/kravto,
http://mvd.gov.kz/portal/page/portal/mvd/MVD/mvd_nav_iu/doverie.

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b. E-participation[4]: https://open.egov.kz/., https://dialog.egov.kz/blogs, http://vqb.gov.kz/ru/site/index http://www.
http://prokuror.gov.kz/rus/areaquestions, http://zhetysu.gov.kz/ru/faq/add-qu.php, http://www.aktobe.gov.k
http://atyrau.gov.kz/page/read/blogi-akima-atyrauskoj-oblasti.html, http://www.akimvko.gov.kz/ru/vopros-o
http://blog.zhambyl.kz/index.php?lan=rus, https://karaganda-region.gov.kz/ru/blog_4/, http://blog.kostanay
https://ontustik.gov.kz/ru/vote, https://e-kyzylorda.gov.kz/?q=ru,http://blog.pavlodar.gov.kz/?lang=1,
https://nationalbank.kz/?getpg=Feedback%20for%20page&switch=russian, http://economy.gov.kz/ru/virtual_re
https://www.mod.gov.kz/rus/priem_obrashenii/, http://dsm.gov.kz/ru/virtual_reception/add,
http://www.facebook.com/pages/%D0%9E%D0%BF%D0%B5%D1%80%D0%B0%D1%82%D0%B8%D0
http://twitter.com/MVD_RK https://twitter.com/MTSZN_RK https://www.facebook.com/MTSZN.KZ https://tw
http://www.google.com/url?q=https%3A%2F%2Fwww.facebook.com%2FKazakhstanMFA http://facebook
%D0%9C%D3%99%D0%B4%D0%B5%D0%BD%D0%B8%D0%B5%D1%82 http://twitter.com/mki_gov h
https://www.facebook.com/1440619732817389?fref=ts https://www.facebook.com/minenergork https://ww
https://twitter.com/mineconomy_rk https://www.facebook.com/mineconomy.rk/ https://twitter.com/mcxrk ht
https://www.facebook.com/minfingovkz https://twitter.com/adiletgov https://www.facebook.com/adiletgov h
https://twitter.com/MDRGORK http://mic.gov.kz/ru/complain , http://mic.gov.kz/ru/vote, http://mid.gov.kz/ru/virtual_rec
http://economy.gov.kz/ru/virtual_reception/add, http://economy.gov.kz/ru/polls_page, http://economy.gov.kz/ru/content/uva
http://kyzmet.gov.kz/ru/content/udovletvoreny-li-vy-kachestvom-i-svoevremennostyu-okazyvaemyh-gosudarstvennyh-uslug
obsuzhdenie-proektov-npa, http://kyzmet.gov.kz/ru/virtual_reception/add, http://dsm.gov.kz/ru/virtual_reception/add ,http://
novogo-kodeksa-o-zdorove, http://www.enbek http://energo.gov.kz/index.php?id=19411, http://energo.gov.kz/index.php?id
http://control.edu.gov.kz/ru/node/10408,
http://control.edu.gov.kz/ru/questions/ask,http://astana.gov.kz/ru/auth, http://astana.gov.kz/ru/services/vasha_shkola http://astan
center, http://astana.gov.kz/ru/contact-center/quiz,http://almaty.astana.kz/ru/faq/ https://baikonyr.astana.kz/ru/ankets/opros
region.gov.kz/ru/blog_4/, http://www.e-krg.gov.kz/default.aspx?lang=ru, http://blog.zhambyl.kz/index.php?lan=rus ,
http://portal.zhambyl.gov.kz/RU/Pages/default.aspx,

http://www.zhambyl.gov.kz/index.php?action=poller&lan=rushttp://blog.pavlodar.gov.kz,
http://atyrau.gov.kz/feedback/home/feedback.html

http://eatyrau.kz, https://e-vko.gov.kz/ru/Appeals/AddAppealForm?receptionId=10142,
http://blog.kostanay.gov.kz/messages/,

4 **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (

http://e.kostanay.gov.kz/, http://kostanay.gov.kz/akim-oblasti/obratnaya-svyaz/, https://e-
kyzylorda.gov.kz/?q=ru/content/kusherbaev-krymbek-eleuovich, https://e-
kyzylorda.gov.kz/?q=ru/comment/reply/145062#comment-form, http://www.zhetysu.gov.kz/ru/earth/,
https://ontustik.gov.kz/ru/akim/feedback, https://feebme.com/

c. Open government data: https://egov.kz/cms/ru, https://open.egov.kz/ https://data.egov.kz/,
https://legalacts.egov.kz/, https://dialog.egov.kz/, https://budget.egov.kz/,
http://www.minfin.gov.kz:81/redirect3.jsp?language=ru https://evaluation.egov.kz.
https://mod.gov.kz/memorial/pages/a/a1.html,
http://www.minfin.gov.kz:81/redirect3.jsp?language=ru, http://garden.uralsk.gov.kz/ru,
http://nk.sko.kz/, http://shymkent.gov.kz/ru/catalog, stat.gov.kz

d. Public procurement: http://kgd.gov.kz/ru/app/culs-taxarrear-search-web https://www.goszakup.gov.kz/, http://zakupki
https://tenderplus.kz/, https://kazcontract.kz/, https://mp.com.kz/, https://eep.mitwork.kz/, https://www.ets-t
https://zakup.sk.kz/#/ext,

e. Other major portals at the national level: http://www.akorda.kz/kz , https://primeminister.kz/ru, http://www.govern
http://www.parlam.kz/, http://prokuror.gov.kz/, https://www.election.gov.kz/kaz/, http://knb.gov.kz/, http://nu
http://mfa.gov.kz/ru/, http://mvd.gov.kz/portal/page/portal/mvd/MVD, http://energo.gov.kz/, http://www.edu.
https://www.mks.gov.kz/kaz/, http://www.adilet.gov.kz/kk, http://economy.gov.kz/kk, https://moa.gov.kz/ind
http://miid.gov.kz/kk, https://www.mod.gov.kz/kaz/, http://www.enbek.gov.kz/kk/frontpage, http://www.kyzn
http://www.esep.kz/kz/, http://www.minfin.gov.kz/irj/portal/anonymous, http://www.edu.gov.kz/kz, http://dsr
http://zhetysu.gov.kz/kk/, https://shymkent.gov.kz/kz, https://ontustik.gov.kz/,https://karaganda-region.gov.
http://aktobe.gov.kz/?q=kk, http://kostanay.gov.kz/kz/, https://e-kyzylorda.gov.kz/?q=kk , https://www.zhan
http://atyrau.gov.kz/?lang=ru, https://pavlodar.gov.kz/kk/basty-bet/, https://almaty.gov.kz/page.php?page_
http://bko.gov.kz/ru/, http://sko.gov.kz/?lang=kz, http://aqmola.gov.kz/?lang=kz, http://astana.gov.kz/kz.

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national
   level in charge of e-government.

   Ministry of digital development, defense and aerospace industry of the Republic of Kazakhstan, http://mda

4. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-
   government programs/strategies?

   Name: Askar Zhumagaliev

   Title: Minister of digital development, innovations and aerospace industry

Organization: Ministry of digital development, innovations and aerospace industry

E-mail: moap@mdai.gov.kz

Phone: +7(7172)74-94-75

[5] **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer **(CTO)** or Chief Digital Officer **(CDO)**

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

   a. Planning and Development Ministry of National Economy of the Republic of Kazakhstan - http://economy.gov.k

   b. Education Ministry of Education and Science of the Republic of Kazakhstan – http://www.edu.gov.kz/kz/.

   c. Health Ministry of Healthcare of the Republic of Kazakhstan - http://dsm.gov.kz/ru.

   d. Social Protection and Welfare Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan http://www.enbek.gov.kz/ru.

   e. Employment and Decent Work Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan http://www.enbek.gov.kz/ru.

   f. Environment Ministry of Energy of the Republic of Kazakhstan, Committee of Environmental Regulation and C http://kz.energo.gov.kz/index.php?id=2, http://en.cerc.energo.gov.kz/index.php?id=3044.

   g. Energy/Water Ministry of Energy of the Republic of Kazakhstan -http://kz.energo.gov.kz/index.php?id=2.

   h. Finance/Taxation Ministry of Finance of the Republic of Kazakhstan - http://www.minfin.gov.kz/irj/portal/anony

   i. Industry/Trade Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan - http://miid.gov.kz/ru , Ministry of Foreign Affairs - http://beta.egov.kz/site/mfa , http://mfa.gov.kz/.

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?

   (Maximum 250 words) Yes. The main one is «Kazakhstan-2030» strategy. The Strategy outlined a long-term development of the sovereign republic, directed at transforming the country into one of the safest, most stable, ec sustained states of the world with a dynamically developing economy, http://www.akorda.kz/ru/official_documents/strategies_and_programs Moreover, the program "Business Roadma adopted in 2010 on the initiative of the Head of State. The program is directed to implement 8 SDGs through supp http://economy.gov.kz/ru/kategorii/celi-ustoychivogo-razvitiya-oon-2030 The SDGs are included in several prog

level. http://www.enbek.gov.kz/ru/node/347647 Also , to review and develop proposals for the formation of a unifi
implementation of the SDGs in the Republic of Kazakhstan the «SDG coordinating council» was created. Coordir
controls the activities of working groups and develop proposals on successful implementation of SDGs in the cou
http://economy.gov.kz/sites/default/files/pages/polozhenie.doc , http://mfa.gov.kz/ru/content-view/kazahstan-v- 20
pervyj-nacionalnyj-obzor-po-realizacii-celej-ustojcivogo-razvitia-oon , http://mfa.gov.kz/ru/content-view/o-mezduna
zelenyh-tehnologij , http://www.enbek.gov.kz/ru/node/347647 ,http://stat.gov.kz/faces/wcnav_externalId/mainR_S

state=8wjbccfez_25&_afrLoop=5063188927530428#%40%3F_afrLoop%3D5063188927530428%26_adf.ctrl-
state%3Deamhd0r4d_4, http://kz.one.un.org/content/unct/kazahstan/ru/home/mdgs-sdgs/sustainable- developm
addition, on July 2019 Republic of Kazakhstan will present its voluntary report on achieving SDG to the United Na
https://sdgs.kz/en/dno/. At the moment, 2 portals on SDGs were created. All of the information concerning achiev
working groups on SDGs are being published on the named internet resources. https://egov.kz/cms/en/zur https:/

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? *(Maximum 250 words)*

Yes. "Digital Kazakhstan" state program aims to improve the standard of living of every citizen through the use of
technologies. The plan is to implement the program within five years from 2018 until 2022 in five key areas: digitiz
economy, transition to digital government, implementation of the Digital Silk Road, human capital development ar
innovation ecosystem. https://digitalkz.kz/ru/ https://egov.kz/cms/ru/digital-kazakhstan 8. Please check whichever

National e-government strategy or equivalent: ⊠ has an implementation plan. ⊠ is aligned with the national developr
is aligned with the Sustainable Development Goals (SDGs). ⊠ is aligned with sub-national/local digital development strategy
emphasis on digital-first principle ⊠ has an emphasis on digital by default; digital by design; mobile-first principle ⊠ has an e
once-only (data) principle ⊠ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures
government is accessible by the most vulnerable groups[6] ⊠ makes specific reference to e-participation, digital inclusion and
⊠ makes specific reference to the use of social media in the government. ⊠ makes specific reference to the use of new tech
as artificial intelligence, blockchain, big data *(If any checked, please explain further. Maximum 250 words)*

To implement and introduce new digital technologies (IoT,AI,Robotics,Big data, blockchain) a new law «on makin
and additions to some legislative acts of the Republic of Kazakhstan on the issues of regulation of digital technolc
approved in 2019. The main mission of the new law is to implement the use of new technologies into the public ar
of the country. https://legalacts.egov.kz/npa/view?id=1992299 Moreover, «Digital Kazakhstan» state program aim
process of transition to digital state. It is planned to increase the number of public services, which are provided in
format. Moreover, the main goals of the transition are to provide paper free public services, to develop e-health, tc
electronic labor exchange, to create of real estate cadaster information system. The program is totally aligned wit
Development Goals.

III. Legal Framework

9. Is there any legal framework on:

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[6] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people [7] Also referring to

emerging technologies

☒ access to information such as Freedom of Information Act ☒ personal data protection including digital security ☒ open government data ☒ digital identity ☒ digital certification/signature ☒ e-procurement ☒ digitally publishing government expenditure[8] ☒ data interoperability ☒ digital government as a right *(If any checked, please provide name of the legislation and links. Maximum 250 words)*

Law of the Republic of Kazakhstan «On access to information» dated by November 16 2015 No. 401-V. http://adilet.zan.kz/eng/docs/Z1500000401 The Law of the Republic of Kazakhstan «On Personal Data and their l by 21 May, 2013 No.94V. http://adilet.zan.kz/eng/docs/Z1300000094 Order of the acting Minister for investment a of the Republic of Kazakhstan dated by January 26 No.86 «On approval of Criteria for classifying electronic inforr as open data published by state bodies on the Internet portal of open data, and the Rules and format of their pres https://online.zakon.kz/Document/?doc_id=37804490#pos=0;0 Order of the Minister for investment and developm Republic of Kazakhstan dated by December 9, 2015 No1187 «On approval of the rules of authentication of electr signature» The Law of the Republic of Kazakhstan «On public procurement», dated by December 4, 2015 http://adilet.zan.kz/rus/docs/Z1500000434 Order of the acting Minister for investment and development of the Rep Kazakhstan dated by December 30, 2015 No. 1271 «On approval of the Rules for posting information on the Inter budgets». https://online.zakon.kz/Document/?doc_id=31699280#pos=1;-12 «Digital Kazakhstan » state program, of December, 2017, https://digitalkz.kz/ru/ Project of the Law «On making amendments and additions to some leg the Republic of Kazakhstan on the issues of regulation of digital technologies», https://legalacts.egov.kz/npa/view

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

    ☒Yes ☐No 11. If yes, do you publish results online and share those with the public institutions concerned? *(M*

    words) Yes, all materials are published online and shared with public institutions.
https://egov.kz/cms/ru/information/about/stat https://evaluation.egov.kz/kk/kategorii/itogi-ocenki,
http://kyzmet.gov.kz/kk/kategorii/rabota-s-naseleniem-0,
http://egov.kz/cms/kk/services/citizen_and_the_government/e_app

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

    ☒Yes ☐No 13. If yes, do you publish results online and share those with the public institutions concerned? *(M*

    words)

[8] Related to SDG Indicator 16.6.1

Yes, we do publish results online and share those with public institutions concerned. https://egov.kz/cms/ru/inform
Furthermore, in the State Program "Digital Kazakhstan" adopted in December 2017, there are five main directions
is transition to the digital state. Within this direction, there is a key indicator - "Level of satisfaction of the populatio
of independently received e-services". The goal is to increase satisfaction of citizens on e-government services u
year 2022. The responsible public institution is the Ministry of Digital Development, Aerospace and Defense Indus

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-gov
activities? Please also explain if there were any guidelines for government officials on the use of social media. *(Ma*
the framework of the law «On access to information» dated by 15th of November, 2015 No.
401V.(http://adilet.zan.kz/eng/docs/Z1500000401) each state body has a virtual reception for interacting with pop
can send their appeals to the heads of state bodies at the virtual reception through the eGov portal
(https://dialog.egov.kz/blogs).Each government body at the local level also has virtual receptions on the official we
appeals are revised. Moreover, citizens can get public services via Telegram-bot @EgovKzBot, which is launche
creating bots and to be a convenient channel for obtaining a wide variety of online services. There are 24 services
the range is constantly expanding. Social media is actively used in the work of public institutions: issues received
social networks are taken into account and feedback is provided for all citizens. More than 30 public institutions h
page in Facebook, some also in Twitter, Youtube and Instagram. The links to the official accounts can be found o
of respective state body's internet-resources. For example, the President of the Republic of Kazakhstan also has
https://twitter.com/tokayevkz, where he shares the latest news and notifications. Using e-government services as
digital services through social media are also highly promoted in the framework of the "Digital Kazakhstan" state p
are several guidelines and regulations for government officials and state institutions on work on the Internet, inclu
networks and on blog platforms.(available in Russian: http://bap.prokuror.gov.kz/rus/printpdf/37082) and Principle
work of central bodies of the Republic of Kazakhstan, local executive bodies and national companies (available in
http://sayasat-bko.gov.kz/dejatelnost/smi/principy-informacionnoi-raboty-centralnykh-organov- respubliki-kazakhs
ispolnitelnykh-organov-i-nacionalnykh-kompanii.html)

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new

technologies? ☒ Artificial Intelligence (AI) ☒ Blockchain ☒ Big data ☒ Smart cities ☒ Robotics ☒ Internet of Things (IOT)
Quantum computing ☒ Virtual reality ☒ Augmented reality ☐ Other: *(Please explain further including relevant links. Maximum 2*

The former Ministry of Information and Communications developed the concept of "Smart cities". It presents a
using such advanced technologies as the Internet of things, artificial intelligence and others. The document al
basic principles, approaches, goals, priorities and objectives of the implementation of Smart City technologies
Russian at: http://mic.gov.kz/ru/pages/smart-city) One of the main indicators of the state program "Digital Kaza
development of Smart City in the five largest cities of the country - Smart Astana, Smart Karaganda, Smart Or
Almaty, Smart Aktobe. To define the process of implementation and priorities the concept on smart cities was
Nowadays, smart city concept is developing in several cities of the country.
(http://mic.gov.kz/sites/default/files/pages/koncept_smartcity_rus_-_kopiya.docx, https://primeminister.kz/en/n
pravitelstva-rk/16865,http://smart.akt.kz,

http://www.smartq.kz/, https://shymkent.gov.kz/ru/page/73, http://www.smart.astana.kz/). Moreover, in 2018 fi
reality «Arena Space» began functioning. (https://weproject.media/articles/detail/o-pervom-parke-virtualnoy-r
space-v-kazakhstane-1/) To implement and introduce new digital technologies (IoT,AI,Robotics,Big data, bloc
of the law «on making amendments and additions to some legislative acts of the Republic of Kazakhstan on t
regulation of digital technologies» will be approved in 2019. The main mission of the new law is to implement
technologies into the public and private sector of the country. (https://legalacts.egov.kz/npa/view?id=1992299) Overa
Kazakhstan" suggests creation of conditions for the promotion of digitalization with the use of cutting-edge te
industry, education, medicine etc. (introduction of elements of Industry 4.0 including machine learning, artificia
data, robotics, augmented and virtual reality) https://egov.kz/cms/en/ai-big-data https://egov.kz/cms/en/robotiz
https://egov.kz/cms/en/smart-cities

Does your government have any government body[9] at the national level working specifically related to the n
technologies? *(Please explain further including relevant links. Maximum 250 words)*

The Ministry of Digital Development, Aerospace and Defense Industry of Kazakhstan, supported by its subord
organizations - "Zerde" National Infocommunication Holding" JSC and "National Information Technologies" JS

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?

(Max. 250 words) Online public services are provided in two ways: eGov portal and mGov mobile application. Th
number of provided services is 72. In total, 63897 people rated their last experience of online public services. 4
of them rated their experience using eGov, while 21872 rated their experience using mGov. Out of 42025 peop
people rated their experience as positive, however 596 people rated as negative. Out of 21872 people rated th
experience using mGov, 19351 rated as positive, and 2521 rated as negative. Overall, 95, 12% rated their last
as positive. https://egov.kz/cms/ru/information/about/stat 18. What percentage of your GDP is allocated for ICT
in the public sector? *(Max. 250 words)*

3,6% in 2017, 3% in 2018 (January-September of 2018) http://stat.gov.kz/getImg?id=ESTAT103925 19. What
of persons employed in central government organizations routinely using ICTs?

(Max. 250 words) In central government organizations 100% of employees are routinely using ICT 20. What is th
of persons employed in central government organizations routinely using the

Internet? *(Max. 250 words)* In central government organizations 100% of employees are routinely using the Inter
what kind of indicators do you collect/use to track digital literacy at the national level? *(Max. 250*

words)

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[9] This can be an agency, cabinet, commission, committee, initiative etc. [10] Related to SDG Indicator 16.6.2 Proportion of population satisfied with the

The committee on Statistics uses 4 indicators to track the level of digital literacy: 1) ability to use personal con... smartphone, tablet 2) ability to work with basic registry type(ability to use personal computer, laptop, smartpho... ability to work with standard applications; receiving services by using internet; ability to work with any digital te... camera, DVD, TV, web cameras, digital video cameras) , 3)ability to use personal computers, smartphones, t... standard software and receiving services by using Internet, 4)ability to use smartphones, laptops, tablets, pers... computers, standard software. According to the latest report (2018), the level of digital literacy is: 1st indicator-... indicator-68,1%, 3rd indicator-79,6%, 4th indicator-83,2%. The overall level of digital literacy in 2018 is 79,6%.

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

(Max. 250 words) 1. Kazakhstan is part of the Peer-to-Peer Learning Alliance on E-government established with... Civil Service Hub. As a part of its peer learning and capacity building pillar, the Astana Civil Service Hub succe... and promotes peer-to-peer learning by launching Peer Learning Alliances, created to capture tacit knowledge c... (or reformers) and share between reformers best solutions for country-specific problems, as well as develop ar... "best fit" reforms. Peer Learning Alliances leverage on the Peer-to-Peer Learning Guide developed by the Effec... Platform (EIP), that is run by joint Secretariat in OECD and UNDP Global Centre for Public Service Excellence... The first P2P Learning Alliance was devoted to One-stop-shops and consisted of Azerbaijan, Georgia and Kaz... successful completion of the Alliance's work, the second Alliance was initiated on e- government development. ... from the Hub's participating countries in the field of public administration, particularly from Estonia, Kazakhstan... Kyrgyzstan, Georgia, Armenia and Azerbaijan expressed a desire to participate. 2. Moreover, on November 21... National Infocommunication Holding "Zerde" JSC was given the status of the basic organization of the member... Commonwealth of Independent States for the methodological, technical and organizational support of ICT. The... basic organization are: to promote the development of multilateral cooperation among the CIS member states i... to develop the cooperation with research organizations of the CIS member states in the field of development ar... organize an exchange of experience of the CIS member states in the field of ICT; to participate in information s... international cooperation of the CIS member states in the field of ICT; to provide methodological, organizationa... support for the activities of the Coordination Council. 3.In addition, at the end of the last year with the initiative c... President of the Republic of Kazakhstan «The Eurasian Digital Transformation Center» was created. Center pr... support for new initiatives. It was created on the basis of International Technopark on IT startups «Astana Hub:... on digital tracking of goods, mutual recognition of electronic accompanying documents, formation of digital tran... were initiated. Besides all of the mentioned, since 2017 the forum "Digital Agenda into Globalization" is organiz... the participation of worldwide leading experts in ICT sphere and E-Government . 23. Is your government offerin... offer) support to other countries in the area of e-

government? *(Max. 250 words)*

The Republic of Kazakhstan is actively cooperating with other countries in the field of developing ICT and E-Go name, 29 kazakh IT companies demonstrated more than 80 IT solutions for the government organizations of K It resulted in signing 4 memorandum on cooperation and 2 commercial contracts between Kazakhstan and Kyr Moreover, Kazakhstan gave an educational course on ICT to the specialist from the Republic of Uzbekistan. In October 2018, "National Information Technologies" JSC has signed a Memorandum of cooperation in the field of exchange of experience on "electronic government" with leading companies of the Republic of Uzbekistan. I sign memorandums on mutually beneficial cooperation in the field of ICT with leading companies of the Republ and the Republic of Kyrgyzstan. Futhermore, Kazakhstan`s IT companies are providing services in pilot project IT companies. During the state visit of the President of the Republic of Korea Moon Jae-In to the Republic of K April 21-23, 2019, a Memorandum was signed between the Ministry of digital development, defense and aeros the Republic of Kazakhstan (hereinafter – ICROAP) and the Ministry of science and ICT of the Republic of Kor industrial revolution. Moreover, Letter of intent to create a joint International IT center was signed. The letter of cooperation in such priority areas as e-government, development of innovative ecosystems and startups, the u intelligence, Big Data, the Internet of things, development of the IT industry, development of smart cities in the projects, etc. Joint activities will be carried out through the exchange of information, best practices, promotion c projects (R & D, pilot projects of wired/wireless infrastructure, etc.), and other forms of cooperation. On June 20 of digital development, innovations and aerospace industry of the Republic of Kazakhstan and the Government of Great Britain signed a Memorandum of understanding in the field of developing digital government. 24. Are t ongoing public-private partnerships and multistakeholder partnerships, focusing on e-

government? *(Max. 250 words)* Yes. Nowadays, there are several PPP and multistakeholder partnerships in e-g sphere. To name , «Registry of business entities» , «Smart Data Ukimet», «Placement to accommodation», « documents storage», «Marking of goods», «Tachograph», «Monopolist».

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1. Please select whichever applies:

⊠ A group of government agencies responded to the questionnaire collectively. ☐ I am authorized and fully knowledgeable to respond to this questionnaire. ☐ I did not have the full information to respond to this questionnaire ☐ I mostly provided my own opinion/assessment rather than official information. ☐Other: *(Max. 250 words)*

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

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☐ From the Mission of my country to the United Nations ☐ United Nations E-Government Survey website ☐ LinkedIn ☐ Facebook ☐ Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020. We appreciate participation.