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ELECTRONIC GOVERNMENT AS A SUBJECT OF ELECTRONIC DOCUMENT MANAGEMENT IN THE REPUBLIC OF KAZAKHSTAN

In modern society, social relations are modernized under the influence of information and communication technologies. The changes are also related to a number of aspects of the functioning of the state. The electronic state must be understood as a form of organization of the activity of public authorities in the virtual space, which, due to the widespread use of information and communication technologies, optimizes public administration.

E-government has several definitions, but the simplest terms, it includes those management processes in which information and communication technologies (ICTs) play an active role in delivering management-related products and services.

E-government is a single mechanism for interaction between the state and citizens, as well as state bodies with each other, ensuring their coherence through information technology. It is this mechanism that made it possible to shorten queues to state bodies and simplify and speed up the receipt of certificates, certificates, permits and much more.

The idea of creating an e-government in our country was initiated by the head of state in the annual Message to the people of Kazakhstan on the entry of the republic among the fifty most competitive countries in the world¹. On November 10, 2004, the program on the introduction of e-government was approved by the Presidential Decree “On the State Program for the Formation of E-Government in the Republic of Kazakhstan for 2005–2007” (expired)². The availability of electronic services has also been made possible through the provision of electronic digital signatures to citizens

¹ Message of the President of the Republic of Kazakhstan N.A. Nazarbayev to the people of Kazakhstan on March 19,– 2004. “Towards a Competitive Kazakhstan, Competitive Economy, Competitive Nation” //URL: http://www.akorda.kz/en/addresses/addresses_of_president/poslanie-prezidenta-respubliki-kazakhstan-na-nazarbaeva-narodu-kazakhstana-19-mart-2004-g_1342416361

² Decree of the President of the Republic of Kazakhstan – No. 1471 of 10 November – 2004. “On the State Program for the Formation of” Electronic Government “in the Republic of Kazakhstan for – 2005–2007” (lost force) // URL: https://online.zakon.kz/Document/?doc_id=1051540

free of charge¹. To date, more than 10 million EDS have been issued in Kazakhstan, of which about 4.5 million are recorded on citizens' identity cards.

A single electronic document management system for government agencies (ESED) using electronic digital signature technology was created and launched into commercial operation in April 2006. Interdepartmental electronic document management in Kazakhstan differs radically from the systems used in Europe or the countries of the post-Soviet space: it allows to unify and unify the departmental systems of electronic document circulation of all central state bodies. ESED is now applied in 80 central and 16 local executive bodies of the republic.

On April 12, 2006, the web portal of the “e-government of the Republic of Kazakhstan” was put into operation, which became a practical mechanism for access to information and interactive services of state bodies. To solve the main task of the portal – provision of electronic services – software was developed for integration modules with the Unified Electronic Document Management System (ESED) and state databases, including “State Land Cadastre”, “Integrated Tax Information System”, “Physical a”, “legal persons”, “Address register”, “Real Estate Registry”, the base of the State Center for Pension Payments data.

According to the “State program for the formation of e-government in the Republic of Kazakhstan for 2005–2007”, developed in view of world experience, the implementation of e-government in Kazakhstan envisages the following stages.

The first stage is informational. It was during this period that the e-government portal was launched and filled with information. Information has appeared on government agencies, their work and the services they provide population. In addition, the regulations for the provision of services were given and regulatory and legal acts were posted for familiarization.

At this stage, every Kazakhstan citizen could get all the necessary information on the portal – a list of necessary documents, the size of the state duty, contact information of the state body, which you need to contact. Already at the first stage, the running around the instances and the number of visits were reduced, due to the provision of the full amount of necessary information.

The second stage – interactive, was marked by the launch of the provision of electronic services on the portal. Users of the portal have the opportunity to receive certificates from various institutions, without running through institutions and without losing time in queues, send a request to any government agency without leaving home and monitor its status. The introduction of interactive services on the e-government portal has allowed saving time on collecting the package of documents.

¹ Law of the Republic of Kazakhstan dated January 7, – 2003. – No. 370-II. “On electronic document and electronic digital signature” (with changes and additions as of December 28, 2017) URL: // https://online.zakon.kz/Document/?doc_id=1035484

In 2009, the introduction of the project “E-licensing”, which is mainly intended for business entities, began. This is a simplification of procedures for obtaining by enterprises various licenses and permits for the implementation of licensed types of activities. E-licensing makes it possible for a person who applies for a license to track the entire procedure for its consideration.

The third stage of the development of e-government is – transactional. To provide transactional e-government services, an automated payment gateway system for e-government for Internet payments such as payment of taxes, fines, penalties, etc. From the point of view of information exchange, the payment gateway of “e-government” directly interacts with the information system of acquiring banks, and those in turn – with the Kazakhstan Center for Interbank Settlements and the Treasury System. The information on the payer and the details of his payment card will be reliably protected against various types of information hacking by means of their transmission through special communication channels.

In advanced economies, such as Sweden, Denmark, Norway, the United States, Singapore and others, the payment of public services by bank magnetic cards through Internet banking systems, through electronic e-cash systems of state electronic services, has long been a practice. In Kazakhstan, a similar project is being implemented for the first time.

The fourth stage of e-government is transformational, at this stage of development e-government is today. The main goal from now on is maximum efficiency in providing services to citizens. Users have the opportunity to register a legal entity in 15 minutes or register the birth of a child while simultaneously solving all the related issues – to apply for the assignment of benefits and put the child on the queue in the kindergarten.

During its existence, the e-government of the Republic of Kazakhstan has overcome four stages of formation and development, it has been positively accepted and highly appreciated by the world community – high positions in international and republican ratings, nominations in competitions show this. Degree of development of Kazakhstani electronic government is estimated as “emerging” and is considered one of the most successful.

May 13, 2013 in Geneva, the results of the international competition WSIS Project Prizes 2013, which was held in the framework of the Forum of the World Summit on the Information Society. Electronic licensing system of Kazakhstan (www.elicense.kz) became the best project in the category “E-Business”. More than 280 projects from 64 countries of the world took part in the competition. The success story of the project was published on the official resource of the International Telecommunication Union¹.

¹ What is e-Government and what is it for? URL: <http://egov.kz/cms/en/information/about/help-elektronnoe-pravitelstvo>

It should be noted that www.elicense.kz is an electronic system that allows you to receive various permits through the Internet. The idea of creating this tool, as a regulatory mechanism, monitoring in the field of permits, was born in 2008. Within the framework of this project, a lot of work was done to optimize the processes in the licensing area.

In particular, as a result of the inventory, the number of permits was reduced from 1035 to 517. Integration with 27 information systems of state bodies allowed to abolish more than 600 types of documents that were previously required for obtaining permits and to shorten the terms for their issuance. Note that from August 2012, 100% of the license in Kazakhstan is issued electronically¹. In July 2016, the World Economic Forum (WEF) report was published, according to which the Kazakhstan's network readiness index ranks 39th out of 139 countries. Compared to 2012 and the 55th position in the rating, the country shows a rapid growth in many parameters and is the best among the CIS countries. The network readiness index determines the level of development of information and communication technologies (ICT) in the country and consists of 54 indicators reflecting the contribution of ICT to the economy and the willingness of national economies to use these technologies.

Every two years, the United Nations Department of Economic and Social Affairs conducts studies to assess the level of development of e-government in the world (192 countries). In 2012, the e-government of the Republic of Kazakhstan ranked 38th in this rating. At the same time, the index of online services grew by 10 positions, and the telecommunications infrastructure by 14 positions. According to the e-participation index, which determines the possibility of citizens' communication with the government, Kazakhstan took the second place, dividing it with Singapore. And in 2016, the electronic government of the Republic of Kazakhstan in this rating took 33rd place. At the same time, the telecommunications infrastructure index climbed 1 position.

In the bank of achievements of e-government there are Kazakhstan awards. At the end of 2012, at the 10th Anniversary Ceremony of the National Internet Award Award. [kz-2012](http://www.kz-2012.kz), the e-government portal took the first place in the nomination "Authorities and self-government", and was also recognized as the best among bilingual sites. The attention to the project was attracted by the redesign of the e-government portal, which in October changed not only the visual design, but also the structure of materials, the logic of placement.

At the annual International Government Summit The World Government Summit, which was held in Dubai in February 2017. about four thousand prominent public and political figures, scientists and experts from 139 countries of the world,

¹ Kazakhstan project "E-licensing" is recognized as the best in the WSIS Prjject Prizes 2013 competition URL: <http://profit.kz/news/9704/Kazahstanskij-proekt-E-licenzirovanie-priznan-luchshim-v-konkurse-WSIS-Project-Prizes-2013>.

including from Kazakhstan, took part. The mobile application Egov was awarded the First World Govtechiners Race-2017 prize, as the best and most advanced mobile government application¹. Further, on June 13, 2017 in Geneva (Switzerland), within the framework of the Forum of the World Summit on the Information Society, the ceremony of awarding the winners and champions of the international competition WSIS Prizes-2017 was held.

WSIS – The World Summit on the Information Society is the largest event in the field of information and communication technologies, a platform for dialogue between influential IT experts from around the world. The multilateral process involves representatives of government, intergovernmental and non-governmental organizations, the private sector and civil society.

The purpose of the meeting is to work out the main tasks in building an information society that is open to all, in which everyone could create information and knowledge, have access to, use and share data. Three projects of Kazakhstan Electronic Government, Open Government, Single contact center 1414 were recognized as champions of this competition. Recall, in the prestigious WSIS Prizes-2017 competition, 345 projects from around the world participated, of which, according to the results of the voting and peer review of the jury, 90 projects were recognized as the top five winners in each category.

The international competition was conducted in 18 categories. In the e-government category, the e-Government of Kazakhstan projects (eGov.kz), the Open Government (Open.egov.kz), in the category “The role of government and all stakeholders in promoting the use of ICT for development” The project “Single contact center 1414”² participated.

A new important stage in the development of the infrastructure for the provision of electronic services, taking into account the active penetration of mobile communications and mobile technologies among the population, is the creation of the Mobile Government. Now in Kazakhstan through the mobile application eGov for platforms iOS, Android and Windows Phone you can get 80 different services and services.

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¹ Kazakhstan participates in The World Government Summit in Dubai URL: // https://forbes.kz/news/2017/02/13/newsid_135389

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