Digital Respond to COVID-19:
Experience of Kazakhstan

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E-GOVERNMENT in COVID-19

13.8 MLN. E-SERVICES DURING THE STATE OF EMERGENCY

IN 3 times increased the number of e-services

54 MLN. E-SERVICES OVER THE PAST YEAR

82% PUBLIC SERVICES ARE PROVIDED ONLINE NOW

90% PUBLIC SERVICES WILL BE PROVIDED ONLINE BY THE END OF 2020

A REAL-TIME MAP TO INFORM PEOPLE ABOUT THE INFECTED PEOPLE AND THE ONES, WHO WERE IN CONTACT WITH THEM

“FREQUENTLY ASKED QUESTIONS” SECTION ON COVID-19

FAQ about COVID-19
Last update: 24/03/2020

- 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?
E-GOVERNMENT in COVID-19

Electronic Digital Signatures

- 85,5 THSD. e-signatures issued remotely for individuals
- 1 300 e-signatures for legal entities have been received remotely
- 10 million active e-signatures are today in the hands of citizens

42 500 KZT

- More than 4.5 MLN. people received the financial support from the government

Online Consultations

- 600 THSD. calls operators receive per day
- The number of lines has been expanded from 241 to 4000
- 4 MLN. consultations have been provided by the call center

E-Government in COVID-19
REMOTE WORK

- 21 government agencies transferred to cloud workflow
- 70% of civil servants transferred to remote work

THOUSAND

- 5.5 thousand civil servants work in the new system every day

HEALTHCARE

- 15 IT projects in the healthcare sector

SOLUTIONS OF IT COMPANIES

- COVID-19 Web application
  - Is an automated management system (CRM) of the lists of confirmed patients COVID-19 and contact persons

- Radiology Train
  - A medical imaging resource for medical students and healthcare providers

- MapCovid
  - A mapping application designed to visualize the location of infected and suspected individuals on COVID-19
**EDUCATION**

MLN. schoolchildren started distance learning on the 1st day.

- "Bilimland"
- "Kundelik"
- "Google Classroom"
- "MOODLE"
- "Univer"
- "Platonus"
- "Canvas"
- "Daryn online"

**TRANSPORT**

QORGAN SERVICE

Collecting all the information on COVID-19 in a single window, allowing all involved services to capture data at the required frequency. At the same time, the total data is displayed in the Situation Center.

Control of vehicles at roadblocks, police verify the accuracy of the completed data in the application.

Recording data of each visitor to trading floors (supermarkets, stores) for subsequent quick identification of potential infected.