



United Nations Project Office on Governance

Summary Report

**National Conference on Development of e-Government
1-2 December 2011, Astana, Kazakhstan**

1. Executive Summary

The “National Conference on Development of e-Government in Kazakhstan” was held in Astana, Kazakhstan from 1 to 2 December 2011. The Conference was organized by the Ministry of Communication and Information (MCI) of the Republic of Kazakhstan with the participation of the United Nations Project Office on Governance (UNPOG). It was sponsored by the Ministry of Foreign Affairs of the Republic of Kazakhstan. The Conference was attended by around 60 participants, mostly government officials from Kazakhstan’s ministries and agencies, as well as, CIOs.

2. Summary of Proceedings (1-2 December 2011)

The opening of the Conference featured welcoming remarks and a keynote speech from Mr. Saken Sarsenov, Vice Minister of the Ministry of Communications & Information, and Mr. Jong-moo Choi, Head of UNPOG, respectively.

Following the opening session, presentations were made on the following topics by respective speakers as follows:

- Programme for ICT development in the Republic of Kazakhstan for 2010-2014
Mr. Aibol Kuandikov, Head Project Office, National ICT holding, Zerde JSC
- Results and plans for development of e-Government in Kazakhstan
Talgat Ismagambetov, Deputy CEO, National Information Technologies, JSC
- Introduction to UNPOG and e-Government Tools and Resources & Methodology and Criteria for Evaluating the Performance of Government Agencies on the use of IT
Mr. Belal Hassan, Programme Operations Expert, UNPOG
- E-government Development Experience
Mr. Bongup Cho, Senior Policy Development Expert, UNPOG
- Implementation of e-Government Applications and e-Services using Cloud Computing: A Global Perspective
Gregory Pokorny, Manager, National Information Society Agency (NIA)/MOPAS
- E-Government Architecture and Interoperability Approach
Dr. Nag Yeon Lee, Professor, MIS, New York Institute of Technology
- Public e-Procurement in Korea
Mr. Jaewon Kim, Manager Samsung SDS

- Information Network Village Project
Joseph Shin Hoon, Deputy Director, INVIL/MOPAS

On the 2nd day of the Conference, UNPOG team visited the House of Ministries where senior officials made presentations on Kazakhstan e-Government Portal and demonstrated e-Services offered on the portal such as E-Licensing. The UNPOG team was also given a briefing and tour of the e-Government Call Center for the e-Government Portal and the Server center. In addition, the UNPOG team also participated in a second national conference titled “New Model of Informatization” and provided expertise during a session on “e-Government Applications and e-Services using Cloud Computing”.

3. Venue and Language of the Programme and Participants

The Conference was conducted both in Russian and English at the Beijing Palace Solux Hotel in Astana, Kazakhstan from 1-2 December 2011. The two-day conferences were attended mainly by government officials from the Ministry of Industry and New Technologies, Ministry of Environmental Protection, Ministry of Transport and Communication, Ministry of Oil and Gas, Ministry of Tourism and Sport, as well as, national agencies including the Agency for Statistics and Agency of the Civil Service.

4. Current Status of e-Government Development of Kazakhstan

Starting its e-Government project in 2005 by approving a two-year strategic implementation programme, Kazakhstan has tried to develop its own model of public administration in a westernized manner putting efforts on organizing e-government. In UN Global E-Government Survey 2010, the UN Department of Economics and Social Affairs (UNDESA) ranked Kazakhstan 46th in E-government development.

5. Conference Conclusion

Following each presentations, interactive discussions provided the Kazakhstan’s government officials and participants the opportunity to clarify issues and share their experiences and insights on the presentations. The Conference succeeded not only in introducing to the people of Kazakhstan the benefits of ICT and e-Government, but also methodologies to advance e-Government development in Kazakhstan. Participants expressed strong interest in cloud computing, e-Government architecture, the Korean e-Government experience, as well as the UN e-Government Survey. Ministry officials also expressed interest in learning the progress of e-Procurement and Public-Private-Partnerships in the Republic of Korea.

6. Future Prospective

Mr. Alex Gerassimov (IT Architect, National Informational Technologies, JSC) has expressed an interest in submitting cases for the 2012 UNPS Awards. He has also requested a list of documents (document types/categories) that he could provide for UNPACS on behalf of Kazakhstan’s e-Government Programme. Ms. Aigul (Manager, National Informational Technologies, JSC) who is in charge of “national ranking” inquired about the methodology used in the 2012 UN e-Government Survey; Kazakhstan’s rank in the 2012 UN e-Government Survey; and paid training opportunities on e-Government for government officials to enable them to improve the quality of their national portals and thus future ranking in the 2014 UN e-Government Survey.