

**DIGITAL
GOVERNMENT
OFFICE
OF THE REPUBLIC OF KAZAKHSTAN**



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

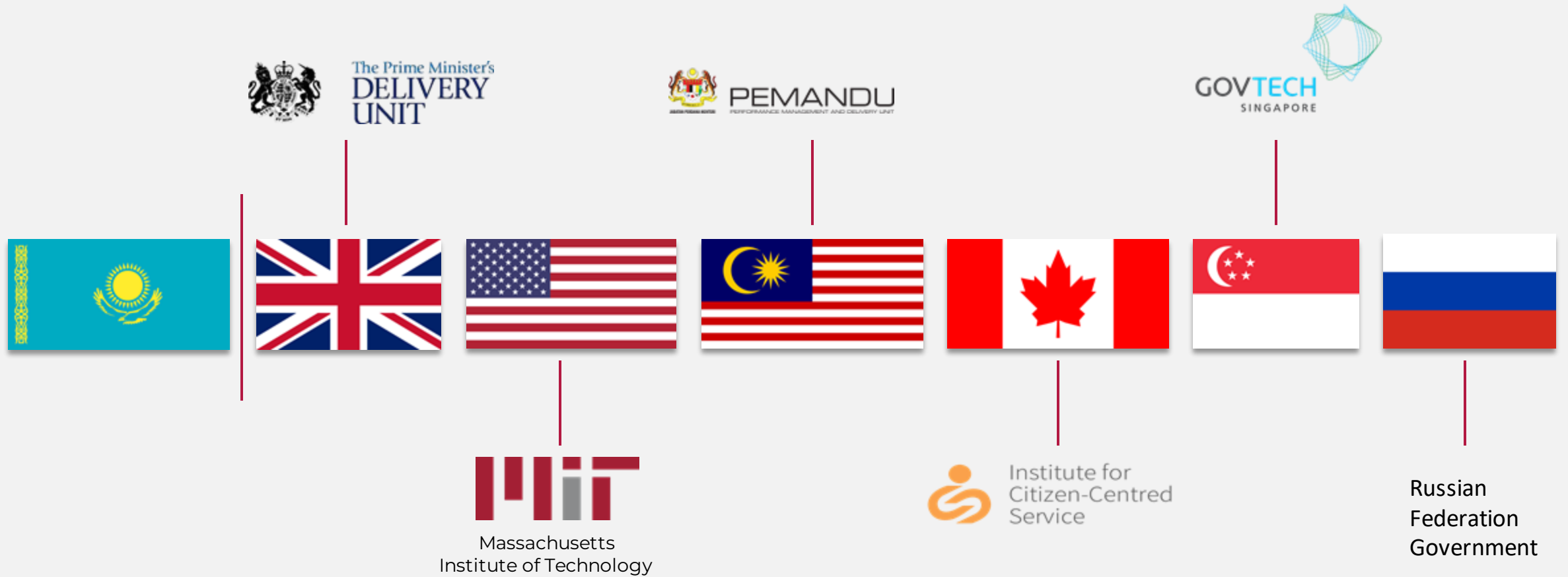
- business process approach;
- optimization;
- automatization.

Implement comprehensive reengineering of

- legislative process
- budget process

Finding quick wins, on your own

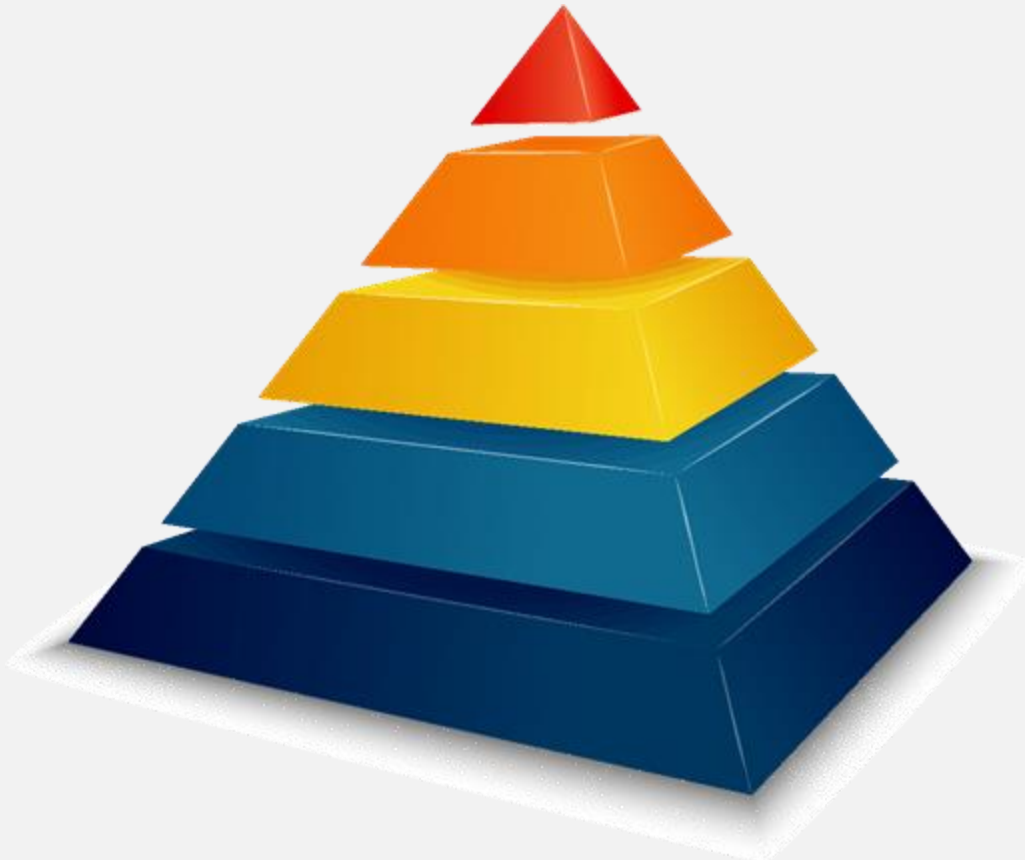
International experience



What products does the state produce?



services | | solutions



Self-realization

The desire to close spiritual needs, talent development, search for meaning of life



Confession

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



Love and belonging

Finds friends, starts a family, makes acquaintances with interesting people



Safety

a sense of security, stability, protection from threats



Physiological needs

satisfaction of hunger, thirst, protection from cold, access to clean air, sufficient sleep, no pain, and etc.

Platform model of public administration

Citizens



New level of quality of public services



Improving the security of user data



The "invisible state" principle

Business



Ability to integrate commercial services with the state



Reducing the cost of interaction with the State



Access to the public IT market for small and medium-sized businesses ("GovMarket")

State



Technological sovereignty



Data driven governance and reducing corruption



A new level of cybersecurity

Main areas for analysis



Healthcare

Education

Water

others

Data collection

Analysis

Development of proposals

Monitoring



Data analysts



Reengineers



Project managers



problem identification

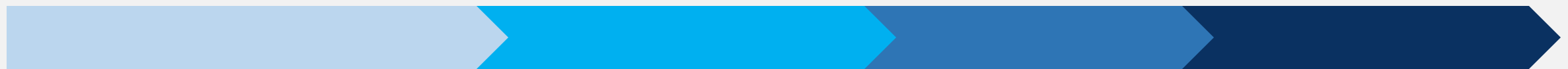
data analysis and formation of different hypotheses

identification of a clear focus scope

work on root cause analysis

State bodies business processes reengineering

Sphere	State body	Functions / Public services	Business processes	G2C	G2B	G2G
Methodological and expert support of digital transformation and reengineering of state bodies				Digital Government Support Center		
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

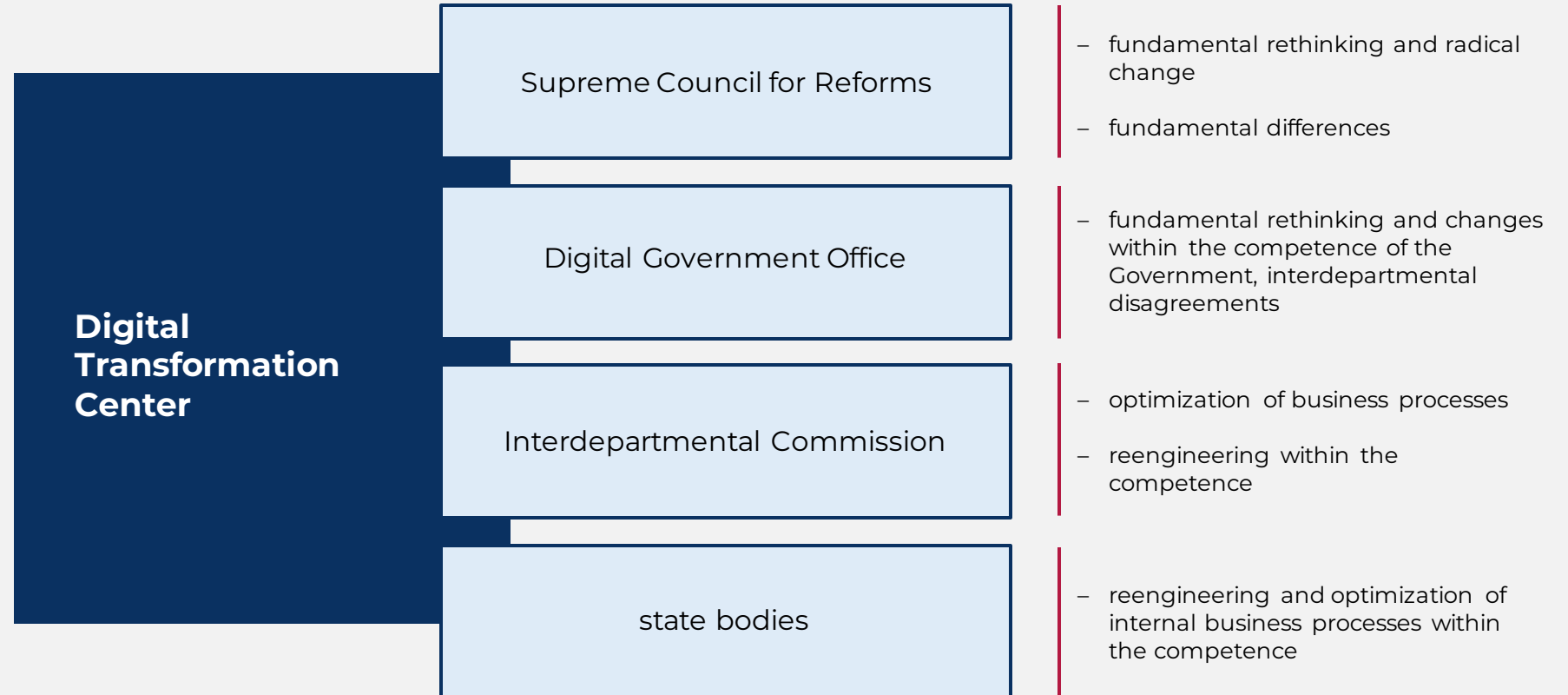
Pilot implementation to understand how the Fast-to-Be process works and to provide process control

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

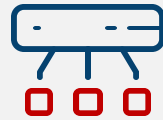
Decision Making Structure of Transformation and Reengineering

Methodological and expert support of digital transformation and reengineering of state bodies





Digital transformation center



National Projects Monitoring Office



Unified situational center

1

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

2

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

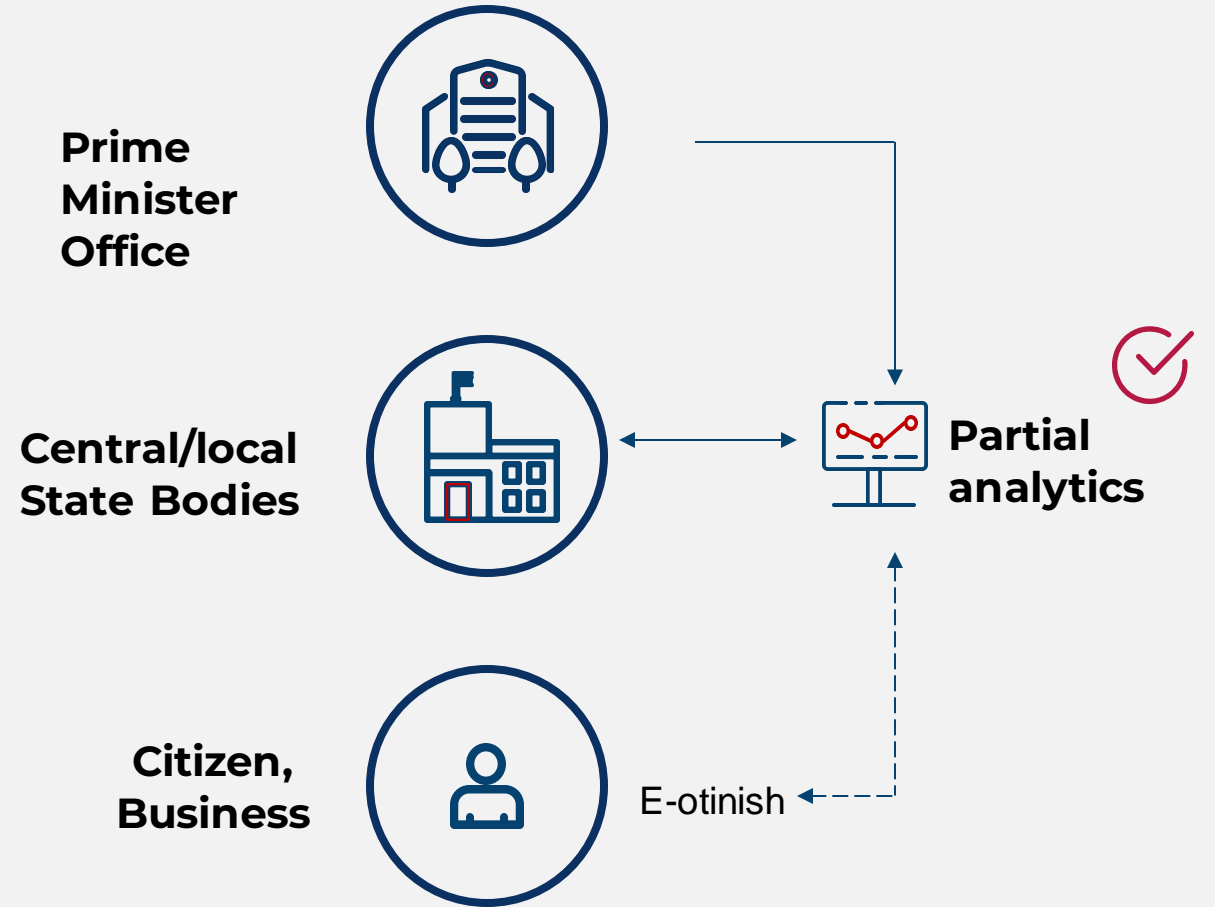
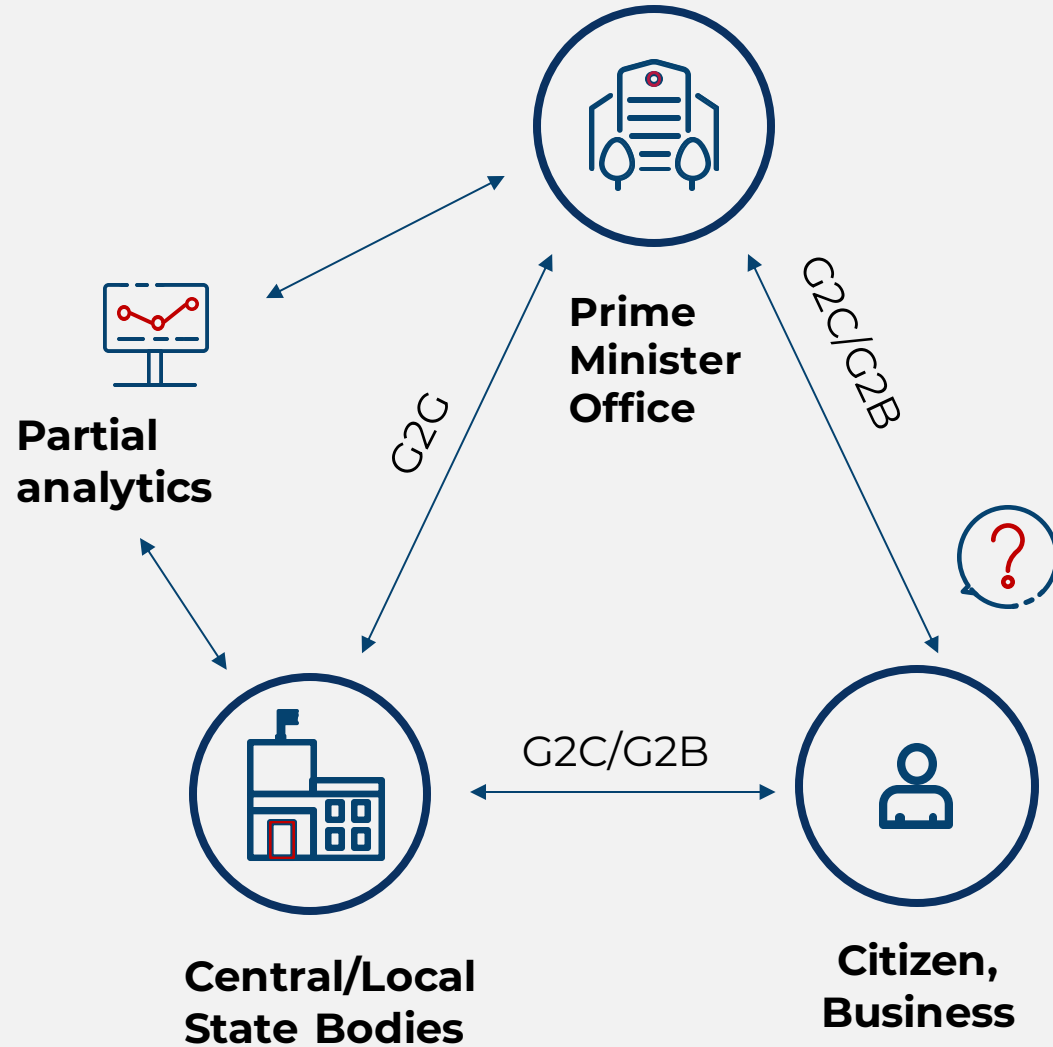
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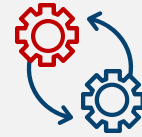
monitoring the implementation of national projects and strategic objectives, as well as the development of proposals for the timely correction of deviations from the specified indicators

4

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

Time for conceptual solutions





INFRASTRUCTURE
Strong, flexible, reliable



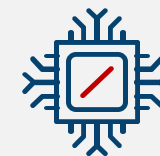
CULTURE
Culture of interaction



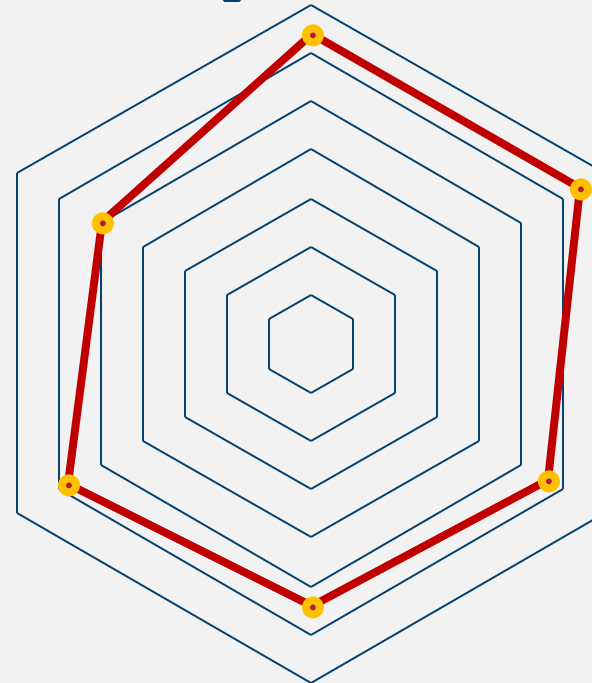
DATA
Data map. Data register of state bodies



STAFF AND COMPETENCES
Professionals with digital skills

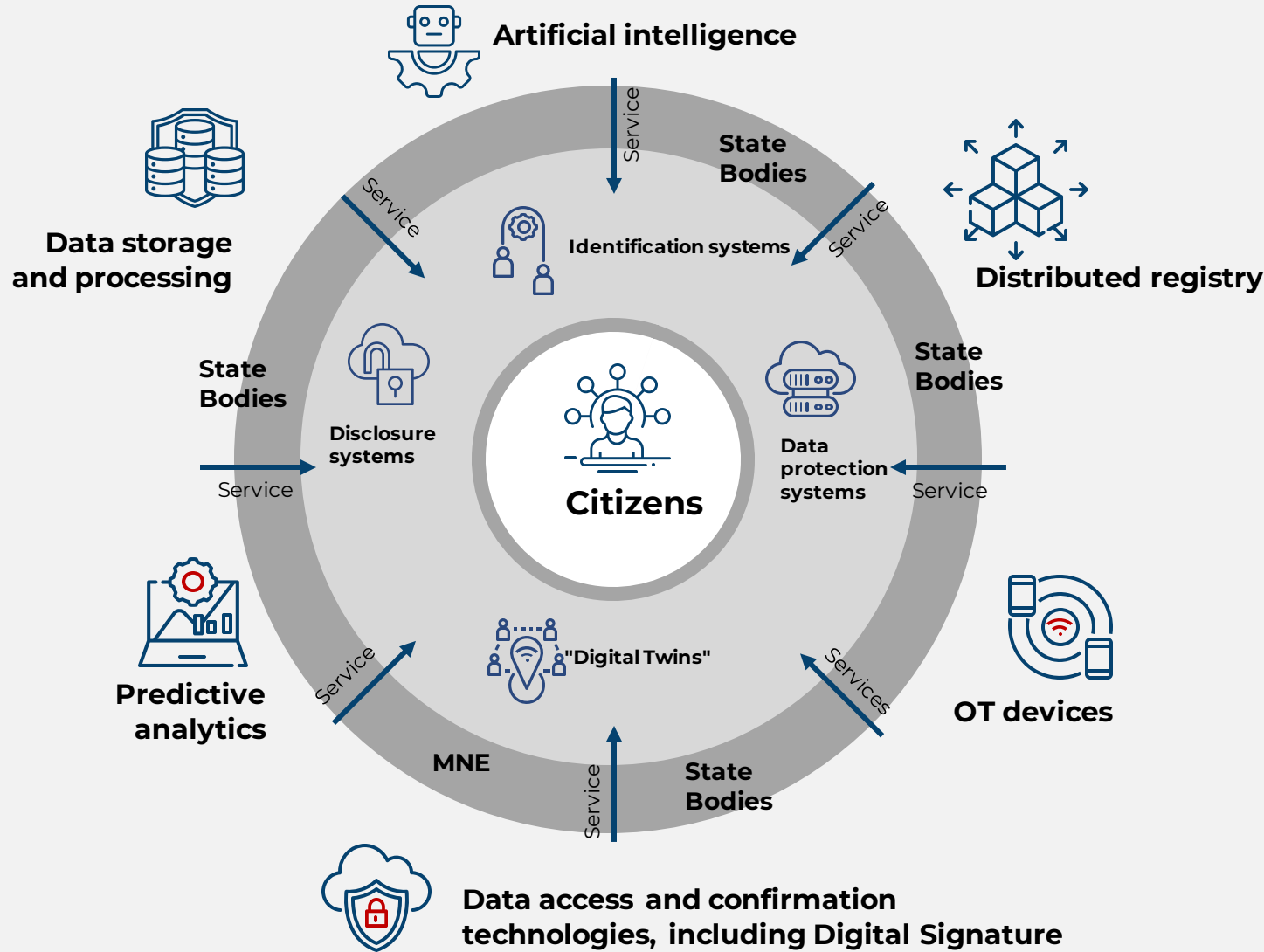


PROCESSES
Business Processes, Optimization & Reengineering



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

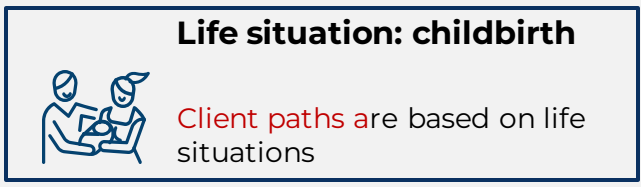
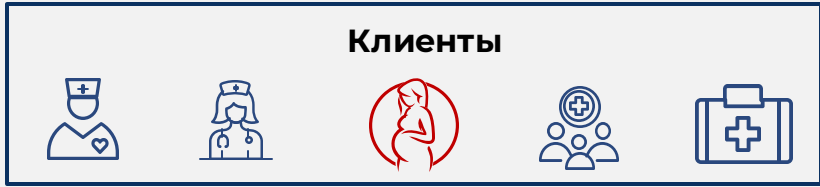
Moving from ISs to domain services

We reduce duplication, increase the speed of service delivery, and form a coherent IT landscape.

Domain Architecture Principles

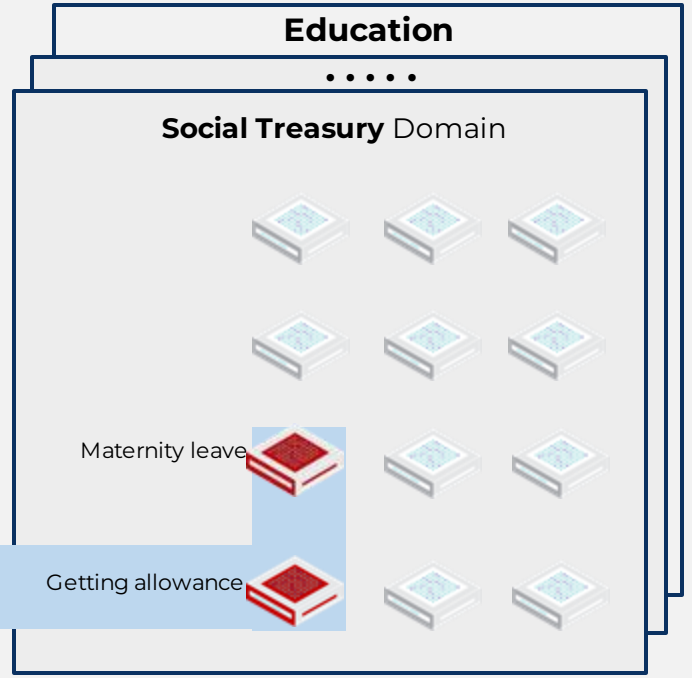
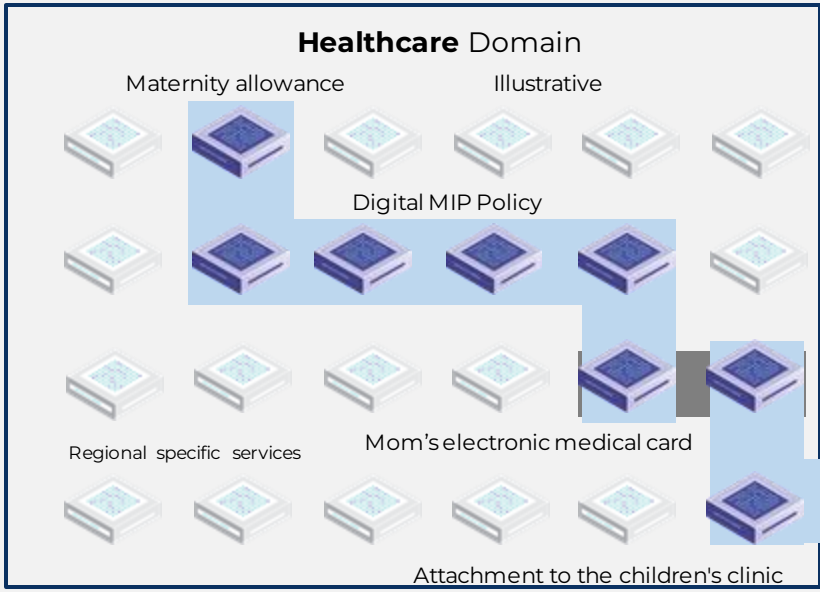
Client - future mom

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




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

ELECTRONIC GOVERNMENT



Finance



**Foreign
policy**



**Public
administration**



Industry



Energy



Transport



**Social
Security**



**Natural resources
and ecology**



Infrastructure



Education



Healthcare



**Sport
and Tourism**



**Culture, Religion,
Media**



**Science and
Innovation**



Business



Agriculture



**Justice and
Security**



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