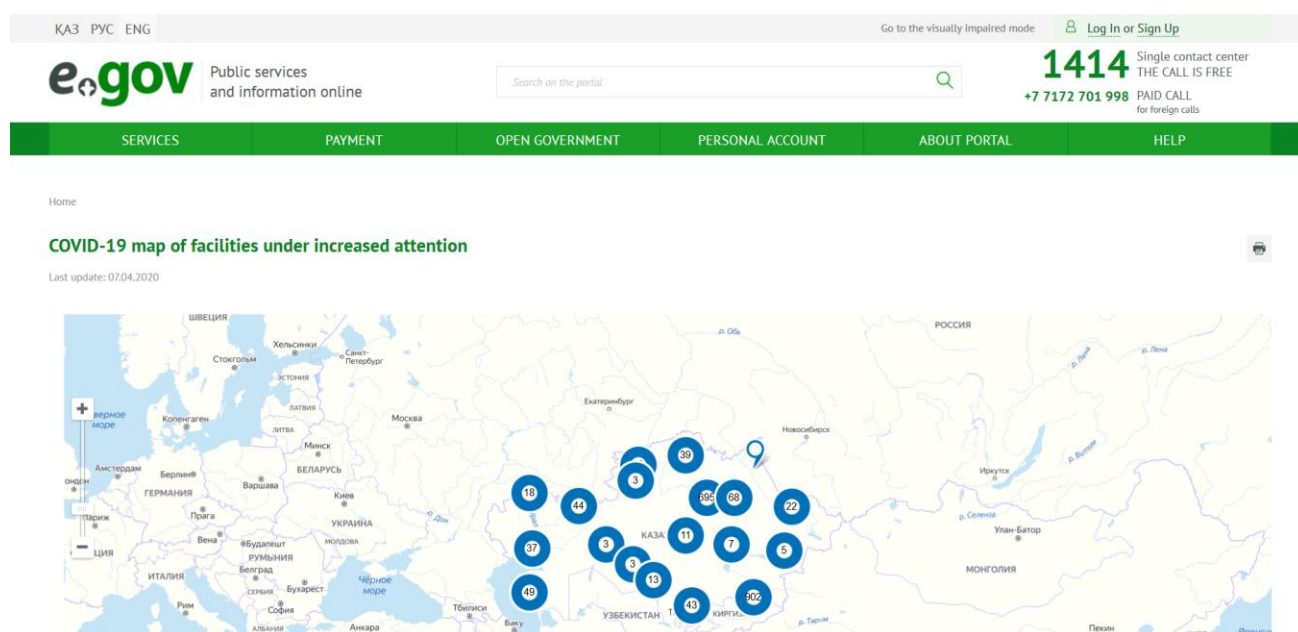


E-government in Kazakhstan during the COVID-19 pandemic

With the spread of the COVID-19 pandemic all over the world and the announcement of State of Emergency in the country, in order to reduce social contacts, all public services centres in Kazakhstan were closed, while ensuring the opportunity to receive all services online.

Due to the heavy workload on E-government portal, the number of Unified Contact Center operators has been increased to 2,000 people, who today have already received and processed more than **4 million calls** with about 400 thousand calls received daily and this figure is gradually growing. In addition, 4 additional PBX stations have been deployed.

On March 24, 2020, jointly with the Ministry of Healthcare of the Republic of Kazakhstan E-government portal implemented services for monitoring the situation of coronavirus in the country. A map, working in real time mode, was developed to inform the people about the situation of infected people and the ones, who were in contact with them.



To keep citizens informed about COVID-19 pandemic, E-government portal contains “Frequently Asked Questions” section.

The screenshot shows the e.gov portal header with navigation links (KA3, PYC, ENG), a search bar, and a contact center number (1414). Below the header is a green navigation bar with categories: SERVICES, PAYMENT, OPEN GOVERNMENT, PERSONAL ACCOUNT, ABOUT PORTAL, and HELP. The main content area is titled "FAQ about COVID-19" with a last update date of 24.03.2020. It features a list of six frequently asked questions, each with a right-pointing arrow:

- What is the insulation on the house, who came from the 1B category?
- Is our country ready in case of detection of coronavirus?
- Who will be quarantined?
- What requirements should be met by citizens in home quarantine?
- Who is subject to isolation at home, how is isolation performed at home?
- What requirements should be met by citizens who are in a quarantine hospital?

On March 26, E-Government portal implemented the possibility for citizens to remotely receive Electronic Digital Signature. To date, more than **85 thousand** digital signatures have been issued for people without leaving home. In total, more than **3 million** EDS were issued this year.

The screenshot shows the e.gov portal header and navigation bar. The main content area is titled "Receive EDS remotely" under the "Automated service" category. A sidebar on the left lists filters for "Recipients" (Legal entities, Individuals), "Place of the service delivery" (Portal of 'electronic government'), and "Cost of the service" (Free). A prominent orange button labeled "REQUEST ONLINE" is visible. A yellow notification box reads:

Dear users!
 Due to increase in the number of delivered online services via eGov Portal, we observe sharp fluctuations related to growth of workload in the system, which might affect the speed of webpages opening. We are working on stability enhancement to make it more convenient to use eGov.kz portal. We hope for your understanding.

Note! Digital signature keys are issued to individuals and legal entities!

To obtain digital signature keys **remotely** without visiting CSC, you need:

- To have an original copy of valid **national ID** (identification document with photograph issued in the Republic of Kazakhstan).

To keep people safe at their homes and encourage them to work online, in 3 days about **20 thousand** government employees were transferred and connected to a remote workstation. Also, work is underway to transfer government agencies to **cloud workflow** and today about **12 thousand** government employees have already been connected.

Together with the Ministry of Healthcare of the Republic of Kazakhstan, on E-government portal an online questionnaire on **preliminary self-diagnosis** for the symptoms of coronavirus was implemented. At the moment, 777 people have already been surveyed without contacting a medical institution.

The screenshot shows the eGov portal interface. At the top, there are language options (KA3, PYC, ENG), a search bar, and a 'Log In or Sign Up' button. A large green banner displays '1414' with the text 'Single contact center THE CALL IS FREE' and '+7 7172 701 998 PAID CALL for foreign calls'. Below this is a navigation menu with categories: SERVICES, PAYMENT, OPEN GOVERNMENT, PERSONAL ACCOUNT, ABOUT PORTAL, and HELP. The main content area features a news article titled 'Online questionnaire for preliminary detection of COVID-19 symptoms available in eGov Mobile app' dated April 6, 2020. The article text describes the service provided by the National Information Technologies ISC and the Ministry of Healthcare of RoK, detailing how citizens can use the eGovMobile app to answer 12 questions for a self-diagnosis. A 'PORTAL'S NEWS' sidebar on the right lists several recent news items, including 'New public services available on e-Gov Portal' and 'Pay for public services, taxes and fines using Kaspi.kz mobile banking'.

Since March 16, Kazakhstan has been in a state of emergency due to the spread of coronavirus and thousands of people lost their income due restrictive measures. Considering this, the State undertakes some actions to provide financial support to citizens. To get one, it is possible to submit an application on the E-government portal, and to date more than **half million** citizens submitted their applications (through “electronic appeals” – 101 144 applications, and through the new service “Payment of 42 500 KZT for the state of emergency” – 402 621 applications) and more than **80 thousands** already received the payment. Within 2 days, the **Telegram bot** was launched and currently, a total of 18 bots have accepted more than 515 thousand applications,

of which @Help1414Bot — about 45 thousand, and regional bots - more than 470 thousand applications.

All of the above is implemented in a very short time frame and in emergency conditions, but with strong consideration of information security. Recently, attempts of illegitimate connections and cyber attacks on the portal and components of e-government have become more frequent. On April 2, the number of illegitimate connections with the E-Government portal was about **15 million** in just 1 hour. On April 5, Operational center for information security reflected more than **3 million** illegitimate connections. On the average, Operational center daily reflects about **3,7 million** illegitimate connections. In 2019 and to date, the Operational center has identified and repelled more than **3 million** cyberattacks and more than **2 billion** illegitimate connections.