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 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 portal at the national level? If more than one, please list all.


2. Please also provide URLs for below specific portals, if exists:
This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA. E-government or digital government will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

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

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

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

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


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

   Name: Askar Zhumagaliev
   Title: Minister of digital development, innovations and aerospace industry
5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:


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, eco-sustained states of the world with a dynamically developing economy, [http://www.akorda.kz/ru/official_documents/strategies_and_programs](http://www.akorda.kz/ru/official_documents/strategies_and_programs) Moreover, the program "Business Roadmap 2020" was adopted in 2010 on the initiative of the Head of State. The program is directed to implement 8 SDGs through support, [http://economy.gov.kz/ru/kategorii/celli-ustoychivogo-razvitiya-oon-2030](http://economy.gov.kz/ru/kategorii/celli-ustoychivogo-razvitiya-oon-2030) The SDGs are included in several programs.
level. http://www.enbek.gov.kz/ru/node/347647 Also, to review and develop proposals for the formation of a unified policy for the implementation of the SDGs in the Republic of Kazakhstan the «SDG coordinating council» was created. Coordinating council also controls the activities of working groups and develop proposals on successful implementation of SDGs in the country. 

Also, to review and develop proposals for the formation of a unified policy for the implementation of the SDGs in the Republic of Kazakhstan the «SDG coordinating council» was created. Coordinating council also controls the activities of working groups and develop proposals on successful implementation of SDGs in the country.


In addition, on July 2019 Republic of Kazakhstan will present its voluntary report on achieving SDG to the United Nations. At the moment, 2 portals on SDGs were created. All of the information concerning achievements, plans and working groups on SDGs are being published on the named internet resources. https://egov.kz/cms/en/zur https://sdgs.kz/en/

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

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 digital technologies. The plan is to implement the program within five years from 2018 until 2022 in five key areas: digitization of the economy, transition to digital government, implementation of the Digital Silk Road, human capital development and creating an innovation ecosystem. https://digitalkz.kz/ru/ https://egov.kz/cms/en/digital-kazakhstan

8. Please check whichever applies.

National e-government strategy or equivalent: ☒ has an implementation plan. ☒ is aligned with the national development strategy. ☒ 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 emphasis on once-only (data) principle ☒ has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure government is accessible by the most vulnerable groups ☒ makes specific reference to e-participation, digital inclusion and digital empowerment ☒ makes specific reference to the use of social media in the government. ☒ makes specific reference to the use of new technologies such 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 making amendments and additions to some legislative acts of the Republic of Kazakhstan on the issues of regulation of digital technologies» will be approved in 2019. The main mission of the new law is to implement the use of new technologies into the public and private sector of the country. https://legalacts.egov.kz/npa/view?id=1992299 Moreover, «Digital Kazakhstan» state program aims to fasten the process of transition to digital state. It is planned to increase the number of public services, which are provided in electronic format. Moreover, the main goals of the transition are to provide paper free public services, to develop e-health, to develop electronic labor exchange, to create of real estate cadaster information system. The program is totally aligned with Sustainable Development Goals.

III. Legal Framework

9. Is there any legal framework on:

6 Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people 7 Also referring to...
Emerging technologies

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

☒ 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)


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? (Max. 250 words) Yes, all materials are published online and shared with public institutions.


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? (Max. 250 words)

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/information/about/stat
Furthermore, in the State Program “Digital Kazakhstan” adopted in December 2017, there are five main directions and one of them is transition to the digital state. Within this direction, there is a key indicator - “Level of satisfaction of the population of independently received e-services”. The goal is to increase satisfaction of citizens on e-government services up to 84% by the year 2022. The responsible public institution is the Ministry of Digital Development, Aerospace and Defense Industry.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)
Within 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 population. Citizens 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 websites. All appeals are revised. Moreover, citizens can get public services via Telegram-bot @EgovKzBot, which is launched for creating bots and to be a convenient channel for obtaining a wide variety of online services. There are 24 services on the range is constantly expanding. Social media is actively used in the work of public institutions: issues received from social networks are taken into account and feedback is provided for all citizens. More than 30 public institutions have official pages in Facebook, some also in Twitter, Youtube and Instagram. The links to the official accounts can be found on the main page of respective state body's internet-resources. For example, the President of the Republic of Kazakhstan also has a twitter account https://twitter.com/tokayevkz, where he shares the latest news and notifications. Using e-government services as well as other digital services through social media are also highly promoted in the framework of the "Digital Kazakhstan" state program. There are several guidelines and regulations for government officials and state institutions on work on the Internet, including networks and on blog platforms. (available in Russian: http://bap.prokuror.gov.kz/rus/printpdf/37082) and Principles of information work of central bodies of the Republic of Kazakhstan, local executive bodies and national companies.(available in Russian at: http://sayasat-bko.gov.kz/dejatelnost/smi/principy-informacionnoi-raboty-centralnykh-organov- respubliki-kazakhstan-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 250 words)

The former Ministry of Information and Communications developed the concept of “Smart cities”. It presents a list of projects using such advanced technologies as the Internet of things, artificial intelligence and others. The document also defines the basic principles, approaches, goals, priorities and objectives of the implementation of Smart City technologies. (available in Russian at: http://mic.gov.kz/ru/pages/smart-city) One of the main indicators of the state program “Digital Kazakhstan” development of Smart City in the five largest cities of the country - Smart Astana, Smart Karaganda, Smart Oral, Smart Almaty, Smart Aktobe. To define the process of implementation and priorities the concept on smart cities was legally approved. 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/message/16865, http://smart.akt.kz/,

Does your government have any government body\textsuperscript{9} at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

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

VIII. Indicators

17. What is the percentage of the population\textsuperscript{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. The number of provided services is 72. In total, 63897 people rated their last experience of online public services. 42025 people rated their experience using eGov, while 21872 rated their experience using mGov. Out of 42025 people, 41429 people rated their experience as positive, however 596 people rated as negative. Out of 21872 people rated their experience using mGov, 19351 rated as positive, and 2521 rated as negative. Overall, 95, 12% rated their last experience as positive. https://egov.kz/cms/en/smart-cities

18. What percentage of your GDP is allocated for ICT investment 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 is the proportion of persons employed in central government organizations routinely using ICTs?

(Max. 250 words) In central government organizations 100% of employees are routinely using ICTs

20. What is the proportion 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 Internet

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

(Max. 250 words)

\textsuperscript{9} This can be an agency, cabinet, commission, committee, initiative etc.  \textsuperscript{10} Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of online public services.

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

The committee on Statistics uses 4 indicators to track the level of digital literacy: 1) ability to use personal computer, smartphone, tablet 2) ability to work with basic registry type (ability to use personal computer, laptop, smartphone, tablet) and ability to work with standard applications; receiving services by using internet; ability to work with any digital technologies (camera, DVD, TV, web cameras, digital video cameras), 3) ability to use personal computers, smartphones, tablets, standard software and receiving services by using Internet, 4) ability to use smartphones, laptops, tablets, personal computers, standard software. According to the latest report (2018), the level of digital literacy is: 1st indicator 73.6%, 2nd 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

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 within the Astana Civil Service Hub. As a part of its peer learning and capacity building pillar, the Astana Civil Service Hub succeeded in and promotes peer-to-peer learning by launching Peer Learning Alliances, created to capture tacit knowledge of reformers (or reformers) and share between reformers best solutions for country-specific problems, as well as develop and implement “best fit” reforms. Peer Learning Alliances leverage on the Peer-to-Peer Learning Guide developed by the Effective Institutions Platform (EIP), that is run by joint Secretariat in OECD and UNDP Global Centre for Public Service Excellence in Singapore. The first P2P Learning Alliance was devoted to One-stop-shops and consisted of Azerbaijan, Georgia and Kazakhstan. After successful completion of the Alliance’s work, the second Alliance was initiated on e-government development. Experts 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, 2014, the National Infocommunication Holding “Zerde” JSC was given the status of the basic organization of the member states of the Commonwealth of Independent States for the methodological, technical and organizational support of ICT. The main duties of the basic organization are: to promote the development of multilateral cooperation among the CIS member states in the field of development and promotion of research organizations of the CIS member states in the field of development and promotion of multilateral cooperation among the CIS member states in the field of development and promotion of research organizations of the CIS member states in the field of development and organization of an exchange of experience of the CIS member states in the field of ICT; to participate in information support for the activities of the Coordination Council. 3. In addition, at the end of the last year with the initiative of the former President of the Republic of Kazakhstan «The Eurasian Digital Transformation Center» was created. Center provides 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 transport corridors were initiated. Besides all of the mentioned, since 2017 the forum “Digital Agenda into Globalization” is organizing annually with the participation of worldwide leading experts in ICT sphere and E-Government. 23. Is your government offering (or planning to 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-Government. To name, 29 Kazakh IT companies demonstrated more than 80 IT solutions for the government organizations of Kyrgyz Republic. It resulted in signing 4 memorandum on cooperation and 2 commercial contracts between Kazakhstan and Kyrgyzstan. 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. It is planned to sign memorandums on mutually beneficial cooperation in the field of ICT with leading companies of the Republic of Uzbekistan and the Republic of Kyrgyzstan. Furthermore, Kazakhstan’s IT companies are providing services in pilot projects to IT companies. During the state visit of the President of the Republic of Korea Moon Jae-In to the Republic of Kazakhstan on April 21-23, 2019, a Memorandum was signed between the Ministry of digital development, defense and aerospace industry of the Republic of Kazakhstan (hereinafter – ICROAP) and the Ministry of science and ICT of the Republic of Korea on the Fourth industrial revolution. Moreover, Letter of intent to create a joint International IT center was signed. The letter of intent cooperation in such priority areas as e-government, development of innovative ecosystems and startups, the use of big data, AI, Big Data, the Internet of things, development of the IT industry, development of smart cities in the form of pilot projects, etc. Joint activities will be carried out through the exchange of information, best practices, promotion of joint ICT projects (R & D, pilot projects of wired/wireless infrastructure, etc.), and other forms of cooperation. On June 20, 2019, the Ministry 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 there any 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-government sphere. To name, «Registry of business entities», «Smart Data Ukimet», «Placement to accommodation», «Electronic documents storage», «Marking of goods», «Tachograph», «Monopolist».

X. Contact and Additional Information

Name: Zhanat Zhakhmetova
Title: Deputy Chairperson of the Board
Email: zhzhakhmetova@zerde.gov.kz
Organization: «Zerde National Infocommunication Holding» JSC

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