



World Bank's ISG E-Government Practice

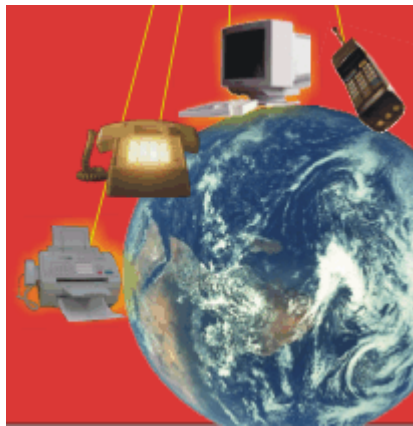
in collaboration with the **Agency for Informatization and Communications**

invites you to participate at

E-Government Workshop

“Developing Inclusive e-Government and e-Legislation in Kazakhstan: Lessons from International Experience”

as part of the e-Gov VC Series under Joint Economic Research Program of the
Government of Kazakhstan and the World Bank



Friday, May 19, 2006, 16:45 –20:00 (Astana time),
World Bank Country Office in Astana

Participating Countries (via videoconference):

Korea, UK, USA

LIVE WEBCAST WILL BE ALSO AVAILABLE

<http://vcg01.worldbank.org/JERP/>

Background.

Kazakhstan is making great strides to create an infrastructure and legal framework for electronic government and to start delivering government services online and through other ICT-enabled channels. Much remains to be done, however, to make these online services and information accessible to the majority of population. Not only does the vast majority of population (95%) have no access to the Internet at home or at work or even through public access points but the general public awareness and capacity to use the Internet as a channel for interactions with government are quite low at present although there has been progress in this area as well and the trend is encouraging vis a vis other peer countries.

Many countries who pioneered e-government programs 5-10 years ago soon realized that the level of public participation in and usage of e-government services remained quite low despite substantial public investment on the supply side in terms of moving government services online. Increasingly, demand-side investments and measures have been growing in importance to make e-government programs more effective.

European Union (especially UK), Canada, Korea, Brazil, India have been among the most proactive countries in addressing the demand side of e-government agenda. For example, the latest EU e-government strategy document adopted in April 2006 and titled “i2010 e-Government Action Plan: Accelerating e-Government in Europe for the Benefit of All”, committed all EU Member States to “inclusive e-Government objectives to ensure that by 2010 all citizens, including socially disadvantaged groups, become major beneficiaries of e-Government, and European public administrations deliver public information and services that are more easily accessible and increasingly trusted by the public, through innovative use of ICT, increasing awareness of the benefits of e-Government and improved skills and support for all users.”

Without such policies and measures, ICT investments in the public sector modernization may result in emergence of many high-cost and low-impact “white elephant” projects and lead to “e-Government for the Rich” phenomenon and can actually exacerbate existing social and economic divides. It is not a luxury but a paramount duty of a democratic government to ensure equal access to e-government services and information for all citizens and businesses, just as it ensures equal access to all public buildings. Today, successful e-government means inclusive e-government that is e-government for all (and not just for the rich and the privileged).

The **first part of this workshop** will discuss international experience, with a special focus on the UK and Korea, in terms of refocusing the national e-agenda on the demand side aspects of e-government and information society to rebalance, complement and mutually reinforce the substantial investments in e-government back-end, middleware and service delivery infrastructure on the supply-side.

The **second part of this workshop** will discuss international experience in the area of e-government legislation and the implications for drafting new Informatization law and related legal acts in Kazakhstan.

Speakers:

- Kuanysh Essekeev, Deputy Chairman, AIC, Kazakhstan
- Daniyar Vagapov, Vice-President, NIT, Kazakhstan
- Graham Walker, former Director of Strategy, Office of the e-Envoy, UK
- Chung Mun Cho, Director, KADO, Korea
- David Satola, Senior Counsel, World Bank

Co-Chairs:

- Askar Zhumagaliev, AIC Chairman
- Deepak Bhatia, Manager, ISG E-Government Practice, World Bank

Moderator: Oleg Petrov, ISG E-Government Practice, World Bank

Tentative Agenda.

All times are Astana Time (+ 5 hours GMT)

16:45 - 17:00 Refreshments

17:00 – 17:05 – Initiation of the Conference (Oleg Petrov, moderator)

17:05 – 17:15 – Opening remarks by Co-Chairs

- Askar Zhumagaliev, AIC Chairman (on the status of the KZ digital inclusion program and e-legislation development effort)
- Deepak Bhatia, Manager, ISG E-Government Practice, World Bank (on the Bank's role in supporting these efforts)

Part 1: e-Government for All: Towards a Digital Inclusion Strategy for Kazakhstan

17:15 – 17:25 – Digital Inclusion program in Kazakhstan

Presentation by Kuanysh Essekeev, Deputy Chairman, AIC, Kazakhstan

17:25 – 17:55 – Digital Inclusion programs in the UK and other countries

- Presentation by Graham Walker, former Director of Strategy, Office of the e-Envoy, UK (via videoconference from London)

17:55 – 18:10 – Questions & Answers/Discussion

18:10 – 18:30 – Digital Inclusion programs in Korea

- Presentation by Dr. Chung Mun Cho, KADO, Korea (via videoconference from Seoul)

18:30 – 19:00 – Questions & Answers, Open Discussion

19:00 – 19:10 - Coffee/tea Break

Part 2: e-Legislation: Key Elements, Issues and Lessons from International Experience and Implications for RK Draft Informatization Law

19:10 – 19:40 - Presentation by David Satola, Senior Counsel, World Bank
Daniyar Vagapov, Vice-President, NIT, Kazakhstan

19:40 – 20:10 - Presentation by David Satola, Senior Counsel, World Bank

20:10 – 20:20 – Questions & Answers/Open Discussion

20:20 – 20:30 Closing remarks by Co-Chairs

- Askar Zhumagaliev, AIC Chairman
- Deepak Bhatia, Manager, ISG E-Government Practice, World Bank

Speaker Bios.

Askar K. Zhumagalyiev, Chairman of Agency for Informatization & Communications, Republic of Kazakhstan.



Before joining the public service he had occupied position of the Director General of ZHARYK LP. Mr. Zhumagalyiev was working in the Ministry of transportation and communications of the Republic of Kazakhstan as Head of the Communications State Control Agency and later as the Deputy Chairman of the Communications and Informatization Committee. Since establishment of the Agency of the Republic of Kazakhstan on informatization and communications he had been occupying a position of Deputy Chairman of the Agency until his appointment in September 2004 the Acting Chairman of the Agency. As of January 27, 2006 was appointed Chairman of Agency for Informatization & Communications, Republic of Kazakhstan.

Date and place of birth: 2 August 1972, Orenburg Region. Education: Sverdlovsk Military College, Kharkov Military Engineering Academy of Missile Forces (Radio Engineering Branch). Due to collapse of the USSR he proceeded with his study in Kazakh National Technical University (Almaty city) and graduated from the University as Radio, BC and TV Engineer. On the basis of previous high education he entered Kazakh University of the Arts and Laws and completed his second University with honour in Science of Law.

Deepak Bhatia, Manager, ISG e-Government Practice, World Bank

Deepak Bhatia is the Manager of the e-Government Practice, ISG at the World Bank. He has broad knowledge of the intricacy of IT and a deep understanding of the complexity of strategy development for process and IT integration. Deepak's expertise guides E-Government Practice in providing tactical, operational, and facilitation services to the Bank's operational teams. Under his leadership the e-Gove team assists with the identification, assessment, and re-engineering of IT components in operational projects and oversees the Informatics components of Bank loans in several countries. Having joined the World Bank in 1984, Deepak brings 20 years of knowledge and



experience in providing support to Bank's operations involving IT components. His experience includes: manager for the Operations and Resource Management systems for systems renewal; manager for the Information and Document Management team in ISG; and project manager for the sector-theme reclassification project. Deepak holds Masters degrees in Computer Applications (M. Eng) and in Business Administration (M.B.A)

Dr. Cho is Director of Division of International Cooperation & Planning of Korean Agency for Digital Opportunity and Promotion, in charge of international cooperation for helping informatization of developing nations and KOIL (Korea IT learning program) which offers training opportunity to IT related government officials and other experts He got a Ph. D. from University of Maryland in majoring Sociology. After completing school, he has taught social science related subjects in University and before taking the current position, has been a Senior Researcher in the Department of IT Policy Development at National Computerization Agency from 1999 to 2002, and also has worked as a consultant with ESCAP and World Bank in the field of ICT development of developing nations.

His major research work includes Current State of the Digital Divide and Policies for Closing the Digital Divide(2000), Study on the Use of Online Information among the Information Poor and the Ways to Promote their Use of Online Information(2000), Study on the Ways to Promote the Participation of Private Sector in Closing the Digital Divide(2001), Survey on the Informatization of the elderly, people with disabilities, and low income people of lower than 50(2002), "E-Learning, Is it tool for social inclusion(2004), and etc.

David Satola is Senior Counsel at the World Bank with global responsibility for legal aspects of reforms in information and communications technologies, including telecommunications, the Internet and e-Commerce. His work focuses on legal aspects of the enabling environment for ICT infrastructure and services, Internet governance, new technologies (e.g., VoIP), competition regulation involving ICTs, Critical Infrastructure/Network Security, Grid Computing, IPRs and development, software licensing (including Open Source Software) and Alternative Dispute Resolution. His project work at the Bank spans more than 65 countries. He is counsel to infoDev, a Bank-administered ICT grant facility, represents the Bank at UNCITRAL's Working Group on e-commerce, acted as senior legal advisor to the Secretariat of the UN's Working Group on Internet Governance, is co-chair of the Computing Infrastructure, Storage and Connectivity sub-committee of the American Bar Association's Cyberlaw Committee and is a member of the ABA's Science and Technology Law Section's International Policy Coordination Committee.

Graham Walker, as Director of the Central Strategy Unit in the UK's Office of the e-Envoy from 1999 to December 2003:

- developed and implemented the strategy that has led to pervasive physical access to the internet in the UK
- had responsibility for developing and delivering on the UK's market environment, universal access, broadband and e-government
- targets, and advised Ministers and the e-Envoy on the development and delivery of the UK Government's successful strategies on broadband, digital inclusion and e-government
- demonstrated a track record of developing, delivering and communicating successful e-economy policies in partnership with stakeholders across government, industry and the voluntary sector
- built a large network on contacts in government and across all sectors in the UK and overseas. He has represented the UK Government on e-economy issues in the US, Europe, and at the OECD