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.

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.
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.

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.