



OVERVIEW AND RECOMMENDATIONS

QAZAQSTAN IGF 2023: NATIONAL INTERNET GOVERNANCE FORUM

October 18, 2023

Almaty, Kazakhstan



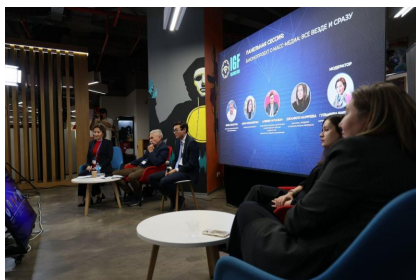
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HIGHLIGHTS

- The first Qazaqstan IGF 2023: [National Internet Governance Forum](#) was held on October 18, 2023 in SmArt.Point in the city of Almaty, Kazakhstan
- The Forum brought together representatives of government agencies, private sector, civil society, and academic community to discuss a wide range of issues related to Internet governance and cybersecurity.
- More than 150 participants and 300 online listeners took part in the program, including representatives of government agencies (Ministry of Digital Development, Innovation and Aerospace Industry, Committee on Information Security, Ministry of Culture and Information), the United Nations Mission in Kazakhstan, OSCE, U.S. Consulate General, USAID, Majilis of the Parliament of Kazakhstan, and many others.
- The Forum hosted 13 panel sessions with pressing topics ranging from cryptocurrency regulation to personal data protection.
- A significant event at the interstate level took place under the auspices of Qazaqstan IGF - signing of a memorandum between the Information Security Committee of the Ministry of Digital Development, Innovation and Aerospace of the Republic of Kazakhstan and the national supervisory authority for personal data protection in Romania.
- The Forum announced the results of the Digital Rights Compliance Rating 2023 of online platforms in Kazakhstan, according to which Kaspi.kz was proclaimed the Best Company in 2023, Krisha.kz - the Best Service in 2023, and Chocolife Family - the Privacy Compliance in 2023.
- The 1st National Internet Governance Forum in Kazakhstan was widely covered in the press by sixteen accredited mass media. It was mentioned 21 times in the leading media outlets, including TV broadcasts, photo reports and news articles.



BACKGROUND

The mission of Qazaqstan IGF resides in promoting creation and development of a cyberspace in Kazakhstan that is open, innovative and safe for all citizens and participants. We aim to ensure balanced internet governance, taking into account the interests of society, business, and the government.

Qazaqstan IGF is a part of the global Internet Governance Forum (IGF), mandated by the United Nations. Regional and national IGF initiatives represented in 85 countries and 17 regions across four continents.

Qazaqstan IGF is a unique annual national forum on internet governance attended by representatives from government authorities, private sector, civil society, and academic circles to discuss a wide range of issues related to internet governance and cybersecurity.

Organizers:



КОМИТЕТ ПО ИНФОРМАЦИОННОЙ БЕЗОПАСНОСТИ
МИНИСТЕРСТВА ЦИФРОВОГО РАЗВИТИЯ
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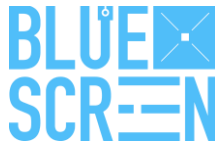


KazMediaNetwork

General Media Partner:



Media Partners:



Links

1. Qazaqstan IGF (<https://igf.kz>)
2. Recordings of live broadcasts from Qazaqstan IGF (<https://www.youtube.com/@IGFQazaqstan/streams>)
3. Qazaqstan IGF in social networks (<https://www.instagram.com/igf.kz>; <https://www.facebook.com/igf.qazaqstan/>; <https://t.me/igfkz>)

FORUM OPENING



Opening the first National Internet Governance Forum in Kazakhstan, **Sarkis Darbinyan**, General Counsel of Eurasian Digital Foundation, said: *"Together we are witnessing the growing use of data, and these data are leaking, they are being manipulated, and of course this is changing our digital reality. We need to continue to work towards a safe, fair and open digital future where privacy and dignity are not compromised, and I encourage all participants of the Qazaqstan IGF to contribute to this effort. The main question on the agenda is: who controls the Internet? The Internet is managed by you and me, each*

of us, representatives of civil society, government, academic community, and business. That is why each of us can do something to make the digital future match our interests and goals".



Vlastimil Samek, representative of the UN Department of Global Communications in Kazakhstan, said: *"It is very interesting that the national IGF in Kazakhstan starts almost immediately after the global IGF in Kyoto. All the problems related to the Internet governance, which are under consideration at the UN, were addressed by António Guterres at the Global Forum and we should take note of those issues today"*.



In his opening speech, **Mikhail Anisimov**, ICANN's Global Engagement Manager for Eastern Europe and Central Asia, congratulated Kazakhstan on the first IGF: *"Central Asia demonstrates very intense and steady interest; I congratulate you on the start of the first Qazaqstan Internet Governance Forum"*.

SESSION 1: MULTISTAKEHOLDER INTERNET GOVERNANCE AS A WAY TO SUSTAINABLE DEVELOPMENT GOALS IMPLEMENTATION

In light of the unstable geopolitical situation, the issue of access to an open and free Internet is gaining more and more importance. New rules are being created to regulate the online space, while new products based on AI and big data technologies are entering the market, which in one way or another determine and revise citizen rights and business interests in the context of continuous digital interaction. Only balanced Internet governance that embraces interests of all stakeholders can create conditions for the development of the digital economy, as well as innovations, without restricting but guaranteeing digital human rights in Kazakhstan.

1. The session was moderated by **Sarkis Darbinyan**, General Counsel of the Eurasian Digital Foundation.



2. **Vlastimil Samek**, Representative of the UN Department of Global Communications in Kazakhstan, commented: *"I am very grateful that this Internet Governance Forum correlates with the UN Sustainable Development Goals (SDGs). The progress towards achieving the SDGs in Kazakhstan is very good, primarily because the UN office is highly engaged with many young local stakeholders in the country. The issue of Internet governance is important in the context of pursuing sustainability"*.



3. **Mikhail Anisimov**, ICANN's Global Engagement Manager for Eastern Europe and Central Asia, shared that: *"Now there are two approaches to the IGF. The first point of view is that the platform has proven its worth and shows effectiveness in its current form, the other opinion is aired by the countries of the so-called Global South, they believe that the IGF should become not only a multistakeholder platform, but also an intergovernmental one, where voices of individual representatives of business, government and civil society should be taken into account at the*

deliberative level only. The role that we see for ourselves lies in the ICANN's role in working with governments around the globe and we are explaining how a multi-stakeholder approach should work. The role of government is to create the environment and regulations to foster growth and development of online platforms".



4. **Denis Stepantsov**, Digital Kazakhstan Association Chairman, said: *"Consumer rights come first, including rights to personal data protection. Technology pushes business. Sometimes government agencies have the opinion that before something can develop, it must be regulated, but this is not true. Business itself knows where and how to develop this sphere, and the job of the state is to determine the points beyond which it should not step"*.



5. **Ruslan Daiyrbekov**, Chairman of the Eurasian Digital Foundation, stated: *"In its essence, the mission of the Eurasian Digital Foundation reflects the mission of the IGF, it is to ensure digital future for everyone and indeed we are now striving to create a digital environment. In this context, Qazaqstan IGF is a unique platform where a multilateral approach can be implemented. Today we would like to set the tone on many challenges in the Republic of Kazakhstan. It is worth noting that as of now, civil society is very much involved in the lawmaking process by participating in working groups to discuss draft laws*

being developed and proposing recommendations".

SESSION 2: FREE SPEECH IN THE AGE OF ALGORITHMS AND AI

Online information spaces are increasingly evolving under the influence of new technologies, including artificial intelligence (AI), which has a major say in the freedom of expression, media pluralism, democracy and comprehensive security. In this session, international (guest speaker Julia Haas, OSCE) and national

experts outlined implications for the Central Asian region and discussed strategic measures to protect access to credible and diverse information of public concern in the digital age.



Session speakers:

Julia Haas, Media Freedom Officer, OSCE Representative on Freedom of the Media

Alexander Tyulkanov, Associate Researcher, Center for International Intellectual Property Studies, University of Strasbourg (online)

Baurzhan Rakhmetov, Assistant Professor of International Relations, Maqсут Narikbayev University, PhD

Pavel Bannikov, Journalist, Ex-editor of Factcheck.kz

Session Moderator: Sarkis Darbinyan, General Counsel, Eurasian Digital Foundation

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 2: FREE SPEECH IN THE AGE OF ALGORITHMS AND AI

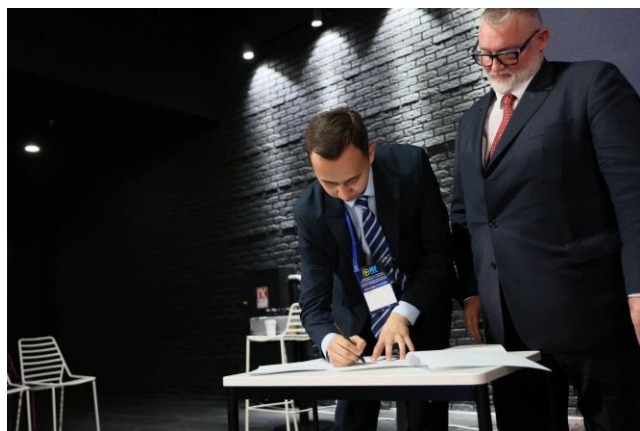
- Companies that own social media and other major online platforms should be required to disclose how their algorithms (including AI) evaluate and moderate their content.
- Excessive regulation of digital platforms forces them to resort to heavy moderation of their content, when platform owners would customize their algorithms to a very strict removal of all questionable content, which could lead to a violation of users' rights to freedom of expression.
- Oftentimes, AI moderation algorithms are trained on biased unfair content, such as in 2020, when during the analysis of some text on Instagram AI associated the word "Mexican" with "illegal" and judged it as something bad.
- If we look at the problem globally, the logical solution is to first address discrimination and bias in the offline world, and then it will be easier to fix them in the online environment.
- Blind trust that technology will lead us to a brighter future is not a sound approach, but utopian.
- It is quite often when AI does not respect local and regional contexts, including the ability to check content in less popular languages of the world.

- For journalists, SMM professionals and bloggers, AI makes it multiples easier to work with texts, scripts, etc., yet there is still a serious problem of producing fake and untrustworthy content by seeking help from AI.
- It is becoming extremely difficult to distinguish between texts written by AI and those created by real humans, which is already being used in dissemination of misleading campaigns around the world.
- Decisions to restrict content or block user accounts should not be left solely to AI.
- Legislative measures are needed to increase transparency of algorithms and AI.
- States should adopt legal and political frameworks that would fully ensure freedom of expression in the digital ecosystem.
- Any technology-based and regulatory measures regarding AI should be rooted in human rights, so as not to restrict freedom of expression, media freedom and other fundamental rights.
- It is necessary to ensure competitiveness in the field of AI. In this regard, states should adopt rules to prevent the concentration of AI expertise within a few dominant companies.
- All national AI strategies should take full account of respect for human rights, including protection of the right to freedom of expression, access to information and freedom of media.

SIGNING OF THE MEMORANDUM BETWEEN THE INFORMATION SECURITY COMMITTEE OF THE MINISTRY OF DIGITAL DEVELOPMENT, INNOVATION AND AEROSPACE INDUSTRY OF THE REPUBLIC OF KAZAKHSTAN AND THE NATIONAL INSTITUTE FOR RESEARCH AND DEVELOPMENT IN INFORMATICS - ICI BUCHAREST (ROMANIA)

The Forum witnessed the signing of a memorandum between the Information Security Committee of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan (ISC of the MDDIAI of the RoK) and the National Institute for Research and Development in Informatics - ICI Bucharest (Romania).

Talgat Sarsenbaevich Mustagulov, Deputy Chairman of the ISC of the MDDIAI of the RoK, outlined measures taken to ensure cybersecurity and protection of personal data in Kazakhstan as well as plans for the development of the industry.



Romania was represented by the following participants:

- **Dr. Eng. Adrian-Victor Vevera, General Director, ICI Bucharest**
- **Marius-Viorel Vrîncianu**
- **Alexandru Georgescu**

A representative of ICI Bucharest made a detailed ICI Bucharest Presentation on the activities of the National Institute for Research and Development in Informatics ICI Bucharest.

At the same time, as part of the Forum, Director Victor Vevera spoke on the topic "Cybersecurity in the Critical Energy Infrastructure Sector - European Perspectives".

SESSION 3: DRAFT LAW ON MASS MEDIA: EVERYTHING EVERYWHERE ALL AT ONCE

The session was focused on the discussion of the Draft Law "On Mass Media", currently under consideration in the Parliament of the Republic of Kazakhstan. The speakers discussed the problematic



aspects of the draft law, and also expressed their substantiated proposals for amending certain provisions.

Session speakers:

Igor Loskutov, Head of Infotechservice LLP, Media Lawyer

Anna Melnikova, Head of Internet publication BlueScreen.kz

Alisher Mukazhan, Deputy Director of the Department of State Media Policy of the Ministry of Culture and Information

Jamilya Maricheva, Journalist, Editor, Producer, Protenge.kz Project Founder

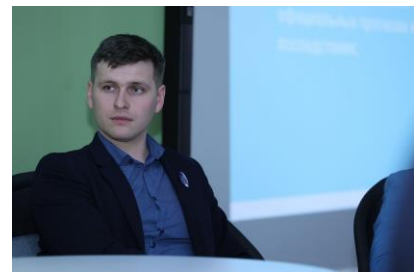
Session Moderator: Gulmira Birzhanova, Co-Founder of the Legal Media Center Public Foundation

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 3: DRAFT LAW ON MASS MEDIA: EVERYTHING EVERYWHERE ALL AT ONCE

- In its current form, the Draft Law "On Mass Media" has quite a few significant shortcomings, and session speakers noted that the text of the law needs to be more organized from a legal point of view.
- A separate specialized law is essential for journalists, individual Internet resources and bloggers who want to act as journalists.
- Working groups on this draft law are held on a weekly basis; it is necessary that the law-making process takes into account comments from the journalistic community and those who wish to remain just bloggers.
- Equating bloggers with mass media, as prescribed in the current law "On Mass Media," is generally harmful to bona fide media outlets, as the Ministry often restricts access to an online publication in the out-of-court manner, without examining each case in detail, while offenders simply create new pages and continue their activities.
- The law should not contain provisions that restrict journalists' rights, such as mandatory press cards.
- The Constitution of the Republic of Kazakhstan stipulates the right to disseminate information without violating the law, regardless of the platform on which it is done.
- The limitation period for registered media should be reduced to one year.
- There is no need to try to build the framework for this law from scratch as many international standards already exist, such as the European Media Freedom Act, standards developed by the International Human Rights Organization, Article 19, and other standards.
- The Law "On Mass Media" should regulate and grant special rights to media outlets that are willing to work as journalists and not to bloggers and Internet resources.

SESSION 4: INTERNET ACCESSIBILITY DURING DISASTERS AND EMERGENCIES

Shutdown means complete or partial Internet cutoff in certain regions or an entire country. A shutdown is imposed by the government on such grounds as emergency, political crises, social protests, etc. Yet, how does a shutdown affect the rights and freedoms of internet users? What does a website whitelist mean and does it justify such a drastic measure as a shutdown? These and many other pressing questions were addressed by the speakers of the session.



Speakers:

Roman Reimer, Lawyer of Yerkindik Qanaty Public Foundation

Anastasia Zhirmont, Regional Public Relations Coordinator for Access Now in Eastern Europe and Central Asia (online)

Diana Okremova, Legal Media Center Public Foundation

Alyona Koshkina, Head of Media Literacy Program at MediaNet International Journalism Center

Vikram Ruzakhunov, Musician from Kyrgyzstan, a victim of the January 2022 Events

Session Moderator: Yelzhan Kabyshev, Founder of the Digital Paradigm Public Foundation

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 4: INTERNET ACCESSIBILITY DURING DISASTERS AND EMERGENCIES

- During protests, the state has a responsibility to ensure the safety of journalists and should allow journalists to cover protests without fear for their freedom.
- The state may use legal restrictions during a state of emergency, but not to misuse its powers: restrictions are permissible only to the extent that the "urgency of the situation" requires it.
- The state must combat the dissemination of inaccurate and violent information, respecting the rights to freedom of expression and freedom of speech in accordance with the Siracusa Principles.
- A website whitelist (Registry of Static Data Network Addresses) is a list of websites that supposedly should not be restricted during an Internet outage. The disadvantages of a whitelist are (1) limiting access to information; (2) risks of power abuse; and (3) coercion to official representation ("anchoring") to get on the list.
- The Internet is blocked (1) to prevent coordinated public protests, (2) to manage public opinion through state channels, and (3) to keep information about violence, murder and torture by security forces from being disseminated.
- Shutdown consequences: (1) no means of living as people keep money online due to high levels of digitalization; (2) small and medium-sized businesses are wearing thin; (3) constant access to information about precautions (curfews, dangerous areas) is closed; (4) shutdowns are ineffective against terrorist attacks.
- There is no evidence that shutting down the Internet keeps citizens safe.
- A state of emergency should not restrict rights of access to a fair trial. As a last resort, procedural rules of civil and criminal law allow for the suspension of court proceedings.
- Holding "mobile" court hearings in the buildings of police stations violates the principle of separation of powers, since the courts are held on the territory of executive authorities; the principle of publicity, since police stations are security institutions, and, accordingly, their territory is closed to observers and media representatives; and the principle of equality of arms, since court hearings are held in the premises of the police, an authority that brings detainees to administrative responsibility.

SESSION 5: DIGITAL RIGHTS RATING. ASSESSMENT OF THE COMPLIANCE WITH DIGITAL RIGHTS OF KAZAKHSTAN CITIZENS BY THE LARGEST ONLINE PLATFORMS

The assessment selected the leading and most popular digital platforms in Kazakhstan: Kolesa Group with its Kolesa.kz and Krisha.kz services, Chokolife Family Holding, Kaspi.kz, Aitu super-application, and Onay e-ticketing system. The research focused on disclosure of information in the context of relations with government agencies, compliance with the standards of protection of digital human rights, and also on the adoption of measures to ensure users' rights to freedom of information and privacy. Digital Rating 2023 was publicly presented at Qazaqstan IGF, and the award ceremony was held for the evaluated companies and their services in the categories "The Best Company", "The Best Service" and others.



Through the prism of the indicators of Ranking Digital Rights and by following the recommendations given, these companies will have reason to be proud of their reputation, opening up opportunities to provide their services not only in the Kazakhstani digital market, but also at the international level.

The rating will allow companies to move to the next level of corporate responsibility and understand what additional efforts should be made to improve the level of their compliance and protection of users' digital rights.

The winners of the 2023 Digital Rights Compliance Rating are:

1. The Best Company 2023 - **Kaspi.kz**
2. The Best Service 2023 - **Krishakz**
3. Privacy Compliance 2023 - **Chocolife Family**

Speakers:

Ruslan Daiyrbekov, Director, DRCQ Law Firm

Representatives of the following companies under assessment:

- Kaspi.kz
- Chocofamily holding, **Anvar Bakiyev**, Co-Founder and Chief Operating Officer, Chocofamily
- Kolesa Group, **Mira Kuderinova**, Managing Director, Kolesa Group in Kazakhstan

Session Moderator: Yerzhan Suleimenov, Independent Media Consultant



RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 5: DIGITAL RIGHTS RATING. ASSESSMENT OF THE COMPLIANCE WITH DIGITAL RIGHTS OF KAZAKHSTAN CITIZENS BY THE LARGEST ONLINE PLATFORMS

- In order to improve corporate transparency and enhance the high standards of digital rights of users, online platforms are encouraged to demonstrate their commitment to respecting human rights to privacy and freedom of information (in documents, on the website, in public statements)
- Publish their Transparency Reports on an ongoing basis
- Share the procedure for dealing with requests from public authorities and private individuals with users
- Develop and publish an accessible and understandable policy for handling user complaints
- Disclose information about unlawful requests from public authorities that have been contested by the company
- Provide users with the ability to control the use of their data in targeted advertising
- Maintain a register of changes to the Privacy Policy and User Agreement
- Disclose detailed information on the type of user data and method of their collection
- Disclose details of the retention period and procedure for destroying user data
- Provide users with the possibility to request and receive a copy of their personal data.
- Provide for the possibility to use the service anonymously
- Promptly notify users of the fact of leakage
- Publish practical materials to educate users on how to protect themselves from cybersecurity risks associated with the company's products or services
- When a user attempts to access information blocked on the basis of a legitimate request from individuals or government agencies, indicate for what reason (category of unlawful information) and by the decision of which agency or person (including the date of the request and the number of the decision) the access to such information was restricted.
- Apply the roadmap developed by the Digital Rights Ranking Research Project in shaping their policies and practices.

SESSION 6: EDUCATING DIGITAL PROFESSIONALS FOR THE DIGITAL ECONOMY

The session was devoted to the discussion of training specialists for the future economy and the growing demand for digital professions. Session speakers proposed a number of solutions to transform the education system to ensure a seamless connection between education and professional activities in the modern realities of Kazakhstan.



Session speakers:

Sergey Pen, Provost (Rector) of Maqsut Narikbayev University

Daulet Baideldinov, Dean of the Faculty of Law, Al-Farabi Kazakh National University.

Alexandra Knysheva, Head of gameLab of KBTU, Lecturer of School of IT and Engineering of KBTU

Yerzhan Bimoldanov, Deputy Head of the Almaty Academy named after M. Yesbulatov under the Ministry of Internal Affairs of the Republic of Kazakhstan, Police Colonel.

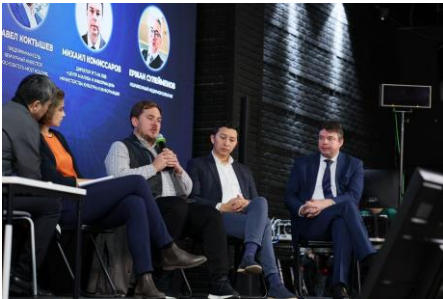
Session Moderator: Yermek Rustembek-uly, Head of the Digital Law Center

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 6: EDUCATING DIGITAL PROFESSIONALS FOR THE DIGITAL ECONOMY

- Students need to be encouraged to develop STEAM skills, specifically skills in science, technology, engineering, art, and math.
- There is a serious gender imbalance in the "technical" professions today; it is necessary to develop technical and engineering education programs for girls.
- Technical skills alone are not enough in today's realities; students should also develop creativity as well as foster their ability to think critically, not sticking to a one-track template.
- It is necessary to actively introduce, explore and apply AI tools in student learning.
- For the convenience of students and simplification of bureaucratic processes, language models like ChatGPT can be introduced into university applications for coordination, where students can at once receive all necessary organizational information about the educational process, news, schedule, etc.
- Students should be allowed to use AI, but only if they use it in a responsible manner, provided that the students can prove that they have tasked the AI with routine functions rather than the main thought process.
- Using digital technology can improve the effectiveness of teaching in any profession.
- The number of cybercrimes today is steadily increasing and the dynamics will continue to grow; in this regard it is essential to train specialists in the field of cyber security, in a broad sense of the term.
- Specialized educational programs are needed to improve skills and qualifications of existing professionals, not just students.

SESSION 7: NATIONAL REGULATION OF ONLINE PLATFORMS IN THE GLOBALIZED MARKET

The issue of regulating online platforms in a globalized market is rather pressing and complicated. It requires a balance between stimulating innovation, protecting the rights and interests of all parties, and considering specifics of different countries and regions. What are possibilities of the national regulation? What aspects of regulation are unnecessary and harmful or, on the contrary, essential? And what will the introduction of the Law "About Online Platforms and Online Advertising" bring? These and other points were covered and addressed by the panel session speakers of Qazaqstan IGF.



Session speakers:

Julia Haas, Media Freedom Officer, OSCE Representative on Freedom of the Media

Arman Abdrasilov, The SecDev Foundation

Pavel Koktyshhev, Entrepreneur and Venture Investor, Co-Founder of MOST Holding

Mikhail Komissarov, Director of the Republican State Enterprise "Center of Analysis and Information".

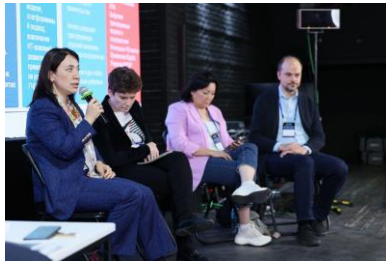
Session Moderator: Yerzhan Suleimenov, Independent Media Consultant

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 7: NATIONAL REGULATION OF ONLINE PLATFORMS IN THE GLOBALIZED MARKET

- National platforms and digital start-ups should not be subject to excessive and redundant regulation.
- Any regulation of online platforms should be applied in a responsible and proportionate manner.
- Globalization is growing every year, which in the future may lead to a situation where national regulation will not be needed at all because all data will be exclusively on large foreign online platforms.
- Kazakhstan has no strategic response to the "offensive" actions of global online platforms, while the latter, on the contrary, have a strategic vision and goal in Kazakhstan.
- It is necessary to establish an understanding of the strategy and path Kazakhstan should take in regulating online platforms.
- We need to answer the question of how the state can find a balance between the aim to regulate platforms and the approach based on human rights safeguards.
- Human rights constitute a factor that should guide both private digital platforms and the state.
- Even in the context of a democratic state and human rights-based laws, there is still a need for an independent international body to guarantee respect for democratic principles.

SESSION 8: CODIFICATION OF LEGISLATION. RISKS AND BENEFITS OF THE DIGITAL CODE

This session raised one of the most urgent and challenging issues related to the Internet regulation in Central Asia, namely the creation of a unified legislative act that would regulate all aspects of the digital sphere. The speakers discussed the need for the Digital Code in Kazakhstan as well as the benefits and risks of introducing a unified digital code.



Session speakers:

Aziza Shuzheyeva, President of Techno Women Non-Profit Organization, Founder of Digital Transformation Public Foundation

Nikolay Dmitrik, Independent Expert

Tattu Mambetaliyeva, Director, Civil Initiative on Internet Policy Public Foundation

Ekaterina Smyshlyayeva, Deputy of the Majilis of the Parliament of the Republic of Kazakhstan

Session Moderator: Yermek Rustembek-uly, Head of the Digital Law Center

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 8: CODIFICATION OF LEGISLATION. RISKS AND BENEFITS OF THE DIGITAL CODE

- An open and transparent process of transformation of digital legislation is necessary as the society lacks understanding of law enforcement practices.
- A separate committee on digitalization should be established in the Parliament of the Republic of Kazakhstan, because there is a need for competence and comprehensive understanding on the part of the parliamentary body.
- Today Kazakhstan is lagging behind in the issue of high-quality regulation of the digital sphere, so it is necessary to establish a center of expertise in the field of digital law as a separate modern area with the involvement of independent experts.
- The old regulatory framework hinders the formation of contemporary processes in the legislation.
- It is inefficient to change different industry-specific laws every time; a separate unified digital code should be created.
- Digital code development should not be rushed, the specifics of Kazakhstan's digital society should be given due consideration.

- If we look at the practice of Kyrgyzstan, it was decided that the digital code should not include provisions to regulate content, nor should it include provisions related to intellectual property.
- According to the experience of Kyrgyzstan, the whole process of forming a digital code should be transparent. From the moment the table of contents of the digital code was created, the Kyrgyz Republic made the document publicly available for review.
- The Digital Code should become a kind of a common platform, like Samsung and Xiaomi smartphones have different versions of the Android system, but the platform is the same. Similarly, the legislation should be a common platform with the possibility of adjusting individual packages, taking into account the fast-paced development of technology.
- The Digital Code should not be treated as a document, but as a community, including an international one, because the larger the community, the more sustainable it is.

SESSION 9: FAULT TOLERANCE AND SECURITY OF DIGITAL INFRASTRUCTURE AS A CRITICAL FACTOR OF DIGITAL INTEGRATION

The session dealt with the key challenge for all stakeholders of the Internet governance system, namely with ensuring the security, stability and fault-tolerance of the Internet. The participants of the session thoroughly discussed the situation with digital infrastructure resilience, both in Kazakhstan and globally.



Session speakers:

Talgat Mustagulov, Deputy Chairman, Information Security Committee, Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan

Pavel Gusev, Head of KazNic Kazakh Network Information Center

Denis Sukhachev, Head of hoster.kz

Olzhas Satiyev, Head of TSARKA

Session Moderator: Vahan Hovsepyan, External Relations Specialist, RIPE NCC

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 9: FAULT TOLERANCE AND SECURITY OF DIGITAL INFRASTRUCTURE AS A CRITICAL FACTOR OF DIGITAL INTEGRATION

- The concept of public-private partnership is an effective approach for all parties in ensuring cybersecurity at the country level.
- It is worth paying special attention to preventive cybersecurity measures for socially important Internet resources.

- The government's eGov mobile app for citizens will soon add a the Cybersecurity for Citizens section where citizens can receive instant notifications of any leakage of their data anywhere, as well as more tips on personal digital hygiene.
- 50% of all domain names worldwide are located on the servers of only 5 organizations, this somewhat reduces the factor of infrastructure stability, because the requirements of fault tolerance to these companies should be very high, since in case of a sudden shutdown of those servers, half of the Internet will cease to function.
- It is critical to distribute areas of responsibility from as many actors in the digital infrastructure as possible to increase resilience.
- The deployment of multiple DNS root servers in each country plays an important role in the efficient and resilient operation of the network infrastructure.
- Redundant servers and services, along with regular backups of all information constitute a meaningful part of improving the resilience of the digital infrastructure.

SESSION 10: EVOLUTION OF CRYPTOCURRENCIES AND THEIR REGULATION

Crypto-industry experts spoke about the opportunities and risks that cryptocurrencies and blockchain technologies bring to business, government and society. They also touched upon the legal status of cryptocurrencies in Kazakhstan today and the evolution of their regulation.



Session speakers:

Yagub Zamanov, Director of Financial Technology Department, IFCA Financial Services Regulatory Committee

Artur Sundetov, CEO of Block4, Blockchain Architect, Cryptographer

Talgat Dosanov, Co-Founder and CEO of Biteu Eurasia Ltd, Executive Director of Eurasian Space Ventures

Rustam Nabirov, Chief Operating Officer of ATAIX

Session Moderator: Batyrbek Umarov, President of Blockchain.kz Association

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 10: EVOLUTION OF CRYPTOCURRENCIES AND THEIR REGULATION

- To date, blockchain technology has all the necessary features to be employed in virtually all technology-related spheres of the modern world.
- The regulation of cryptocurrencies in Kazakhstan still has a lot of gaps, which slows down the evolution of this market.
- Due to the fact that the process of regulation is quite difficult to grasp for many project developers, they often refuse to implement projects related to the crypto-industry.
- Small startups that do not have initial funds for registration with the regulator currently have no clear ways to create crypto-related projects.
- MFCA is developing regulatory procedures for the procedure of tokenization of securities.
- MFCA is open to the opinions of market participants; when introducing any new regulatory provisions, standards or rules, there is transparent communication with market players, including discussions of all stages of the development of regulations and other issues on open platforms.
- It is worth introducing the practice of making sure that crypto-industry participants and MFCA as a regulator are on the same page.
- Hundreds of thousands of Kazakhstani citizens regularly fall into scam projects related to cryptocurrency, which is why such regulator's presence and development are important.
- Cryptocurrency exchanges in Kazakhstan would like to receive some support from MFCA in terms of interaction with the National Bank, so that MFCA could represent the position of the exchanges before the governmental agencies.

SESSION 11: DATA POLICY: DEVELOPMENT AND REGULATION OF THE DATA MARKET IN THE REPUBLIC OF KAZAKHSTAN

Experts and representatives of the government, civil sector, business, and academic circles spoke about the current state and prospects for the development of the data market in our country. After all, nowadays both businesses and individuals are beginning to understand the need and important role of the institution of personal data protection.

In particular, the speakers described what data are collected, stored, processed and transferred in Kazakhstan, what rights and obligations the owners of digital platforms and data users have, and so on.



Session speakers:

Dana Utegen, Deputy Director, Maqсут Narikbayev University Graduate School of Law

Yelzhan Kabyshev, Founder of the Digital Paradigm Public Foundation

Ekaterina Smyshlyaeva, Deputy of the Majilis of the Parliament

Elena Sedykh, Founder of Dogovor24, Mentor at Founders Institute, Partner at VNTR capital.

Session Moderator: Ruslan Daiyrbekov, Chairman of the Eurasian Digital Foundation

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 11: DATA POLICY: DEVELOPMENT AND REGULATION OF THE DATA MARKET IN THE REPUBLIC OF KAZAKHSTAN

- The "classic" legislation in the field of personal data must and will be changed.
- The new draft law, which is currently under development in the Parliament of the Republic of Kazakhstan, is going to bring in the institute of state control.
- It is necessary to revise the legal institution of giving consent to the processing of personal data.
- Any business practices currently being implemented and proposed should include privacy impact assessments as to allow for consideration and reporting on how policies and technologies mitigate privacy risks.
- Similar to the European law on personal data protection, domestic lawmakers should consider introducing a legal mechanism of the Data Protection Impact Assessment (DPIA) under the GDPR (General Data Protection Regulation).
- To ensure fair and effective use of Big Data technologies, the society should have advanced and effective legal tools for independent control over compliance with the right to privacy and confidentiality of personal data.
- It is suggested to support the initiative of fixing the procedure of notifying the competent authority in case of personal data leakage by the operator on the legislative basis, and also the attention of lawmakers was drawn to Article 33 "Notification of a personal data breach to the supervisory authority" of the GDPR (General Data Protection Regulation of the European Union) regarding the necessity to establish the requirement that the owner and the operator that processes personal data shall "document any personal data breaches, comprising the facts relating to the personal data breach, its effects and the remedial action taken".

SESSION 12: DIGITAL TRANSFORMATION OF THE TELECOM INDUSTRY, TRANSITION TO 5G AND WAYS TO OVERCOME THE DIGITAL DIVIDE

Speakers of this session revealed a whole range of important issues directly related to the transformation of the telecom industry in Kazakhstan:

- Fixed wireless access in cities and villages;
- Use of unlicensed frequencies to provide Internet access to hard-to-reach places in Kazakhstan;
- Implementation of the Sustainable Development Goals through the prism of telecom industry transformation.

Industry experts noted that one of the key aspects of the digital transformation of the telecom industry lies in the transition to the new generation of 5G mobile communications. The fifth generation opens new horizons for the development of the Internet of Things, cloud services, mobile applications and other aspects of the digital economy. The speakers also shared their experience in applying Open RAN

5G (Open Radio Access Network) technologies to provide remote regions of Kazakhstan with high-speed Internet without using the services of large providers and vendors.



Session speakers:

Sergey Afanasiev, Technical Director, OpenKZ

Mikhail Vilkov, Manager of Dell Technologies OEM Partners in CIS countries

Daniyar Arshabekov, General Director, Level 2

Session Moderator: Nurbol Meirmanov, WISP Market Representative, Co-Founder of Level 2

RECOMMENDATIONS BASED ON THE RESULTS OF SESSION 12: DIGITAL TRANSFORMATION OF THE TELECOM INDUSTRY, TRANSITION TO 5G AND WAYS TO OVERCOME THE DIGITAL DIVIDE

- Rural areas of Kazakhstan still experience difficulty in accessing high-speed Internet, and it is necessary to consider all ways of providing this access to the population.
- Due to the pace of urbanization and increasing birth rates, large telecom operators have not had time to build the infrastructure necessary for the Internet, so private companies should be allowed to freely deploy and operate base stations and other infrastructure using open technologies.
- Provision of radio frequencies for private telecom operators to address the digital divide and bring the Internet to hard-to-reach areas.
- Development of a strategy for the allocation of TV frequencies prioritizing the digital economy (5G).
- The government should provide active support for private initiatives, such as land and frequency allocation.
- Open technologies like Open RAN can also be shared with large telecom operators to accelerate the provision of high-speed Internet access.
- Private hardware and software vendors should seek mutually beneficial collaborations to improve the efficiency of Internet access provision and create an impactful ecosystem in the industry.
- Digital transformation should not remain just beautiful promises at the state level, and as many stakeholders as possible should be involved in the transformation process.
- The telecom industry itself and the country's economy as a whole must transform in order to significantly reduce the digital divide.
- The telecom industry as a whole should focus on the implementation of open architecture solutions in order not to be limited to a single narrow-minded technology in the future.

MEDIA PUBLICATIONS

The 1st National Internet Governance Forum in Kazakhstan was widely covered in the press by sixteen accredited mass media. It was mentioned 21 times in the leading media outlets, including TV broadcasts, photo reports and news articles.

MEDIA COVERAGE:

- 1) Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan, [В Алматы проходит Национальный форум по управлению Интернетом Qazaqstan IGF 2023](#) (Qazaqstan IGF 2023 National Internet Governance Forum is being held in Almaty)
- 2) Department of digital technologies of Zhetysu region, [The National Forum on Internet Governance Qazaqstan IGF 2023 is being held in Almaty](#)
- 3) *Delovoy Kazakhstan* Republican Newspaper, [Qazaqstan IGF 2023: Казахстан создает безопасное цифровое пространство](#) (Qazaqstan IGF 2023: Kazakhstan creates safe digital environment)
- 4) Zakon.kz, [Первый национальный форум по управлению Интернетом Qazaqstan IGF 2023 пройдет в Алматы](#) (Qazaqstan IGF 2023 First National Internet Governance Forum to be held in Almaty)
- 5) Khabar Agency, [ВОПРОСЫ ИТ-БЕЗОПАСНОСТИ ОБСУДИЛИ НА ФОРУМЕ QAZAQSTAN IGF-2023 В АЛМАТЫ](#) (IT-SECURITY ISSUES DISCUSSED AT QAZAQSTAN IGF-2023 FORUM IN ALMATY)
- 6) Khabar Agency, [video report](#)
- 7) Gurk.kz news aggregator, [18 октября 2023 года в городе Алматы на территории SmArt.Point пройдет Qazaqstan IGF 2023: Национальный форум по управлению интернетом](#) (Qazaqstan IGF 2023: National Internet Governance Forum will take place on October 18, 2023 at SmArt.Point in Almaty)
- 8) Zhaiyk Press Agency, [В Алматы на территории SmArt.Point пройдет Qazaqstan IGF 2023: Национальный форум по управлению интернетом](#) Qazaqstan IGF 2023: National Internet Governance Forum will take place at SmArt.Point in Almaty)
- 9) *Vecherniy Almaty* Newspaper, [Национальный форум по управлению интернетом Qazaqstan IGF 2023 впервые пройдет в Алматы](#) (Qazaqstan IGF 2023 National Internet Governance Forum to be held for the first time in Almaty)
- 10) *Almaty Akshamy* Newspaper, [Алматыда Qazaqstan IGF 2023 интернетті басқару жөніндегі ұлттық форум өтеді](#) (Qazaqstan IGF 2023 Internet Governance Forum in Almaty)
- 11) THE TECH, [В Алматы пройдет Qazaqstan Internet Governance Forum 2023](#) (Almaty will host Qazaqstan 2023 Internet Governance Forum)
- 12) BIZ MEDIA News Portal, [В Алматы прошел Национальный форум по управлению Интернетом Qazaqstan IGF 2023](#) (Qazaqstan IGF 2023 National Internet Governance Forum took place in Almaty)
- 13) Respublika.kz, [«Первым начал сам президент». К чему приводит отключение интернета](#) ("It was the president who started it first." What an Internet shutdown lead to)
- 14) Bluescreen.kz Newsletter, [Рейтинг соблюдения цифровых прав 2023](#) (Digital Rights Compliance Rating 2023)
- 15) Optimism.kz News, Interviews, Analytics, [Qazaqstan IGF 2023: Казахстан создает безопасное цифровое пространство](#) (Qazaqstan IGF 2023: Kazakhstan creates a secure digital space)
- 16) Paragraph, [18 октября в Алматы проходит Национальный форум по управлению Интернетом "QAZAQSTAN IGF 2023"](#) (QAZAQSTAN IGF 2023 National Internet Governance Forum is being held in Almaty on October 18)

- 17) Legal Media Center, [В Алматы проходит Национальный форум по управлению Интернетом “QAZAQSTAN IGF 2023”](#) (QAZAQSTAN IGF 2023 National Internet Governance Forum is being organized in Almaty)
- 18) KazMediaNetwork, [О форуме](#) (About the Forum)
- 19) 018.kz news publication of the Abai oblast, [Алматыда Qazaqstan IGF 2023 Интернетті басқару жайлы Ұлттық форум өтуде](#) (Qazaqstan IGF 2023 Internet Governance Forum in Almaty)
- 20) ER.KZ online publication about business, startups and IT-technologies, [В Алматы проходит Национальный форум Qazaqstan IGF 2023](#) (Almaty hosts Qazaqstan IGF 2023 National Forum)
- 21) Exporters of Russia. The uniform information portal, [В Алматы проходит Национальный форум по управлению Интернетом Qazaqstan IGF 2023](#) (Almaty hosts Qazaqstan IGF 2023 National Internet GovernanceForum)

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