

## Kazakhstan public administration and digital government context (seed brief)

### Purpose

This seed brief provides contextual retrieval cues for drafting public sector digital capacity and responsible AI interventions in Kazakhstan. Replace with current government policy documents and diagnostics for production use.

### Context themes relevant to proposal design

- Ongoing government digitalization and service modernization efforts
- Uneven agency capacity for data use and digital workflow redesign
- Need for practical training linked to real administrative processes
- Importance of central guidance plus agency-level implementation ownership

### Program design implications

- National-level curriculum should be complemented by pilot implementation in selected agencies or municipalities.
- Training should be role-based (policy, service delivery, digital units, managers).
- Institutional adoption requires SOPs, focal points, and leadership support, not only classroom learning.
- Use cases should focus on low-risk, high-value workflows first (document processing, service triage, drafting support, internal knowledge tasks).

### Potential implementation stakeholders (illustrative)

- Civil service training institutions or academies
- Digital transformation or e-government coordinating bodies
- Sector ministries with service-heavy operations
- Agency IT and information security units

### Illustrative risks

- Tool access restrictions in government IT environments
- Staff turnover after training
- Inconsistent availability of process maps and baseline data
- Uneven leadership buy-in across participating agencies

### Illustrative mitigation measures

- Approved tool list and supervised pilot environments
- Training-of-trainers and refresher cycles
- Early baseline diagnostics and process mapping
- Agency focal points with implementation plans and review checkpoints