Утверждена Approved

by order ofПредседателя anраспоряжением и.о. Acting Chairman

of the Верховного Суда Республики Казахстан Supreme Court of the Republic of Kazakhstan

от « 28» июля 2014 года № 165 from July "28", 2014 No. 165

**Концепция информатизации судебной системы РК до 2020 года**

**The concept of informational support of judiciary of RK up to 2020**

Астана, 2014 годAstana, 2014 **Цели и задачи дальнейшего развития и совершенствования информатизации судопроизводства Республики Казахстан 1. Goals and objectives for further development and improvement of informatization of the proceedings of the Republic of Kazakhstan**

Цель данного документа – определить принципы которыми необходимо руководствоваться при планировании мероприятий по информатизации судопроизводства (судебной системы), перечень необходимых мероприятий, и последовательности реализации этих мероприятий.The purpose of this document is to determine the principles to be followed when planning for informatization of the proceedings (judicial system), a list of necessary actions, and sequencing of these activities.

Правовое регулирование общих вопросов информатизации судебной системы осуществляется на основе следующих правовых актов :Legal regulation of the general issues of informatization of the judicial system is based on the following instruments:

* Государственная программа формирования и развития национальной информационной инфраструктуры Республики Казахстан, утвержденная Указом Президента Республики Казахстан от 16 марта 2001 года № 573; State program of formation and development of the national information infrastructure of Kazakhstan, approved by the President of the Republic of Kazakhstan dated March 16, 2001 No. 573;
* Постановление Правительства Республики Казахстан от 25 декабря 2009 года №2208 «Об утверждении Плана мероприятий на 2010 год по реализации Концепции правовой политики Республики Казахстан на период с 2010 до 2020 года»; Resolution of the Government of the Republic of Kazakhstan dated December 25, 2009 No. 2208 "On Approval of the Action Plan for 2010 for the Implementation of the Concept of Legal Policy of the Republic of Kazakhstan for the period from 2010 to 2020";
* Концепция правовой политики Республики Казахстан на период с 2010 до 2020 года, утвержденная Указом Президента Республики Казахстан от 24 августа 2009 года №858; Concept of Legal Policy of the Republic of Kazakhstan for the period from 2010 to 2020, approved by the Decree of the President of the Republic of Kazakhstan dated August 24, 2009 No. 858;
* Стратегический план развития Республики Казахстан до 2020 года, утвержденная Указом Президента Республики Казахстан от 1 февраля 2010 года № 922; Strategic Development Plan of the Republic of Kazakhstan till 2020, approved by the President of the Republic of Kazakhstan dated February 1, 2010 No. 922;
* Закон Республики Казахстан от 15.07.2010 года № 337-IV «О внесении изменений и дополнений в некоторые законодательные акты Республики Казахстан по вопросам развития «электронного правительства»; Law of the Republic of Kazakhstan dated 15.07.2010 No. 337-IV «On introducing amendments and addenda to some legislative acts of the Republic of Kazakhstan on the development of " e-government ";
* Указ Президента Республики Казахстан от 17 августа 2010 года №1039 «О мерах по повышению эффективности правоохранительной деятельности и судебной системы в Республике Казахстан»; Decree of the President of the Republic of Kazakhstan on August 17, 2010 No. 1039 "On measures to improve the effectiveness of law enforcement and the judicial system in the Republic of Kazakhstan";
* Стратегический план Верховного Суда Республики Казахстан (судебной системы) на 2011-2015 годы; Strategic Plan of the Supreme Court of the Republic of Kazakhstan (the judiciary) for 2011-2015;
* Указ Президента Республики Казахстан от 8 января 2013 года №464 «О Государственной программе «Информационный Казахстан – 2020» и внесении дополнения в Указ Президента Республики Казахстан от 19 марта 2010 года №957 «Об утверждении перечня Государственных программ» ; Decree of the President of the Republic of Kazakhstan dated January 8, 2013 No. 464 "On the State Program" Information Kazakhstan - 2020 " and on making additions to the Decree of the President of the Republic of Kazakhstan dated March 19, 2010 No. 957 "On approval of the list of Government programs";
* Постановлени е The Resolution of theПравительства Government Республики of the Republic ofКазахстан Kazakhstan от 7 февраля 2013 года on February 7, 2013 № 101 «Об No. 101 "On утверждении Approval Плана Plan мероприятий of the events по on the реализации Implementation Государственной State программы Program «Информационный "Informational КазахстанKazakhstan – 2020 » - 2020 " на 2013-2017 годы» ; for 2013-2017 years ";
* Приказ Руководителя Администрации Президента Республики Казахстан Масимова Order of the Head of Presidential Administration of the Republic of Kazakhstan Massimov К . К . от 9 декабря 2013 года K. K. on December 9, 2013 № 01-38.71 «Об No. 01-38.71 «On утверждении Approval Плана Plan мероприятий of the events по on the implementation поручений of the orders Президента of the President Республики of the Republic Казахстанof Kazakhstan Назарбаева Nazarbayev Н . А ., данных N. A. given на VI съезде at the VI Congress судейof the judges Республики of the Republic Казахстан 20 ноября 2013 года ; of Kazakhstan of November 20, 2013;
* Послание Президента Республики Казахстан – лидера нации Н. А. Назарбаева народу Казахстана «Стратегия «Казахстан-2050» Новый политический курс состоявшегося государства»; Message of the President of the Republic of Kazakhstan - the nation's leader Nursultan Nazarbayev to the people of Kazakhstan "Strategy" Kazakhstan-2050 " new political course of the established state";
* Послание Президента Республики Казахстан Н. Назарбаева народу Казахстана. Message of the President of the Republic of Kazakhstan Nursultan Nazarbayev to the people of Kazakhstan of 17 января 2014 г. « Казахстанский путь – 2050. Единая цель, единые интересы, единое будущее» ; January 17, 2014 "Kazakhstan's way - 2050. Common goal, common interests, common future";
* Указ Президента Республики Presidential Decree «О мерах по реализации Послания Главы государства народу Казахстана от 17 января 2014 года «Казахстанский путь - 2050: единая цель, единые интересы, единое будущее» ; "On measures to implement the President's Address to the Nation on January 17, 2014" Kazakhstan's way - 2050: Common goal, common interests, common future ";
* Концепция по вхождению Казахстана в число 30-ти самых развитых государств мира, утвержденная Указом Президента Республики Казахстан от 17 января 2014 года №732. Concept of Kazakhstan joining 30 the most developed countries of the world, approved by the President of the Republic of Kazakhstan dated January 17, 2014 No. 732.

Стратегический план развития Республики Казахстан до 2020 года, утвержденный Указом Президента Республики Казахстан от 1 февраля 2010 года № 922 регламентирует, что дальнейшее реформирование судебной системы будет проводиться на принципах подлинной независимости судов, эффективного общественного контроля гражданского общества за законностью отправления правосудия, профессионализма и беспристрастности судей, упрощения судопроизводства и исключения излишней регламентации, в результате чего будет достигнута высокая степень доверия общества к судебной системе и повышена эффективность функционирования судов. Strategic Development Plan of the Republic of Kazakhstan up to 2020, approved by the Decree of the President of the Republic of Kazakhstan dated February 1, 2010 No. 922 regulates that further reform of the judicial system will be conducted on the principles of genuine independence of the judiciary, effective public control over the legality of the civil society of justice, professionalism and impartiality of the judiciary, simplifying the procedure and exceptions excessive regulation, which will result in a high degree of public confidence in the judicial system and the increased efficiency of the courts.

**Стратегические цели по реформированию судебной системы:** **Strategic objectives to reform the judicial system:**

|  |  |
| --- | --- |
| К 2020 году By 2020 | место Республики Казахстан в рейтинге Глобального индекса конкурентоспособности Всемирного экономического форума по показателю «независимость судов» войти в первую тридцатку стран, уровень независимости и беспристрастности судебной системы признан соответствующим обязательствам Организации по безопасности и сотрудничеству в Европе (в области человеческого измерения)a place of the Republic of Kazakhstan in the ranking of the Global Competitiveness Index of the World Economic Forum in terms of "judicial independence", to enter the top thirty countries, the level of independence and impartiality of the judiciary found to comply with the obligations of the Organization for Security and Cooperation in Europe (human dimension) |

**1.1Используемые термины и определения Used terms and definitions**

CD – Compact Disc CD - Compact Disc

G2G - Government to Government G2G - Government to Government

G2C – Government-to-Citizen G2C - Government-to-Citizen

G2B - Government-to-Business G2B - Government-to-Business

RAID – redundant array of independent disks RAID - redundant array of independent disks

SMS - Short Messaging Service SMS - Short Messaging Service

SSO - Single Sign-On SSO - Single Sign-On

АВФ – аудио и видео фиксация AVF- audio and video fixation

АК – Административный кодекс AK - Administrative Code

АП – Администрация Президента AP - Presidential Administration

АРМ – автоматизированное рабочее место ARM - workstation

БВУ – банки второго уровня STB - second-tier banks

ВКС - видеоконференцсвязьVKS - videoconferencing

ВС – Верховный суд SC - The Supreme Court

ГБД – Государственная база данныхNDN ND - National Database

ГК – Гражданский кодекс CC - Civil Code

ГП – Генеральная прокуратура GP - General Prosecutor's Office

ГПК – Гражданский процессуальный кодекс CPC - Code of Civil Procedure

ЕАИАС - Единая автоматизированная информационно-аналитическая система судебных органов Республики КазахстанEAIAS - unified automated information-analytical system of the judiciary of the Republic of Kazakhstan

Е-ГИС РК – геоинформационная система Республики Казахстан E-RK GIS - Geographic Information System of the Republic of Kazakhstan

ЕИСЗ – Единая информационная система здравоохранения UHMIS - Unified Information System on Health

ЕСЭДО - Единая система электронного документооборотаEWSS - Unified system for electronic document

ИИС ЦОН – Интегрированная информационная система для центров обслуживания населения IIS CSC - Integrated Information System for Citizen Service Centers

ИС НК РК - информационная система Налогового комитета Республики Казахстан IP NK RK - information system of the Tax Committee of the Republic of Kazakhstan

ИС НУЦ - информационная система Национального удостоверяющего центра IC RTC - Information System of National Certification Authority

ИС ГО - информационная система Государственного органа IS GO - information system of the State Authority

ИС НШ РК ТС – информационная система Национального шлюза Республики Казахстан Таможенного союза NSH IP RK TC - information system of the National Gateway of Kazakhstan Customs Union

ИС ГАИ РК - информационная система государственной автомобильной инспекции Республики Казахстан IS GAI RK - Information System of State Automobile Inspectorate of the Republic of Kazakhstan

ИС – информационная система IS - Information System

ИТ – информационные технологии IT - Information Technology

ИКТ - Информационно-коммуникационные технологии ICT - Information and communication technologies

КНБ – Комитет национальной безопасности NSC - National Security Committee

МВД – Министерство внутренних дел MIA - Ministry of Internal Affairs

МО – Министерство обороны DD - Department of Defense

МРП - [Месячный расчетный показатель](http://translate.google.com/translate?hl=ru&prev=_t&sl=ru&tl=en&u=http://mojazarplata.kz/main/dohody-minimum/mesjachny-raschetny-pokazatelq)MCI - [Monthly calculation index](http://translate.google.com/translate?hl=ru&prev=_t&sl=ru&tl=en&u=http://mojazarplata.kz/main/dohody-minimum/mesjachny-raschetny-pokazatelq)

МЧС – Министерство по чрезвычайным ситуациям MES - Ministry of Emergency Situations

НСИ – нормативно-справочная информация NSI - regulatory background

НПА – нормативные правовые акты NPA - legal acts

ПК – персональный компьютер PC – Personal computer

ПО – программное обеспечениеPO PO - Software

ПОД – пункт общественного доступа AML - public access point

ПЭП – Портал «электронного правительства» PEP - portal of "electronic government"

РК – Республика Казахстан RK - Republic of Kazakhstan

СДО – система дистанционного обученияDLS DLS - distance learning system

СИО ПСО - Система информационного обмена правоохранительных и специальных органов SIO JI - exchange system of law enforcement bodies and special

СКД – система контроля доступа ACS - Access Control System

СМС – служба коротких сообщений SMS - Short Message Service

СС РК – Судебная система Республики Казахстан CC RK - The judicial system of the Republic of Kazakhstan

СЭД – система электронного документооборота EDS - Electronic document management system

США – Соединенные штаты Америки USA - United States of America

УК – Уголовный кодекс UK - Criminal Code

УПК – Уголовно-процессуальный кодекс UPK - Criminal Procedure Code

ЦОН – Центр обслуживания населения CSC - Citizen Service Center

Функциональная архитектура информационных систем – это представление систем с точки зрения решаемых ими задач для получения результата имеющего ценность для пользователя. Functional architecture of information systems - this representation systems in terms of their tasks to get the result has value to the user.

Техническая (технологическая) архитектура – это архитектура инфраструктуры аппаратного и программного обеспечения. Technical (technological) architecture - the architecture of hardware and software infrastructure.

Сервисы данных — системы управления базами данных, хранилища данных, системы поддержки принятия решений. Data services - database of management systems, data of warehousing, decision support systems.

Прикладные сервисы — языки программирования, средства разработки приложений, системы коллективной работы, архитектура приложений, геоинформационные системы и средства. Application services - programming languages, development tools, applications, collaboration systems, application architecture, geographic information systems and facilities.

Программное обеспечение промежуточного слоя (middleware) – слой программного обеспечения, который связывает компоненты ПО или приложения, позволяя им обмениваться данными. Middleware - a layer of software that connects software components or applications, allowing them to share data. ПО промежуточного слоя поддерживает разработку, развертывание и функционирование пользовательских приложений. Middleware supports the development, deployment and operation of custom applications.

Вычислительная инфраструктура — операционные системы и аппаратное обеспечение, среда для веб-инфраструктуры, системы хранения, средства системного управления, топологии (топология распределенных приложений). Computing infrastructure - operating system and hardware environment for web infrastructure, storage, systems management, topology (topology of distributed applications).

Сетевые сервисы — локальные сети, глобальные сети, технологии доступа, голосовые технологии, сетевое аппаратное обеспечение. Network services - local area networks, wide area networks, access technologies, voice technologies, networking hardware.

Сервисы безопасности — авторизация, сетевая безопасность, физическая безопасность центров обработки данных, прочие сервисы безопасности (обнаружение вторжений, защита от вирусов). Security services - authorization, network security, physical security of data centers, and other security services (intrusion detection, virus protection).

De military zone (DMZ демилитаризованная зона) – технология обеспечения защиты информационного периметра, при которой серверы, отвечающие на запросы из внешней сети, находятся в особом сегменте сети (который и называется ДМЗ) и ограничены в доступе к основным сегментам сети с помощью межсетевого экрана (файрвола), с целью минимизировать ущерб при взломе одного из общедоступных сервисов, находящихся в зоне. De military zone (DMZ Demilitarized Zone) - Information security technology perimeter, where the servers that respond to requests from the external network are in a special segment of the network (which is called DMZ) and limited access to basic network segments using a firewall in order to minimize the damage in case of burglary of a public service in the zone.

LDAP ( Lightweight Directory Access Protocol , облегченный протокол доступа к каталогам) – протокол прикладного уровня для доступа к службе каталогов, позволяющий проводить операции аутентификации, поиска, сравнения, добавления и удаления записей. LDAP (Lightweight Directory Access Protocol, lightweight directory access protocol) - application-level protocol for accessing a directory service, allowing to carry out the authentication operation, search, compare, add, and delete records. It is uИспользуется для организации доступа пользователей к информационным ресурсам организации.sed to provide access to information resources of the organization.

CRM ( Customer Relationship Management , система управления взаимоотношениями с клиентом) – информационная система, предназначенная для управления взаимоотношениями с клиентами, для улучшения обслуживания клиентов путём сохранения информации о клиентах и истории взаимоотношений с ними, установления и улучшения бизнес-процессов и последующего анализа результатов. CRM (Customer Relationship Management, Relationship Management system with the client) - an information system for customer relationship management, to improve customer service by storing information about clients and the history of relationship with them, establish and improve the business processes and the subsequent analysis of the results.

**Анализ текущей ситуации1.2 Analysis of current situation**

Анализ показывает, что до текущего момента удалось решить наиболее очевидные задачи, прежде всего по обеспечению судебных органов техническими средствами, каналами связи, созданию локальных вычислительных сетей, ведомственной информационной системы документооборота и судопроизводства – Единая автоматизированная информационно-аналитическая система судебных органов Республики Казахстан (далее – ЕАИАС). The analysis shows that up to now it was managed to solve the most obvious tasks, primarily to ensure the judiciary technical means of communication channels, the creation of local area networks, departmental information system workflow and justice – it is a unified automated information-analytical system of the judiciary of the Republic of Kazakhstan (hereinafter - EAIAS). Сформировано единое информационное пространство судебных органов. A single information space of the judiciary was formed.Выполнены мероприятия по интеграции информационной системы судебных органов в режиме запросов с государственными базами данных «Физические лица», «Юридические лица», «Адресный регистр», «Автоматизированная система государственного земельного кадастра», «Регистр недвижимости», «Реестр налогоплательщиков и объектов налогообложения», а также информационной системой Государственного центра по выплате пенсий. The measures for the integration of the information system of the judiciary in query mode with government databases "Individuals", "Legal Entities", "Address register", "Automated State Land Cadastre", "Real Estate Registry", "Register of taxpayers and taxation" and information system of the State Center for Pension Payments were taken.

В настоящее время сформирована нормативно-правовая база, состоящая из законов Республики Казахстан «Об информатизации», «Об электронном документе и электронной цифровой подписи», «Государственной программы формирования и развития «электронного правительства», Указа Президента Республики Казахстан от 6 апреля 2007 № 310 «О дальнейших мерах по реализации Стратегии развития Казахстана до 2030 года», Концепции правовой политики на 2010-2020 годы, других подзаконных актов. Currently, a legal framework was formed, consisting of the laws of the Republic of Kazakhstan "On informatization", "On electronic document and digital signature", "State program of formation and development of "e-government", Decree of the President of Kazakhstan dated April 6, 2007 No. 310 "On further measures to implement the Strategy of Development of Kazakhstan till 2030", Concept of Legal Policy for 2010-2020 and other laws.

**Характеристика информационной инфраструктуры судебных органов Республики Казахстан1.3 Characteristics of the information infrastructure of the judiciary of the Republic of Kazakhstan**

ЕАИАС является ведомственной корпоративной информационной системой, обеспечивающей в автоматизированном режиме формирование и ведение баз данных в местных судах, Верховном Суде, Департаменте по обеспечению деятельности судов при Верховном Суде Республики Казахстан (аппарате Верховного Суда Республики Казахстан) и его территориальных органах, при помощи которой возможен учет и контроль за движением всех судебных дел, уголовных, административных и гражданских апелляционных и кассационных жалоб и протестов, ходатайств и протестов от их поступления в суд до исполнения судебных актов и передачи дел в архивы, с автоматизированным формированием судебной статистики, банка данных судебных актов и базы данных обобщений судебной практики в Республике Казахстан. EAIAS is a departmental corporate information system that provides an automated way in the formation and maintenance of databases in the local courts, the Supreme Court, Department of implementing of the activities of the courts under the Supreme Court of the Republic of Kazakhstan (administration of the Supreme Court of the Republic of Kazakhstan) and its territorial bodies, with the help of which it is possible to account and control the movement of all court cases, criminal, administrative and civil appeals and protests, petitions and protests from their receipt by the court to the execution of court decisions and refer cases to the archives, with the automated formation of Justice Statistics, the data bank of judicial acts and base Data generalization of judicial practice in the Republic of Kazakhstan.

**Основными задачами ЕАИАС является:** **The main objectives of EAIAS are:**

* обеспечение информационной поддержки по вопросам обеспечения сведениями о судах Республики Казахстан и о судебном производстве ; providing information support on ensuring information about courts of the Republic of Kazakhstan and judicial proceedings;
* организация информационного взаимодействия между судами различного уровня, а также подразделений Департамента по обеспечению деятельности судов при Верховном Суде Республики Казахстан (аппарата Верховного Суда Республики Казахстан) и его территориальных органов; organization of information exchange between the courts of different levels and divisions of the Department to ensure the activities of the courts under the Supreme Court of the Republic of Kazakhstan (administration of the Supreme Court of the Republic of Kazakhstan) and its territorial bodies;
* информационное обслуживание населения; information services to the population;
* полный учет работы судов по отправлению правосудия, начиная с момента поступления иска (заявления, дела) в суд до вынесения судебного решения и приведения в исполнение после вступления его в законную силу ; complete records of the courts of justice, starting from receipt of claim (application, case) to the court prior to adjudication and enforcement of its entry into force;
* контроль на разных уровнях судебной системы за работой канцелярий судов и судей по срокам рассмотрения заявлений, дел, жалоб, составления и вручения судебных актов и другим вопросам; control at different levels of the judicial system for the office of courts and judges of the processing time of cases, complaints, drafting and service of judicial acts and other matters;
* учет качества отправления правосудия судьями первой, апелляционной, кассационной инстанций ; account the quality of justice by judges of the first instance, appeal, cassation;
* организация полного цикла электронного документооборота во всей судебной системе Республики (подготовка, визирование, доработка документа, подписание документа, отправка в другой орган судебной системы); organization of a full cycle of electronic document in the entire judicial system of the republic (training, signing, enhancement of the document, the signing of the document sent to other body of the judiciary);
* организация доступа к банку данных судебных актов, вынесенных судами Республики, через Интернет-ресурс Верховного Суда РК; ensuring access to the data bank of judicial acts issued by the courts of the republic, through the Internet resource of the Supreme Court;
* переход на безбумажные технологии взаимодействия с государственными и правоохранительными органами. transition to paperless interaction with government and law enforcement agencies.

Внедрение ЕАИАС позволило приблизить достижение следующих целей: Implementation of EAIAS allowed to bring the following objectives:

1) создания единого информационного пространства органов судопроизводства; 1) creation of a single information space of the proceedings;

2) использование в судебном производстве информационных технологий, средств компьютерной техники и телекоммуникаций; 2) use the information technology, computer and telecommunication technologies in court proceedings;

3) повышения роли информационной инфраструктуры в системе судебного производства и ее эффективного использования; 3) enhancing the role of information infrastructure in the system of judicial proceedings and its effective utilization;

4) повышения культуры судебного процесса и качества судебного разбирательства; 4) improve the culture and quality of trial proceedings;

5) соблюдения процессуальных сроков и повышения эффективности судопроизводства и производства по исполнению судебных актов; 5) compliance with procedural deadlines and efficiency of proceedings and proceedings in execution of judicial acts;

6) сокращения времени на получение информации, необходимой для принятия решений; 6) reducing the time to obtain the information necessary for decision-making;

7) улучшения контроля по нагрузке в работе судей; 7) improve the control on caseload of judges;

8) обеспечения частичного сбора информации для судов по вопросам судебного разбирательства от первоисточников в электронной форме; 8) provide a partial collection of information to the courts on the trial of the primary sources in electronic form;

9) сбора и обработки судебной статистики; 9) collection and processing of Justice Statistics;

10) обеспечения учета по применению местными судами рекомендаций Верховного Суда для выработки единой судебной практики; 10) providing for the use of local courts of the recommendations of the Supreme Court to develop a common judicial practice;

11) подготовки, согласования, изготовления и передачи информации в электронной форме, поддерживающих и регистрирующих документы судопроизводства по единым правилам во всех инстанциях; 11) preparation, approval, production and transmission of information in electronic form, supporting documents and recording of proceedings by the same rules in all instances;

12) обеспечения информационной безопасности личности, общества, государства и создания эффективной системы свободного и равноправного получения, распространения и использования судебной информации как важнейшего условия демократического развития; 12) information security of individuals, society, the state and the creation of an effective system of free and fair preparation, dissemination and use of judicial information as an essential condition for democratic development;

13) повышения уровня правового образования населения; 13) improve the legal education of the population;

14) обеспечения обязательного использования государственного языка во всех планируемых к созданию и внедрению информационных системах судопроизводства (в интерфейсах систем, в информационном наполнении систем и т.д.); 14) provide for the compulsory use of the state language in all planned for the creation and implementation of information systems proceedings (in the interfaces of systems in the information content and systems, etc.);

15) уменьшения издержек при осуществлении деятельности системы судебных органов. 15) reducing the costs of carrying out the activities of the judiciary.

ЕАИАС логически подразделяется на ряд подсистем, которые функционально подразделяются на несколько групп: EAIAS logically divided into a number of subsystems that are functionally divided into several groups:

1. Базовые средства коммуникаций Basic means of communication
2. Средства автоматизации судопроизводства Automation Tools proceedings
3. Средства автоматизации исполнения судебных актов Automation means of judicial acts
4. Система электронного документооборота Electronic flow of documents
5. Средства автоматизации кадровой деятельности Automation Tools personnel activity
6. Информационно-справочные системы Information and referral system

Автоматизированный учет в судах входящей корреспонденции, включая судебные дела, позволил внедрить автоматизированное их распределение между судьями этого суда. Automated records in the courts of incoming correspondence, including court cases, allowed to implement automated distribution among the judges of the court. Система учитывает при распределении ряд параметров, таких как общая нагрузка судей, язык судопроизводства по делу, специализация судьи, выполнение судьями обобщений, составление обзоров, пребывание судьи в отпуске, командировке, сложность дел. The system takes into account the distribution of a number of parameters such as the total caseload of judges, court proceedings language, specialty of the judges, perform generalizations, drawing reviews, judge is on vacation, business trip, the complexity of cases. Соблюдение технологического процесса распределения дел между судьями может быть подвергнуто проверке. Compliance with the process of distribution of cases between judges can be inspected.

Вместе с тем, созданные Интернет-ресурсы судов функционируют, как правило, в рамках отдельного судебного органа, что приводит к дублированию работ, избыточности в сборе первичной информации, разработок и эксплуатации систем. However, Internet-resource operated by courts, as a rule, in a separate judicial body, which leads to duplication of work, redundancy in the collection of primary data, development and operation of systems. Имеет место неравномерное распространение информационных услуг, ресурсов и программных продуктов, информационного потенциала по местным судам. There is an uneven diffusion of services, resources and software products, information on potential local courts. Существующая архитектура ЕАИАС является распределенной, что было оправдано при создании этой системы, так как 10 лет назад сети не имели необходимой пропускной способности для создания централизованных систем, однако, на текущий момент распределенная архитектура не отвечает существующим потребностям судебной системы, так как требует больших усилий по поддержанию (существует 377 локальных баз данных для каждого отдельного суда) и не дает гарантии получения консолидированной, полной и актуальной информации, также как и не дает возможности ведения единой базы знаний. Existing architecture of EAIAS is distributed, it was justified in creating this system, since 10 years ago, the network did not have the necessary capacity to create centralized systems, however, currently distributed architecture does not meet the current needs of the judicial system, as it requires a lot of effort to maintenance (there are 377 local databases for each court) and does not guarantee receipt of the consolidated, complete and current information, as well as makes it impossible to conduct a common knowledge base. Информационное обеспечение организаций, хозяйствующих субъектов и отдельных граждан требует улучшения. Information security of organizations, businesses and individuals needs to be improved. Кроме того, ЕАИАС создавался и развивался начиная с 2003 года, при этом, за прошедшие 10 лет технологии прошли большой путь развития и существующая технологическая платформа ЕАИАС не вполне соответствует тем целям и задачам, которые стоят перед Судебной системой РК в настоящее время. Furthermore, EAIAS was created and developed since 2003, while over the past 10 years, technology has come a long way and the existing technology platform of EAIAS is not fully correspond to the objectives and tasks faced by the Judicial system of Kazakhstan at the moment.

Применение судом аудио-, видеозаписи в зале судебного заседания регламентируется статьями 257 Гражданского процессуального кодекса, 328 Уголовно-процессуального кодекса, Нормативными постановлениями Верховного Суда Республики Казахстан №25 от 6 декабря 2002 года «О соблюдении принципа гласности судопроизводства по уголовным делам» и № 5 от 28 октября 2005 года «О соблюдении принципа гласности судебного разбирательства по гражданским делам». Application of audio, video in the courtroom is governed by articles 257 of the Civil Procedure Code, 328 of the Criminal Procedure Code, regulatory decisions of the Supreme Court of the Republic of Kazakhstan No 25 of 6 December 2002 "On the principle of publicity of criminal proceedings" and No 5 on October 28, 2005 "On the principle of publicity of court proceedings in civil cases".

Currently, the Supreme court, regional, district and equivalent courts installed 326 sets of audio-video fixation, including:

* 118 sets of equipment for audio and video fixation;
* 208 sets of equipment audio fixation;

However, it should be recognized that equipping of courtrooms by audio equipment, video fixation is insufficient, from 1138 available of courtrooms in the republic, only 54 % are able to keep a record of the trial. Application prospects of audio equipment, video fixing of trials is not fully implemented.

The need to obtain fast and qualitative information about the activities of the courts of justice of the Republic, on measures for judicial acts considered cases, the results and the timing of resolution of complaints and appeals brought before the courts, and on many other issues prompted the Supreme Court to the development and implementation of the Handbook on Judicial Affairs. An important direction in achieving transparency of the courts was the establishment of information kiosks, but their options at the moment are not fully used.

On the basis of available technology it is implemented carry out of extended plenary meetings with heads of regional and similar courts using videoconferencing; since 2010 there is on-line reception of citizens by the Chairman of the Supreme Court of Internet technologies. However, videoconferencing is not deployed at the district level and the existing infrastructure does not allow for remote hearings, for example, in prisons, in remote areas and so on.

So today, with the introduction of EAIAS, providing of information services to the people of Kazakhstan through information technology, the necessary framework for the next phase of informatization was created when information technology not just fix existing processes and allow them to simplify and improve, but the changes are the basis of approaches to building relationships between the judiciary and the citizens, legal persons and the state. The potential of information and communication infrastructure should be scaled to fit the complex needs of the court so that they could cope with the expected volume of information transfer and the new requirements emerging in the judicial system by citizens, legal persons, changes in government in accordance with the challenges of the time.

**Цели и задачи1.4 Goals and objectives of informatization of the judicial system**

Analysis of the strategic and policy documents in the field of development of the judicial and law enforcement systems shows that the main directions of development of the judicial system of Kazakhstan are:

* ensuring of the transparency of the work
* increasing the availability of services in the field of justice to citizens and legal entities
* reduction of bureaucracy, administrative barriers and the elimination of violations of terms of cases
* transferring of the action proceedings on court settlement (mediation, consider exclusion cases undisputed claims in court: alimony (without establishing paternity), for the recovery of wages, etc. for writ of execution, notarized, with the direction of performance to court performers)
* eradication of corruption
* increasing of legal literacy
* providing full information on court cases to all participants lawsuits
* providing complete and accurate information on the status of the judicial system of the public
* proving of analytical information for all interested parties to conduct research works

Sphere of information and communication technologies in the Republic of Kazakhstan is a fast growing, especially in improving the efficiency of public administration and implementation of the principles of "electronic government" as a way of providing services to citizens and legal persons and enhance customer satisfaction services. In 2013 the State Program "Information Kazakhstan" was adopted which main aim is to create conditions for the transition to the information society by addressing the following tasks:

1. ensuring efficiency системыof systems public administration;
2. ensuring the availability of information - communication infrastructure;
3. creation of an information environmentдля for Socio - Economic и and Cultural развития Development society;
4. development of national information space.

In line with the key strategic documents in the field of ICT development in Kazakhstan the main directions of development of ICT in Kazakhstan can be identified, which are:

* transition to 100 % of keeping an electronic record
* use of ICT to reduce costs for the organization of events (with the exception of physical presence in a particular place, eliminating the need for walking the chain of command, receive on-line access to relevant knowledge bases, etc.).
* use of ICT for professional development of civil servants (including judges)
* use of ICT to improve the quality of public institutions (including the courts)
* providing on-line services (consulting, government, on a commercial basis)
* creation of the "architecture" of state agencies to determine more holistic and informed development of ICT
* implementation of the principles of "attracting and customer management” (CRM) in respect of citizens and representatives of legal entities, for the organization of the user experience with the system, which is to collect basic information about the needs and interests of the user, user's history of interaction with the party providing services and offer opportunities to the system point of view of the information and the needs of the client (for example, if a person sent a claim and received a negative answer, then with high probability he can file an appeal, thus user's personal account in the history of treatment he can offer the opportunity to appeal the case, to give certificate of appeal procedure and access to expert system so that user could simulate the possible decision of the appeal court in the case on the basis of existing legislation, so you can provide the user with the necessary information about how he can protect your rights, what will all the costs, and to evaluate need to initiate the next steps).

Analysis of global trends in the development of judicial systems allows to highlight the following main areas:

1. implementation of the concept of e-justice (e-justice, including the automation of the courts)
2. information and consultation on-line support to citizens (victims of crime, plaintiffs and defendants, etc..), law enforcement and human rights organizations, lawyers and notaries
3. public scrutiny of the investigation or trial of cases
4. simplification of proceedings
5. bringing to court hearings of physically remote participants, until completely "virtual" hearings (i.e., part or all of the participants are physically located in different places, through videoconferencing or other means of remote participation, participants are connected to a single-line conference and hearing of case will be held)
6. partial replacement in some cases of procedural individual virtual counterparts, for example, a virtual referee - the use of an expert system to prepare draft decisions on the basis of legislation, virtual secretary - the use of audio and video fixation of automatic speech recognition for creating a digital protocol.

All this allows us to formulate the following vision for ICT development in the area of ​​judicial and law enforcement system of Kazakhstan.

**Цель:** **Purpose:**

Improving the quality of the judicial system by simplifying procedures, implementing the principles of relationship management with customers (CRM) and training of judges.

**Objectives:**

1. Protecting citizens from illegal and unfair practices
2. Reduce the cost of litigation by citizens, legal entities and state
3. Minimizing legal errors
4. Openness and accessibility of the judicial system
5. Information and consulting support population
6. Standardization of documents and procedures
7. Transition to full paperless from starting of the case (law enforcement and other authorities), completing the decision-making
8. Ensuring the continued development of information and communication infrastructure of the judicial system to maintain processes and ensure compliance with existing technologies, and the opportunities and threats

**Mechanisms to solve problems:**

Issue No 1. Protecting citizens from illegal and unfair practices

* Raising public awareness on various aspects of human rights protection at the expense of
  + Open publication of laws and regulations (and similar instruments), with current updates and clarifications for updates in the regulatory acts (reasons for the changes, volume changes and what impact this will have on stakeholders)
  + Creating and maintaining databases of the courts (including arbitration), judges, hearing cases, jurors
  + Opportunities for public circulation protecting rights and interests
  + Opportunities of open filing appeals with the collection of signatures for various situations of interest to the public
* Implementation of the principle of "ubiquitous justice" by
  + Providing access to the "anytime, anywhere" (through web applications, mobile applications, kiosks and hearth, over e-gov in CSC)
  + Access to typical document templates (claims, complaints and so on.) With the possibility of off-line filling and sending the system
  + Possibility of filing lawsuits, complaints and so on through CSC, electronically via external portal
  + Opportunity at any time from any place to convey information about the preparing facts or offenses to appeal the actions of the courts and law enforcement, civil servants and so on
  + Getting the information on available cases anytime, anywhere
  + SMS-notification upon change of status of court cases for court staff and stakeholders, with the possibility of signing up for alerts by e-mail and SMS

Issue No 2. Reduce the cost of litigation by citizens, legal entities and state

* Simplification of procedures for the population, due to
  + Regulatory procedures and public awareness
  + Opportunities for consultation in CSC and through Call-Centre
  + Introduction of electronic queuing in the courts for the filing and reception of citizens
* Full implementation of the principles of CRM in the judiciary, law enforcement and human rights systems
  + The possibility of obtaining certificates and procedures on the cases
  + Access to the expert system on typical cases for court personnel and law enforcement agencies, and the public
  + Consulting support
  + Ability to receive alerts about incidents directly related to that person, for example, notice of action
  + The possibility of obtaining services trustees
  + The possibility of obtaining reliable information on the jurors, judges and others in accordance with the access rights
  + The ability to subscribe to specific events as directly related to that person, and it is potentially of interest
  + Access to services in remote and inaccessible locations where there are no qualified experts in the field of law
  + Saving the minimum necessary and sufficient information for all persons to seek protection of rights in order to improve service delivery and increase confidence in the judicial system (based on the information available consultants can provide more accurate information that can answer questions further steps to protect their rights and etc.).
* Reducing the number of cases dealt with in the courts by offering services and pre-court settlement (with an explanation of the procedure and supply of mediators and arbitrators) throughout the conduct of the case, from instructional and counseling before filing lawsuits and proceedings
* Reducing the number of cases have evolved over by raising awareness of the participants about the reasons for decisions made on the basis of the categorization of cases allowed for revision and not allowed (e.g., claims for small amounts and so on)
* Reduce of maintenance and transportation of the defendants by the shortening of cases and exceptions need to transport both accused and convicted, and law enforcement and the judiciary, through the implementation of the concept of "virtual court". Many persons detained for perfect in some regions, are in other, organization and delivery of their convoy considering special requirements for transportation lead to long waiting periods for themselves. In order to mitigate the effects of this problem is necessary to expand the possibilities of remote access and mobile proceedings. Due to the full implementation of videoconferencing and AVF for the district centers
* Shortening of cases due to absence of witnesses and other participants through the use of remote communication as a means, and through timely notification (via integration with an "electronic government" of the Republic of Kazakhstan, use e-mail alerts and SMS with acknowledgment of receipt by the addressee), through the use of electronic archive of court cases (EASD) for review and reconsideration and as a knowledge base and by tightening the consequences of failure to appear at the hearing (fines and penalties, both civilians and law enforcement officers)
* Improve efficiency and access to justice by reducing the average time needed to review cases and decide on the case, in respect of persons detained
* In case of default judgment applicant can repeatedly apply to court to give a decision on indexation, this creates a vicious circle of non-enforcement. Consequently, it is necessary to improve the quality and speed of execution of the court's decision by a more complete integration with bodies responsible for implementing the decisions and control the timing and accuracy of execution of decisions and publishing objective statistics.

Issue No 3. Minimizing legal errors

* Access to remote training system for court staff and judge candidates (including within the framework of mediation), and for students of educational institutions, human rights defenders and citizens (in order to improve legal literacy), with the possibility of different levels of certification
* The knowledge base of Judicial Affairs and the accessibility of this knowledge for court staff, and external stakeholders
* Publication of date information on the number of revisions, tightened cases and unjustly convicted in the context of the courts and regions
* Improving the quality and completeness of the cases due to formalization, regulation and control of detention cases and automation of these procedures and the transfer of cases from one body to another (police, courts, prosecutors, etc.).
* Access the features of the system on-line will improve the quality study by judges
* Access to the electronic archive of court documents (EASD) as the newly pending cases, and as the basis of historical cases

Issue No 4. Openness of the judicial and law enforcement systems

* Access to all the features of the system on-line publication of the judgments, publication of documents on legal cases and so on.
* Increase transparency by improving the timeliness and increasing the amount of information available to the public and open to internal access. Increased transparency will help improve the level of public confidence in the judicial system

Issue No 5. Information and consulting support to the population

* Involvement to the public service on human rights protection of unified contact center of the state bodies and the CSC employees
* Improving the quality of Call-center of SC through the creation of an expert system for different types of cases
* Accumulation of open knowledge base in the form of a knowledge management system (WIKI), forums involving qualified lawyers and human rights defenders

Issue No 6. Standardization of documents and procedures

* Development and implementation of structured documents and court cases to simplify procedures and improve the quality of intelligence in court cases (the experience of Germany and the U.S.)
* Development and approval of regulations of reference and transmission of documents and files between the police, courts, prosecutors, and other структурами structures
* Implementation of all involved IP unified standards to documents and cases

Issue No 7. Transition to full paperless, from starting the cases, completing decisions of last resort (up to all revisions)

* Implementation of the processes through places, review, return cases for further investigation, etc. to control the timing and ensure the quality and completeness of the court cases in all systems involved, providing the client system from the sun as a temporary solution for the authorities do not own the IP (e.g., fire department, emergency, etc.).
* Integration of the SC systems with PEP and IIS CSC for filing claims electronically
* Integration of SC systems with MIA, GP, MO, NSC RK and others to obtain objective statistics on petitions, and the quality and settlement of cases
* Full-scale integration of IS of judiciary systems of law enforcement, human rights organizations, e-government of Kazakhstan to avoid duplication of information received, and providing relevant information (G2G) with the ability to control the wanted people, with the ability to impose burdens on the property and a preventive measure for all cases of interaction with law enforcement agencies, with appropriate permissions
* Document protection from loss, damage and tampering by translating documents in a paperless form, respectively, improving the quality of justice

Issue No.8. Ensuring the continued development of information and communication infrastructure of the judicial system to maintain processes and ensure compliance with existing technologies, existing opportunities and threats existing in the information space

* Implementation of the concept of "e-judge" through the use of expert systems and knowledge bases, with the preparation of background information for the judge's decision
* Creation of ICT architecture judiciary of RK, with the interaction with external systems (development of uniform standards for the integration of external systems with the SC)
* Integration with the "electronic Criminal Court" of MIA RK
* Integration of IS of judicial system, with the same IS of foreign countries (with the general legal rules, agreements and so on) to simplify and accelerate interstate cases and managing a common knowledge base of normative legal acts
* Building a secure network of the judiciary and increase capacity by conducting optical communications between the courts for the protection of state secrets, personal data, compliance with privacy and commercial confidentiality
* Integration with the "Personal Account" of citizen on the e-Government Portal of RK to inform on the various events of direct relevance to the present (natural or legal) person (G2C, G2B)
* Creation of integrated databases that can provide complete and accurate information concerning criminal records is an important problem to be solved, for example, the formation and presentation of reliable data on criminal cases. This will allow the relevant authorities to generate statistical data of any category, available from source documents; expand opportunities for generalization of judicial practice of excellence; periodically check the source data to the MIA in order to make the necessary changes, such as those associated with the revision of the case, changes in the law, the abolition of probation and removal of criminal records; and recheck the data in doubtful cases.
* Development of an integrated system for the bank judgments
* Implement a system for the automated publication of court decisions
* Creation of a unified system that provides remote monitoring and control communication infrastructure
* Implementation of management systems of technological systems to support meetings in courtrooms
* Development and implementation of Internet and intranet portals for access to judicial decisions and the data bank of republican convictions
* Develop and adopt rules and regulations for the preparation and communication of information intended for public access
* Formation of the courts of appropriate infrastructure (hardware, network equipment) required for use of the system
* Improve access to justice in remote areas through delivery and commissioning of equipment and software tools to support the conduct of trials and hearings in such remote areas, outside the physical layout of the court itself.

**1.5 Periods of performance and expected results**

**Phase I 2015 - 2017**

**Purpose:**

Preparation of the necessary regulatory framework under the changes in the judicial system for the full implementation of the tasks. The development of the IT infrastructure of the judicial system, equipping the courts with the necessary equipment, issues for the full funding of the first and second stages. Implementation of the first phase.

  Activities:

1. Reduce the cost of litigation by citizens, legal entities and the state

2. Standardization of documents and procedures

3. Transition to full paperless from the starting of the case (law enforcement and other authorities), completing the decision-making

4. The continuing development of information and communication infrastructure of the judicial system to maintain processes and ensure compliance with existing technologies, and the opportunities and threats

Expected results:

• Cost savings (material costs) by simplifying proceedings, reduction of specialists, secretaries of the Offices (boards), archivists, courier (processing and accounting affairs in electronic form, direction of agendas by e-mail, SMS, etc.)

• Ensuring transparency of the judicial system of RK (audio - video recording of court meetings)

• simplification of proceedings (the direction of claims in court via email, mail, registration of claims, the direction of the court agendas via e-mail, SMS)

• Improve the quality of justice

• Avoiding violations of terms of the courts of all instances

• Decrease in the number of complaints against judicial acts, actions of judges and other court personnel.   
• Creation of e-justice for certain categories of civil cases (for example, writ proceedings)

**Phase II 2018 - 2020**

**Purpose:**

Transfer of the judicial system to a new level with the use of ICT opportunities. The goals of the second phase.

  Activities:

1. Protecting citizens from illegal and unfair practices

2. Minimizing of legal errors

3. Openness of judiciary

4. Information and consulting support to population

5. Implementation of the concept of "e-court"

Expected results:

• Reduce crimes

• Creation of e-justice in all criminal and civil cases (except for cases in closed session)

• Increased public confidence in the judicial system

**2. Basic principles and general directions of development**

**1. General description of the functional architecture**

Functional architecture of the judiciary of RK includes the following components:

1. The hierarchical structure of the judicial system - the Supreme Court, oblast and equivalent courts, district and related courts

2. Specialization of courts - military, administrative, civil, criminal, juvenile and others

3. Functions performed by the judicial system and public services

4. Objects (information) which operates the judiciary

5. Resources used to perform the functions and services (personnel, material and technical base)

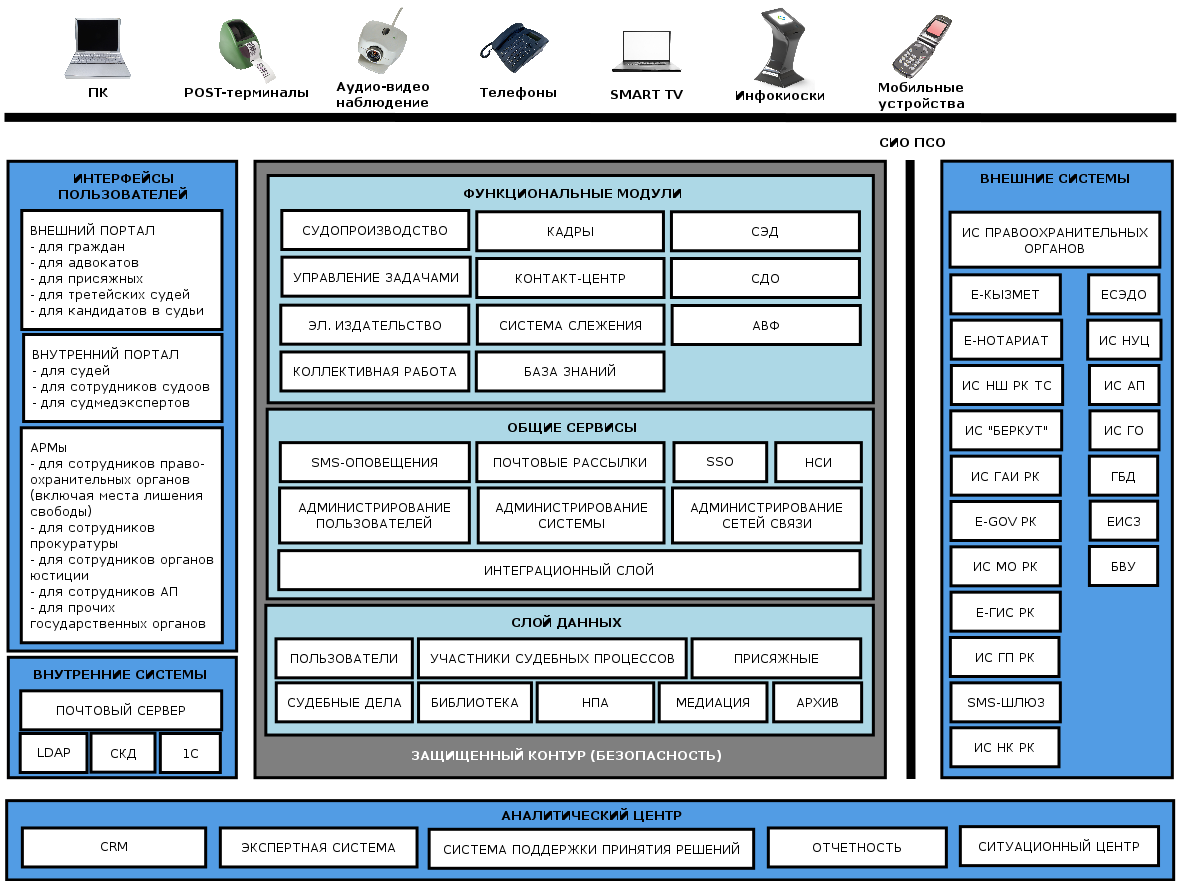
6. Persons involved in the judicial process (process participants, lawyers, human rights activists, social workers, medical examiners, etc.).

7. Law enforcement agencies

8. Governments (Presidential Administration, Office of the Prime Minister and other interested government agencies)

For proper operation the judicial system must use confirmed information from various government agencies, to accumulate its own database and knowledge to function in accordance with specific regulations (officially fixed, either because of current practices) and provide services to citizens, legal persons and public authorities as required or upon request (in accordance with the authority).

In accordance with the above, the functional architecture of the judicial system of the Republic of Kazakhstan has next logical blocks (see Fig. 1).



**Figure 1. Functional architecture of judiciary of the RK**

Functional architecture includes functional modules which automate core business processes of the judicial system, the common services used by all subsystems, databases, integrated internal and external systems, user access interfaces (Web, mobile, etc.) derived the terminal devices (PC, mobile devices, self-service, and others) and Analytical Center (impersonal manipulation of statistical information for different purposes).

Basic modules containing critical information should be kept in a secure circuit.   
User interfaces to access the capabilities of the system are divided depending on the target audience. The user can access the system through:

1. External portal where members’ access is organized to judicial proceedings of the cases to transmit documents, the receipt of notifications as well as for candidates for judges to submit their nominations.

2. Internal portal, available to employees of the judicial system, which publishes materials for employees, organized database files and documents, implemented a forum, internal communication and notification system, have access to this and capabilities in accordance with the roles and privileges (access to the personnel system to electronic proceedings, to EDS, data and knowledge bases, and others).

3. Workstations for employees interested in public institutions, in order to exchange information with the judiciary and cross-cutting (interagency) business processes.

Internal systems are not included in the circuit court systems as automate administrative functions nonspecific, but they need to share information, these include:

1. Mail server. Server integration will enable the exchange of e-mails with other users, and receive / send notification of a particular event.

2. LDAP to authenticate and search for records.

3. 1C Accountancy to implement a quick and easy access to staff of accounting sector in the judiciary, as well as the formation of documents and certificates.

4. Access Control System (ACS). System integration will allow for the monitoring of the flow of people and the input (output) in a building with fixing the date and time of the input (output).

**Functional modules:**

1. Proceedings, which will be made ​​from the automation of court filing by the plaintiff before issuing the sentence, the main forms of proceedings are criminal, civil and administrative processes.

2. Task management. Managing the members of the judiciary: the appointment, receipt, closing of tasks.

3. Electronic publishing. Giving the user application to post the material in various media and judicial institutions, as well as the order of the particular edition in the library of the SC RK.

4. Teamwork. Providing the ability to combine into a single staff working group to address and discuss specific tasks.

5. Staff. Automatic generation of reports and analytics on staff, as well as maintaining up to date the directory mode of judiciary (notice in of a system on the absence of the employee).

6. Contact Center. Consulting users on judicial proceedings and on the whole system.

7. Tracking System. Internal and external monitoring in the judiciary.

8. Knowledgebase. Using expert systems to create storage.

9. EDS. Switching to paperless: create, retrieve, transfer of documents on all judicial and public bodies.

10. DLS. Enabling remote training of judges, candidates for judges to reduce the time and travel expenses.

11. AVF. Audio and video – a record of the court session with automatic logging and transferring to the archive with the attachment to the number of the case.

**General services:**

1. SMS-alert. Direction of the message to the workers of the judiciary, as well as to the participants in the judicial process on the events, assigned tasks.

2. Administering the users. Create a new employee account and access to the system, as well as to remove the account when dismissing an employee with the closing of the respective approaches. Ability to recover an account if it is locked.

3. Mailing lists. Implementation of mailings to electronic mail system users. Automatic generation of a list for distribution.

4. Administration system. Starting and stopping the system, file systems and disk space accounting system resources, system performance and tuning, administration devices.

5. SSO. Single sign-on portal, i.e. once a user logs in to the system and gains automatic access to the rest.

6. NSI. Includes a set of directories, classifications, standards, regulations used in the judiciary.

7. Administration of networks. Network management software, support of given parameters and the quality of services, network equipment inventory.

8. Integration layer. Integration with system and public databases of GO.

**Data layer:**

1. Users. Data about users that are not related to judicial proceedings.

2. Participants trials. User data directly related to judicial proceedings.

3. Jury. These jurors, as well as candidates.

4. Litigation. On cases: the case itself, schedule hearings, members of the court session.

5. Mediation. Data on mediators to help the parties work out a certain agreement on the dispute.

6. NPA. Base regulations to search and download.

7. Library. Storing of electronic versions of the judiciary and other literature with the ability to download and online viewing.

8. Archive. Single archive of all cases.

**External systems:**

1. SIO JI. Integration with law enforcement agencies for the purpose of paperless transfer of material through the gateway of law enforcement.

2. E-Kyzmet. Integration with IP "E-Kyzmet" to transmit information about the judges and court staff

3. E-GOV RK. Integration with E-GOV for receipt of applications from users who have applied for PEP.

4. EWSS. Integration of EWSS with EDS for a single document.

5. NSH IP RK TS. Integration of the customs union with the gateway to interact with foreign systems.

6. SMS-gateway. Integration with SMS-gateway for users of notification systems.

7. IC RTC. Integration with IP NCA to verify and validate the EDS user.

8. PGEG IP. Integration with payment gateway for online payment services, as well as confirmation of payment.

9. SHEP IP. Integration with e-government gateway of RK for interaction with the systems of government agencies.

**Analytical Center:**

Analytical Center contains modules that consolidate information for reporting purposes, the projections, intelligent data collection on specific issues (cases) of the law, similar cases, expert opinions, and others to offer a basis for decision-making and others can be used to address various issues for judges - as decision support for students and candidates for judges - for learning, for the population - to increase legal literacy, for researchers - to analyze different trends.

1. CRM. Used for automation strategies to interact with users through the preservation of information and subsequent analysis results.

2. Expert System. Analysis of the situation and recommendations for resolving problems.

3. Decision Support System. To analyze the workings and proposals seeking knowledge is used in databases, reasoning on the basis of court cases, simulation.

4. Statements. Automatic generation of a given Reporting System.

5. Situation Centre. Access to the judicial system for control and monitoring.

**2.1.1. Basic principles of formation and development of FA**

Functional architecture of an organization depends on its scope, scale, structure and state of the environment, Accordingly, a change in external conditions (legislation, strategic plans for development of the country, the situation in the world, the level of technology) or internal (reorganization, changing goals and objectives broadening or narrowing of the field of activity) functional architecture must be found in the appropriate changes. In addition, for the automation of activities should be formalized and regulated, that is, defined and implemented business processes, information is translated into electronic format. These changes lead to fundamentally new opportunities offered by ICT to improve operations and increase efficiency. That in turn raises the need to review existing business processes, changes in the regulatory field and the development of ICT infrastructure. Accordingly, the functional architecture should be updated on a regular basis, this should be allocated to competent professionals involved in the actualization of the functional architecture and initiating necessary organizational changes on an ongoing basis.

Basic principles of formation and development of functional architecture:

• Relevance (corresponding to the real situation)

o Compliance with the strategic objectives of the organization and the state

o Compliance with the organization

o Compliance with Technology (proven and have the potential existence and development of not less than 5 years)

o Compliance with existing infrastructure (networks, data centers, third-party systems)

• Completeness

o Coverage of all aspects of the work

o Coverage of all units

o Coverage of all key personnel

o Coverage of all critical to the functioning of the information

• Reliability

o Accuracy of critical information to 99.99 %

o Minimizing the "human factor" when dealing with data

o Minimize errors (both technical and legal) through training, information and expert support

• Perspectives

o Investing in emerging technologies

o Using the most advanced devices available and increase the level of access to a wide range of people with different incomes, social status, place of residence, level of education and so on.

**2.1.2. Principles of information security**

In accordance with the legislation of the Republic of Kazakhstan shall be protected:

• State Secrets

• Secrets of private life

• Personal Data

• Commercial secrets

• Recorded for official use

Due to the fact that much of the information used in court cases related to one of the above categories, including information about the judges, witnesses and others, then the IT infrastructure of the judiciary has rather high demands. Contouring security must meet the following requirements:

1. Protected path for server hardware, with protection from attacks, viruses, unauthorized access

2. Protected internal network judiciary

3. Building DMZ for all switching nodes with external networks

4. Limitation of user rights in accordance with the matrix of roles and privileges to all subsystems, modules, and data operations

5. Provision of information in accordance with the principle of "necessary and sufficient" for this task in each case

6. Depersonalization of information used for monitoring and analyzing

**2.2 General description of the technical architecture**

Technology architecture contains six architectural components (services):

• Data Services

• Application services

• Middleware (middleware)

• Computing infrastructure

• Network Services

• Security services

**2.2.1. Basic principles of formation and development of TA**

• Efficiency

o Maximizing return on investment, that is, maximizing the opportunities at the right cost to establish, maintain in good working condition and upgrade infrastructure

o Compliance with real goals and objectives, i.e., prioritization and implementation of activities in the first place with good value "price/quality" (quality is assessed in terms of impact on the achievement of the stated goals)

o Full use of existing infrastructure requires large initial investment (both own and rented)

• Reliability

o Ensuring continuity of critical operations in 24x7x365 mode

o Resiliency of the software and hardware systems

o Backup of all important information (especially in court cases)

o Duplication of all critical components of the IT infrastructure (network, storage, power supply, etc.).

• Security

o Protection of equipment and customer data from unauthorized access and physical damage

o Preserving the integrity and availability of information

o Defining of objects that can be targeted threats;

o Identify existing and potential threats;

o Identify possible sources of threats;

o Risk assessment;

o Methods and means of detecting hostile influences;

o Methods and protection against known threats;

o Methods and means to respond to incidents.

• Availability

o High availability of the system;

o Fast failure recovery;

o Scalability in the development of the system;

o High load capacity.

All peripherals in the courts must be standardized for the centralized purchasing, administration, unification configuration software (operating system, antivirus, office applications and so on.). When selecting peripheral equipment must be guided by the following principles:

1. Equipment should be necessary and sufficient capacity to perform the duties of direct court personnel

2. Equipment shall have a term of guaranteed support for the next 5 years (replacement parts, supplies, etc.).

3. Equipment must have the necessary level of the ratio of "price / quality"

**2.3. Regulation and standardization**

All activities within the concept must comply with the existing legislation of the Republic of Kazakhstan in the field of information and information security and personal data protection.   
If necessary, shall amend existing legal acts or develop new ones.

**2.4. Mechanisms for implementing the concept**

For the full implementation of the objectives of this concept and achieve of the stated objectives the following conditions are needed:

• Expanding the CIO at SC to develop a strategy of informatization of the judicial system and the implementation of this strategy

• Minimizing the risk, by

o building the most complex part of the procurement contracts within the ICT system integration under one responsible supplier in the form of solutions "turnkey"

o ensuring that, up to tenders only experienced applicants qualifying using filters formed by experienced consultants who will support the development of projects of systems and / or technical specifications for tenders

• Improving ICT skills of judges and key personnel of all vessels (assistant judges, court clerks, consultants, administrators of the courts) and judges.

• Extending the existing IT department with SC to develop a strategy of informatization judicial (and law and human rights) of the system and implementation of the strategy

• Minimizing risk by

o building the most complex part of the procurement contracts within the ICT system integration under one responsible supplier in the form of solutions "turnkey"

o Ensuring that, up to tenders only experienced applicants qualifying using filters formed by experienced consultants who will support the development of projects of systems and / or technical specifications for tenders

• Involving the serving of judges in the field in the task of forming the ICT infrastructure of the judicial system, demand generation, changes in ANP, development regulations and acceptance of the system, to improve the quality of implementation of activities

• Creating of all courts established post for the IT, thus maintaining ICT infrastructure support and advice to users

• The full funding of all activities in the execution of these tasks

• Updating the regulatory framework to enforce the declared objectives.

**2.5. Overall plan to implement the concept**

Division of the Supreme Court, which is responsible for the implementation of information policy in the judicial system after the approval of the concept, should develop an action plan to implement the concept and approve it. Action plan (Road Map) must contain:

1. The List of actions implementing the concept plan

2. Implementation Phases

3. Objectives and indicators of achievement for each step

4. Responsibility for implementation of each activity

Subject to the implementation of activities and the achievement of the stated objectives of the direct benefits include reducing the cost of litigation, the acceleration of cases, increasing the level of trust and access to the judicial system, as well as improving the transparency of judicial conduct and court officials. More efficient judicial decisions in the RK help balance commercial relationships and provide a level playing field for all participants in the business community. Acceleration of dispute resolution and the best supervision of judicial decisions will help reduce the cost of doing business and reduce the level of administrative corruption.   
Indirect benefits include a higher level of predictability and uniform application of the rule of law, strengthening of business confidence and a more stable investment climate. Taken together, these factors can stimulate investment and promote economic growth.   
Within the concept of enhancing the knowledge base used to monitor the functioning of the judiciary, will help increase the effectiveness of the use of budgetary resources.   
Benefits of the project also include the financial gains associated with increased competence of judges, achieved through their training. Strengthen human resources of the judicial system in Kazakhstan reached in the framework of the concept, increase the efficiency of the judicial system.

**3. List of legal acts by which it is supposed to implement the concept**

**1. Regulatory mechanisms of formation and development of ICT infrastructure of SS RK**

To realize the vision necessary to amend the existing legal, regulatory and procedural framework for the creation of preconditions implementation of new business processes. In particular, changes to the following documents:

• Operational plan of the Supreme Court of the Republic of Kazakhstan (the judiciary) for 2011-2015.

• State program "Information Kazakhstan - 2020"

• Action Plan by implementation State program “Information Kazakhstan - 2020" for 2013-2017

• Code of Civil Procedure

• The Criminal Procedure Code

• The list of public services

• Concept of legal policy and concept of implementation plan

• Information Security Policy of SC

It is needed to develop the following documents:

• Regulations of IP of judiciary