DIGITAL GOVERNMENT OFFICE OF THE REPUBLIC OF KAZAKHSTAN
Digitalization  Debureaucratization

April 14, 2022
Decree signed by the President
"On measures to debureaucratize activities of the state apparatus."

Key principles of debureaucratization:
- priority of essence over form;
- digitalization by default;
- managerial responsibility;
- continuous improvement;
- optimal regulations.

Task
Diversification, approach

Reduce the number of requests from parties
- business process approach;
- optimization;
- automatization.

Implement comprehensive reengineering of
- legislative process
- budget process

Finding quick wins, on your own
International experience
What products does the state produce?

<table>
<thead>
<tr>
<th>Services</th>
<th>Solutions</th>
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**Physiological needs**
satisfaction of hunger, thirst, protection from cold, access to clean air, sufficient sleep, no pain, and etc.

**Safety**
a sense of security, stability, protection from threats

**Love and belonging**
finds friends, starts a family, makes acquaintances with interesting people

**Confession**
achieve high status, earn respect of others, receive confirmation of one's merits

**Self-realization**
The desire to close spiritual needs, talent development, search for meaning of life
**Platform model of public administration**

<table>
<thead>
<tr>
<th><strong>Citizens</strong></th>
<th><strong>Business</strong></th>
<th><strong>State</strong></th>
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<tbody>
<tr>
<td>New level of quality of public services</td>
<td>Ability to integrate commercial services with the state</td>
<td>Technological sovereignty</td>
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<tr>
<td>Improving the security of user data</td>
<td>Reducing the cost of interaction with the State</td>
<td>Data driven governance and reducing corruption</td>
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<td>The “invisible state” principle</td>
<td>Access to the public IT market for small and medium-sized businesses (&quot;GovMarket&quot;)</td>
<td>A new level of cybersecurity</td>
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Digital Government Office

Main areas for analysis

- Healthcare
- Education
- Water
- Others

Data collection → Analysis → Development of proposals → Monitoring

Data analysts
- Problem identification
- Data analysis and formation of different hypotheses
- Identification of a clear focus scope

Reengineers
- Work on root cause analysis

Project managers
State bodies business processes reengineering

<table>
<thead>
<tr>
<th>Sphere</th>
<th>State body</th>
<th>Functions / Public services</th>
<th>Business processes</th>
<th>G2C</th>
<th>G2B</th>
<th>G2G</th>
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Methodological and expert support of digital transformation and reengineering of state bodies

Members:
- JSC State Corporation "Government for Citizens"
- NCE "Atameken", NGO "Business"
- President administration, ASPR, Prime Minister Office, MNE

Preparatory stage

Formation:
- Project Goals
- Design team
- Resource Plan

Reengineering business processes

- Development of a modernized process based on the principles of design of customer-centric digital processes.
  - As-Is: the current state of the process
  - To Dream: what the process should be
  - Fast-to-Be: minimal process implementation

Detailed design of the new process

Pilot implementation to understand how the Fast-to-Be process works and to provide process control

New process implementation

The process is implemented according to the implementation plan - a structured sequence of steps that answers the questions of who does what and when
Methodological and expert support of digital transformation and reengineering of state bodies

Decision Making Structure of Transformation and Reengineering

- Supreme Council for Reforms
- Digital Government Office
- Interdepartmental Commission
- State bodies

- fundamental rethinking and radical change
- fundamental differences
- fundamental rethinking and changes within the competence of the Government, interdepartmental disagreements
- optimization of business processes
- reengineering within the competence
- reengineering and optimization of internal business processes within the competence
<table>
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<tr>
<th>Digital transformation center</th>
<th>National Projects Monitoring Office</th>
<th>Unified situational center</th>
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<tbody>
<tr>
<td><strong>1</strong> development of comprehensive proposals for identifying and (or) resolving incidents in public administration, socio-economic and other areas of activity. Incident - an emergency situation that caused or which may cause a violation of the stable functioning of state bodies and organizations, the sustainable development of socio-economic and other spheres of life and requires timely intervention and operational resolution.</td>
<td><strong>2</strong> development of proposals for reengineering of business processes of state bodies to achieve maximum efficiency of public administration and digital provision of public services by creating human-centric services.</td>
<td><strong>3</strong> monitoring the implementation of national projects and strategic objectives, as well as the development of proposals for the timely correction of deviations from the specified indicators.</td>
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<td><strong>4</strong> providing management decisions with relevant and reliable data, as well as organizing inter-agency work to develop analytical cases in real time using big data analytics algorithms.</td>
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Time for conceptual solutions

Prime Minister Office

Central/local State Bodies

Citizen, Business

Partial analytics

C2C/G2B

G2C/G2B

E-otinish

Prime Minister Office

Central/local State Bodies

Citizen, Business

Partial analytics
Digital transformation strategy

INFRASTRUCTURE
Strong, flexible, reliable

CULTURE
Culture of interaction

DATA
Data map. Data register of state bodies

STAFF AND COMPETENCES
Professionals with digital skills

PROCESSES
Business Processes, Optimization & Reengineering

DECISION-MAKING MODELS
Client focus and domain architecture

Changing the design paradigm
From the automation of the agency’s activities to the construction of services for citizens and business.
Based on life situations and real user problems

Merge agencies into business domains
Getting away from agency wells

Moving from ISs to domain services
We reduce duplication, increase the speed of service delivery, and form a coherent IT landscape.
**Domain Architecture Principles**

**Client - future mom**
Clients - segments of citizens that are specific to the domain and have specific data attributes.

**Client path:**
Sequence of user’s steps from the appearance of the need to its satisfaction in the context of a life situation.

**Composition of services:**
The business logic of the services is formed from the client path.

The presence of completed components in adjacent areas and common unifying elements are taken into account during the design.

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**Life situation: childbirth**
Client paths are based on life situations.

**Healthcare Domain**
- Maternity allowance
- Illustrative
- Digital MIP Policy
- Regional specific services
- Mom’s electronic medical card
- Attachment to the children’s clinic

**Social Treasury Domain**
- Maternity leave
- Getting allowance

**Education Domain**

**Unifying elements**
- NCA RK
- Digital profile
- Virtual assistant
- Notification system
- Feedback
New approach to digitalization in the State: from wells to domain

**As is**

- Ministry of Healthcare
- Health insurance Fund
- Committee on consumer protection
- Ministry for Emergency Situations

**IS:** Inventing the entire functionality from scratch
- IS-centric design
- Opaque data management
- High costs for maintaining the entire GIS

**Healthcare Domain**

**DOMAIN:** design from functionally close business architecture objects (services, business processes, etc.) as well as IT architecture objects that implement them

- Customer-centric business processes at the heart of business architecture
- «Deduplication» master data within several authorities
- Cost savings through re-use of applications and technology solutions