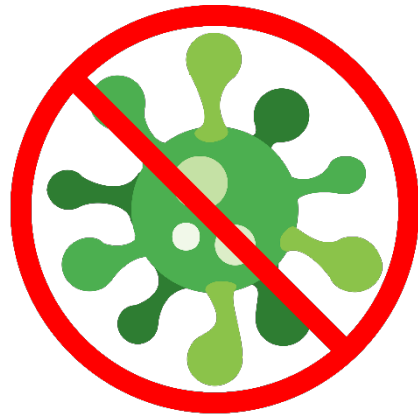


Digital Respond to COVID-19:

Experience of Kazakhstan



Ms. Ayazhan Mukanova, Head, International
Cooperation Department, "Zerde" National
Infocommunication Holding" JSC, Kazakhstan



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

PUBLIC SERVICES ARE
PROVIDED ONLINE NOW

82%

90 %

PUBLIC SERVICES
WILL BE PROVIDED
ONLINE BY THE END
OF 2020

“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? ▶

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





E-GOVERNMENT in COVID-19



ELECTRONIC DIGITAL SIGNATURES

42 500 KZT

ONLINE CONSULTATIONS

85,5 THSD. e-signatures issued remotely for individuals

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

600 THSD. calls operators receive per day

1 300 e-signatures for legal entities have been received remotely

10 million
active e-signatures are today in the hands of citizens



the number of lines has been expanded

from **241** to **4000**

4 MLN. consultations have been provided by the call center



SOLUTIONS OF IT COMPANIES

REMOTE WORK

21

government agencies
transferred to cloud
workflow

70%

of civil servants
transferred to
remote work

5.5

thousand civil
servants work in the
new system every
day



HEALTHCARE

15

IT projects in the
healthcare sector



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

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



SOLUTIONS OF IT COMPANIES

EDUCATION

3.2

MLN.
schoolchildren
started distance
learning on the 1st
day

ELECTRONIC PLATFORMS

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

32

MLN. sessions had
E-portal "Kundelik"

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