SDGs are crucial to transform our world, to end poverty and inequality, ensure that all people enjoy health, justice and prosperity.

Digitalization is one of the key instruments for SDG fulfilment.

- **Data-driven Decision Making**: Providing analytical platform for making effective data-driven management decisions.
- **Enhanced Access to Info and Services**: Maximising the social and economic benefits from the wider and more effective use of technology.
- **Increased Efficiency**: Enabling faster decision making, real-time monitoring, and data visualization for different user roles.
- **Innovation & Collaboration**: Avail and cultivate business environment that boosts innovation and creativity within DSC.

*Kazakhstan is ready to contribute and grateful for the opportunity to make it through the Digital Solution Center.*
**Client-centric**

- 92% services available online

**Invisible Government**

- *450M* services provided online
- 80% economically active population
- 87% of all transactions digital
- 46 proactive services +2M provided

**UN Global Online Services Index**
- #1 among the CIS countries

**UN e-government development index**
- Among 193 countries

**OSI GovTech Maturity Index**
- GTMI - Group “A”

**GovTechPrize**
- “InclusiveDigitalTransformationCategory”

**Future of Government Awards 2023**
- “Open Source Adaptation”
Kazakhstan’s ready to share

- **1129** Services
- **62,5M** Services rendered
- **8,8M** Users
- **13,2M** Phone numbers
- **4,6M** Monthly active users
- **Biometric Identification and EDS Release** 50% All EDS are released through the app
- **33** Types of digital documents
- **Notifications**
  - Proactive services
  - Alerts
  - Congratulations
- **Connecting external portals of state agencies**

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*eGov mobile*
Здравствуйте, ЮЛИЯ! Поздравляем с
рождением ребенка! Вы можете
зарегистрировать рождение и
получить пособие в eGov Mobile!
Kazakhstan’s ready to share

**Car re-registration**

**Offline:**
- Checking and payment of fines in a special window or through a terminal
  - 15-30 MIN
- Queue for document submission
  - 15-20 MIN
- Submitting an application through an operator
  - 10-20 MIN
- Waiting for the manufacturing of the technical passport and vehicle license plates
  - 40-120 MIN

**THE RE-REGISTRATION PROCESS:**
- **2-3 Hours**

**Through the bank’s application:**
- Submitting an application through the app.
  - 5-10 MIN
- Up to 35% of transactions are carried out daily through the bank’s application.
- More than 1 billion tenge has been withdrawn in non-cash transactions
- Registration of the delivery of the technical passport and numbers
  - 5-10 MIN

**THE RE-REGISTRATION PROCESS:**
- **10-20 MIN**
Kazakhstan's ready to share

Proactive service "Birth child"

The parent receives an SMS notification

The parent receives a PUSH notification

Opens a link and fills in the data
Kazakhstan’s ready to share

Push & SMS notifications services provided

15M+ notifications and reminders sent in total

- Transparent and reliable
- Increasing Loyalty

- Prescription notification
- Notification about the date of hospitalization
- Notification about the date of the planned examination of pregnant women
- About changing the attachment to the medical organization
- Notifications for retirement
- Notification to the mother about the child’s enrollment in school
- Notification of License Approval/Denial
- Congratulations on events
Kazakhstan’s ready to share

<table>
<thead>
<tr>
<th>Data collect</th>
<th>Data quality</th>
<th>Data Warehouse</th>
<th>DataMart</th>
<th>Data Products</th>
</tr>
</thead>
</table>
| - Data Collection  
- Data Augmentation  
- Stream Loading  
- Packet Loading  
- Batch Loading  
- Collect, enrich, and update data from 86 governmental databases online.  
- Depersonate the personal data | - Development of data quality check algorithm  
- Determining the level of data quality in showcases  
- Assessing the level of data quality in GO databases  
- Data matching between GO databases  
- Conducting unit tests and automating them  
- Data enrichment and updating  
- Eliminating duplicates and anomalies in showcases | - Unified data model architecture  
- Data extraction and loading from sources  
- Data standardization  
- Development of showcases in a unified format  
- Definition and segmentation by data entities  
- Storing data history  
- Development of clean and high-quality showcases | - Development of high-quality level 0 showcases  
- Development of high-quality level 2, 3, and 4 showcases  
- Development of showcases for visualization  
- Development of showcases for golden and master records | - Development of showcases according to customer requirements  
- Development of showcases for analytics  
- Development of showcases for dashboards  
- Development of showcases for modeling and AI |

**Instruments**
- PostGRE, kafka, Debezium
- MobyDQ, Apache Griffin
- Spark, Kafka, Greenplum
- Cluster ClickHouse
- SuperSet, LightDash, Zeppelin, CKAN, MAGDA

**Funds**
- $65M+

**Accounts**
- >5,000

**Time access to cross department data:**
- from 2 months to 1 minute

**Time to market:**
- from 1 year to 1 month
Kazakhstan’s ready to share

GovTechPrize “InclusiveDigitalTransformationCategory” World Government Summit

WAS:
- Handmade
- Certificate collection
- Red tape
- Queues

NOW:
- Family at the Data level (20 state databases)
  - Cross filter capability | Family income
- 100 indicators (30 statuses)
  - Transparency and targeting of social support

CRITERIA FOR FAMILY EVALUATION
- Economic conditions
- Living conditions
- Health
- Social conditions
- Education

ALGORITHM OF FAMILY CLASSIFICATION

DIGITIZED
6M+ FAMILIES

Problem Definition: issues in need of solutions within the family.
- Living below the poverty line
- Unemployed or not making much money
- Don’t have a place to live
- Have no professional education or skills
- Do not have health insurance
- Have health problems
- Children do not go to kindergarten or school
- Children without parental supervision
- Have “problems with the law”
- In need of legal assistance
## Qaz-Tech platform

<table>
<thead>
<tr>
<th>Identity provider</th>
<th>Monitoring platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhances security by providing personalized user accounts.</td>
<td>Will eliminate blind spots: we will always see services or nodes that are not connected to the monitoring platform.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cloud platform</th>
<th>Development platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will help to use resources effectively when there is a shortage and surplus of resources.</td>
<td>Will enable standardization of production processes, providing transparency and traceability, ensuring confidence in the quality and safety of the code.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security platform</th>
<th>Integration platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools and policies to ensure the security of the entire system, centralized event logging, integration of source code scanning into CI/CD.</td>
<td>Enables traffic management, scalable infrastructure, and ensures resilience. Provides flexibility, decentralization, and platform independence.</td>
</tr>
</tbody>
</table>
Why Digital Solution Center in Kazakhstan?
UNIFIED PLATFORM

The best practices and solutions of ESCAP Members to scale in Asia-Pacific region, Facilitating Cross-Country Integration in Digital Transformation Processes
FINANCIAL SUPPORT OPTIONS

DSCSD team helps Countries in connecting with world leading banks and financial organizations to get the support.
Advantages for the center in Kazakhstan

**Geographic Bridge:** Positioned at the crossroads of Europe and Asia, Kazakhstan serves as a vital link, facilitating cross-regional collaboration and knowledge exchange on sustainable development.

**Resource Optimization:** Leveraging digital technologies, the Centre promotes sustainable management of Kazakhstan’s abundant natural resources, ensuring their long-term viability.

**Central Asian Gateway:** As the largest landlocked country in the world, Kazakhstan enhances regional cooperation and access to digital solutions, driving progress in Central Asia.
Regional Leadership: Hosting the UN ESCAP Digital Solutions Centre re-affirms Kazakhstan’s commitment to sustainable development leadership, driving inclusive growth and resilience regionally and globally.

Personnel:
- Secondment of two IT engineers/policymakers from UN ESCAP member States and associate members at the initial stage.
- Other international institutions and organisation can contribute.
Thank you!