



Global E-Government Forum

**“Smart Governance for Sustainable
Development: New Opportunities for
Partnerships in the Networked Society”**



Organized by
UN Department of Economic and Social Affairs (DESA)
Division for Public Administration and Development Management (DPADM)

In partnership with
Agency for Communications and Information of the Republic of Kazakhstan

STUDY TOURS

6 October 2014
Astana, Kazakhstan



1. Background

Over the recent years, the Republic of Kazakhstan has made great efforts to modernize its public sector, including through an ICT enabled reform of governance systems and institutions. According to the UN E-Government Survey 2014, the Republic of Kazakhstan is the leading country among the countries of the Central Asian region and has the highest e-government ranking among the Land-locked Developing Countries.

The Republic of Kazakhstan has improved significantly during the past several years in terms of providing online services, which allow citizens to access government services in a seamless manner. One of the interesting aspects of Kazakhstan's online service is the government's blog site. Citizens can communicate with the heads of government agencies by giving comments and asking questions, which enhances transparency in public administration and improves the interaction between citizens and public officials. The site also contains statistical information on the questions and comments received by agency executives as well as on the number of their answers to ensure that the proper follow-up has been completed.



The Republic of Kazakhstan according to the 2014 UN e-Government Survey has characteristics of all four stages of e-government development: emerging, enhanced, transactional and connected. This has also been recognized by the international community as evidenced by the continuous improvement of the Republic of Kazakhstan in international and regional ratings, such as the WSIS.

2. Purpose of the Study Tours

The study tours will allow the participants to learn from the successful e-government projects and innovative practices that the Government of Kazakhstan has developed and implemented over the years. All are welcome to participate.

3. Schedule and Logistics

- Date: 6 October 2014
- Transportation: Buses will pick up participants at their respective hotels.
- Morning: 10:00 am to 1:00 pm. The tour includes a visit to the Public Service Center which provides one-stop approaches to provision of public services and to a specialized Public Service Center.
- Afternoon: 3:00 pm to 6 pm. Cultural tour.
- Further information on the study tours will be provided upon your arrival.