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## ACTUAL PROBLEMS OF ACCEPTANCE AND DELIVERY OF ELECTRONIC ARCHIVAL DOCUMENTS IN THE REPUBLIC OF KAZAKHSTAN

The development of electronic resources and digital technologies has contributed to the transition to electronic document management and digitalization of document management. The question arises regarding the high-quality storage and creation of electronic archives. Therefore, the purpose of our article is to study the regulatory legal acts of the state that regulate the activities of the electronic archives of the country. To achieve this goal, the following tasks should be addressed: creating a list of documents included in the country's electronic archive, examining the rules for digitizing and publishing archival documents in the Republic of Kazakhstan, and identifying current challenges and prospects for developing electronic archives.

Results. With the adoption of the «Digital Kazakhstan» program, over 500,000 sheets of archival documents are digitized annually. However, by the beginning of 2023, only 5% of the nearly 16 million storage units in public storage within the National Archival Fund of Kazakhstan have been transferred to electronic format. This indicates low efficiency in using information systems in archives. The study shows that the country's archives carry out the online service «Issuance of archival certificates, copies of archival documents or archival extracts», they are available to citizens through the official website [www.egov.kz](http://www.egov.kz) and the «EGov» mobile application. The availability of digitized archival materials varies significantly in such regional archives of the country as the West Kazakhstan, East Kazakhstan and Aktobe regions; search and access to electronic materials on their official web pages is easy and fast, while the web pages of the archives of Almaty, Pavlodar, Mangistau, Kyzylorda, Karaganda, Zhambyl regions is limited. Conclusions. The study showed that the list of documents included in the electronic archive is not legally defined, the validity period of the electronic digital signature expires within one year, which further raises doubts about the legality of such documents. It is crucial to not only enhance the regulatory framework for archives and documentation but also create guidelines for archives to develop web resources.

**Key words:** electronic archive, Kazakhstan, digitalization, implementation, legal acts.

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### Қазақстан Республикасында электрондық мұрағат құжаттарын қабылдау мен берудің өзекті мәселелері

Электрондық ресурстар мен цифрлық технологиялардың дамуы электронды құжат айналымына көшуге және құжат айналымын цифрландыруға ықпал етті. Осыған байланысты оларды сапалы сақтау және электронды мұрағат құру мәселесі туындайды. Осыған орай, біздің мақаламыздың мақсаты – еліміздің электрондық мұрағаттарының қызметін реттейтін мемлекеттік нормативтік құқықтық актілерін зерделеу. Осы мақсатқа жету үшін Қазақстан Республикасының электрондық мұрағатына кіретін құжаттардың тізбесін анықтау, Қазақстанның электрондық мұрағаттарының дамуы мен қолжетімділігін айқындау міндеттерін шешу қажет. Осы мақсатқа қол жеткізу үшін келесі міндеттерді шешу қажет: еліміздің электрондық мұрағатына енгізілген құжаттардың тізбесін анықтау, Қазақстан Республикасындағы мұрағаттық құжаттарды цифрландыру және қолжетімділік ережелерін қарастыру, сондай-ақ қазіргі кездегі өзекті міндеттер мен перспективаларды анықтау. Нәтижелер. «Цифрлы Қазақстан» бағдарламасының қабылдануымен жыл сайын 500 мыңнан астам парақты құрайтын мұрағат құжаттары цифрланады, алайда 2023 жылдың басына қарай Ұлттық мұрағат қорының 16 миллионға жуық сақтау бірлігін құрайтын Мемлекеттік сақтаудағы Қазақстандық жалпы көлемінің тек 5% ғана цифрлық нысанға көшкен. Бұл көрсеткіш мұрағаттардағы ақпараттық жүйелерді пайдалану тиімділігінің төмендігін көрсетеді. Зерттеу еліміздің мұрағаттарында «Архивтік анықтамаларды, мұрағаттық құжаттардың

азаматтарға [www.egov.kz](http://www.egov.kz) ресми сайты және «Еgov» мобильді қосымшасы арқылы қолжетімді екенін көрсетті. Цифрланған мұрағат материалдарының қолжетімділігі Батыс Қазақстан, Шығыс Қазақстан және Ақтөбе облыстары сияқты еліміздің өңірлік мұрағаттарында айтарлықтай өзгереді, олардың ресми веб-беттерінде электронды материалдарды іздеу және оларға қол жеткізу оңай және жылдам, ал Алматы, Павлодар, Маңғыстау, Қызылорда, Қарағанды, Жамбыл облыстық мұрағаттарында веб-парақшаға кіру шектелген. Қорытынды. Зерттеу көрсеткендей, электронды мұрағатқа енгізілген құжаттар тізімі заңды түрде белгіленбеген, электрондық цифрлық қолтаңбаның әрекет ету мерзімі бір жыл ішінде аяқталады, бұл расталған құжаттардың заңдылығына күмән туғызады. Сондай-ақ мұрағат ісі және құжаттама саласындағы нормативтік-құқықтық базаны әзірлеу және жетілдіру ғана емес, сонымен қатар веб-ресурстарды құру бойынша мұрағаттарға арналған нұсқаулықтарды дайындау маңызды екенін көрсетті.

**Түйін сөздер:** электронды мұрағат, Қазақстан, цифрландыру, дамыту, енгізу, құқықтық актілер.

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### Актуальные проблемы приема и выдачи электронных архивных документов в Республике Казахстан

Развитие электронных ресурсов и цифровых технологий способствовало переходу электронному документообороту и цифровизации документооборота. В связи с этим возникает вопрос качественного хранения электронных документов и создания электронных архивов. Целью нашей статьи является изучение нормативно-правовых актов государства, регулирующие деятельность электронных архивов страны. Для достижения данной цели следует решить следующие задачи: определить перечень документов, которые входят в электронный архив страны, рассмотреть правила оцифровки и публикации архивных документов в Республики Казахстан, а также выявить текущие вызовы и перспективы развития электронных архивов. Результаты. С принятием программы «Цифровой Казахстан» ежегодно оцифровке подвергаются более 500 тысяч листов архивных документов, однако к началу 2023 года только 5% от общего объема, т. е. почти 16 миллионов единиц хранения Национального архивного фонда Казахстана, находящихся на государственном хранении, были переведены в электронный формат. Этот показатель говорит о низкой эффективности использования информационных систем в архивах. Исследование показало, что архивы страны осуществляют онлайн-услугу «Выдача архивных справок, копий архивных документов или архивных выписок» они доступны гражданам через официальный сайт [www.egov.kz](http://www.egov.kz) и мобильное приложение «eGov». Доступность оцифрованных архивных материалов существенно различается. Например, в таких регионах страны, как Западно-Казахстанская, Восточно-Казахстанская и Актюбинская области, поиск и доступ к электронным материалам на официальных веб-страницах госархивов простой и быстрый, в то время как на веб-страницах архивов Алматинской, Павлодарской, Мангистауской, Кызылординской, Карагандинской, Жамбылской областей они ограничены. Выводы. Исследования показали, что перечень документов, включаемых в состав электронного архива, юридически не определен, срок действия электронной цифровой подписи истекает в течение одного года, что в дальнейшем вызывает сомнения в законности таких документов. Также важно не только развивать и совершенствовать нормативно-правовую базу в области архивного дела и документации, но и нужно разработать методические рекомендации для архивов по созданию веб-ресурсов.

**Ключевые слова:** электронный архив, Казахстан, цифровизация, внедрение, нормативно-правовые акты.

## Introduction

The development of electronic resources and digital technologies has contributed to the transition to electronic document management and digitalization of archival processes. Yearly, there is a rapid increase in the volume of electronic documents worldwide, leading to greater complexity in addressing the challenge of long-term preservation.

Hence, electronic documents are supplanting paper counterparts, making the challenges associated with their storage increasingly pertinent.

The worldwide adoption of electronic document delivery and storage commenced in the 1990s, whereas in Kazakhstan, this trend started gaining momentum during the 2000s. During this timeframe, organizations initiated the transfer of original electronic regulatory documents to archival

storage. Here we should especially pay attention that a copy of a paper original is not an original – it is a duplicate, which means it cannot be transferred to the archive. An original should be understood as a document whose information was created only in electronic form. For instance, an order created in an electronic document management system and signed with a qualified electronic signature.

An electronic archival record should be recognized as documented data presented in an electronic format and authenticated by an electronic digital signature (referred to as EDS). This information can be identified and stored based on its importance for society and the state. (Rules for replenishment, 2018).

It should be especially noted that in the country's archives the bulk of the documents are stored in paper form; the reader is interested in receiving services online; in this regard, the archives are working on the digital transformation of archival documents. Here the question arises: "Do translated paper archival documents into electronic format belong to the electronic archive?" A scanned copy of an archival document is not considered the original. In the Republic of Kazakhstan, there is ambiguity regarding the legal status of scanned copies and their inclusion in the electronic archive system. Also, in the current realities, readers are interested in remote access to archival materials, so it is important to consider the availability of materials in the country's archives. Consequently, the purpose of our article is to study the state regulations governing the activities of the country's electronic archives. Within the scope of this research, we will examine the collection of documents contained in the electronic repository of Kazakhstan, as well as assess the implementation procedures and accessibility of the country's electronic archives.

### Materials and Methods

During the course of composing the paper, the regulatory legal acts of the Republic of Kazakhstan regulating the archival activities of the country were used, such as the Law of the Republic of Kazakhstan adopted December 22, 1998 No. 326-1 "On the National Archival Fund and Archives" (On the National Archival Fund, 1998), Civil Code of the Republic of Kazakhstan (Special Part) adopted July 1, 1999 No. 409 (Civil Code, 1999), Law of the Republic of Kazakhstan passed June 10, 1996 No. 6-1 "On Copyright and the Related Rights" (On Copyright, 1996), Law of the Republic of Kazakhstan adopted November 24, 2015 No. 418-

V ZRK "On Informatization" (On Informatization, 2015), Decree of the Government of the Republic of Kazakhstan passed September 20, 2018 No. 576 "On approval of the Rules for replenishment, storing, recording and using documents of the National Archival Fund and other archival documents by state and special state archives" (Rules for replenishment, 2018), etc.

Since the beginning of the new century, electronic documents and the publication of electronic archival documents have become integrated into the scientific discourse in Kazakhstan. As a result, interest in this topic among Kazakhstani historians and archivists is growing.

Specialists in the field of information technology, such as A.K. Korbosynova (Корбосынова, 2006), E.Yu. Samoilenko (Самойленко, 2007), and A.A. Slobodyanyuk (Слободянюк, 2007), have addressed issues related to the establishment of electronic document management systems and electronic archives. Their studies focus on solving practical implementation problems of software complexes in Kazakhstan like the "Electronic Archives System of Government Agencies" and the "Electronic Archive of JSC "Banking Service Bureau" of the National Bank of the Republic of Kazakhstan". These studies hold significant practical value and can serve as an empirical foundation for further theoretical research.

The normative-methodological and organizational aspects of digital document management have been examined by A.A. Adelguzhin (Адельгужин, 2007) and E.K. Zhусupov (Жусупов, 2007). These studies, carried out within the context of Kazakhstani historiography, were pioneering in addressing legal issues related to the creation, use, storage of electronic documents and their management.

The works of K.Sh. Alimgazinov represent the first instance in domestic historiography where electronic documents are considered as objects of scientific research (Алимгазинов, 2014).

In her article, G.A. Seksyenbaeva highlights the special relevance of preserving electronic documents but notes that this topic does not generate significant interest among Kazakhstani archivists. This is attributed to the fact that preserving electronic documents is expensive and requires regular technical updates to archives, as well as staff training (Сексенбаева, 2018).

M.Kh. Zhakupov, in his article, examines the issues of electronic document management in the public sector (Жакыпов, 2019).

A.Kh. Mustafina, in her doctoral dissertation «The History of Informatization of Archives in

Kazakhstan (1991–2020),» not only examines the stages of development of the republic’s archives but also discusses the development and implementation of information systems in Kazakhstan’s archives. (Мустафина, 2023).

The study is grounded in dialectical logic, the analysis – synthesis approach, as well as comparative and contrastive analysis. It encompasses a range of disciplines including law, history, and archaeography.

## Discussion

In the introduction, we previously mentioned that the specific collection of documents stored in the electronic archive of the country is not legally specified. However, Article 15-1 paragraphs 2 and 4 of the «On The National Archival Fund and Archives» law specifies that an authorized employee from a state or departmental archive electronically certifies an electronic copy of archival documents required for public services through the «electronic government» service integrator (On the National Archive Fund, 1998). This certified electronic copy can be considered as equivalent to the original archival document since it is presented in digital form and authenticated with an electronic digital signature (Rules for replenishment, 2018).

Soloviev A.V. believes that “not only electronic original documents, but also scanned copies of paper documents created in accordance with the rules for conducting archival work in a certain territory should be classified as electronic archival documents” (Соловьев, 2017). For example, the US electronic archive includes original electronic archival documents from records management services, as well as digitized traditional paper documents (Сексенбаева, 2018: 170).

Based on the data presented, it is difficult to determine the exact list of documents included in the electronic archive of Kazakhstan. In our view, the digital repository of Kazakhstan could include various document types: authentic electronic records, digitized versions of paper documents, electronic videos and photos, along with other electronically certified materials by an authorized staff member’s digital signature from a state or departmental archive. It is important to consider that the restricted validity period of a digital signature is a significant factor. Once the digital signature expires (after one year), all electronic documents in the digital archive become legally invalid.

According to the Rules “On Electronic Document and Electronic Digital Signature” (Digital Signature

Rules, 2015), for electronic documents intended for long-term storage, the “time stamp” receipt is checked. This receipt is generated in the electronic document management system at the time of signing. However, it is important to have regulatory oversight of this process, including establishing the concept of a «time stamp» and defining its use to confirm the legitimacy of digital documents.

It is important to acknowledge that instead of ensuring the long-term validity and legal status of electronic documents, an electronic digital signature (referred to as EDS) actually diminishes their longevity. Without specialized software containing tools for creating and authenticating digital signatures, it becomes challenging or even impossible to verify the authenticity, integrity, and sometimes even access the contents of an electronic document. The issue is exacerbated by the modernization of information systems leading to the abandonment of «outdated» digital signature methods (Тихонов, 2007). An essential aspect of digital documents involves the presence of associated metadata, which allows for their use in different contexts over time while confirming their legality and uniqueness (Ларин, 2015). This also guarantees reliability, immutability, and legitimacy within digital documents (Mustafina, 2023:129). As electronic archival materials may need to be retained for more than a decade, addressing this flaw in legislation regarding the loss of legal standing due to an electronic digital signature requires immediate attention and resolution.

Another significant issue in the field of electronic archival documents is the existing legislative, regulatory, and methodological framework that regulates the process of acceptance and use of electronic archival documents, including regional archives. In this area, the main regulatory legal acts are:

- Constitution of the Republic of Kazakhstan;
- Constitutional laws of the Republic of Kazakhstan;
- By-laws and legal acts.

Providing access to documents of the National Archival Fund of the Republic of Kazakhstan is carried out in accordance with the provisions of paragraph 2 of Article 20 of the Constitution of the Republic of Kazakhstan. This guarantee ensures that citizens have the freedom to obtain and share information through legal methods that are in accordance with the law (Constitution, 1995). It’s important to consider that certain documents are classified as state secrets of the Republic of Kazakhstan in order to safeguard the constitutional

order, public order, human rights and freedoms, as well as the health and morals of the population (On access to information, 2015).

When publishing archival documents, it is necessary to comply with the rules established by the Law of the Republic of Kazakhstan dated December 22, 1998 No. 326-1 “On the National Archival Fund and Archives”, as well as the provisions contained in the Civil Code of the Republic of Kazakhstan (Special Part) adopted July 1, 1999 No. 409. According to the Civil Code of the Republic of Kazakhstan, exclusive rights to a work are valid for the entire life of the author and seventy years, starting from January 1 of the year following the year of death of the author. After the expiration of the exclusive rights, works of science, literature, or art pass into the public domain. According to the provisions of Article 983 of the Civil Code of the Republic of Kazakhstan, works that are in the public domain can be freely used by any person without the need to pay royalties. In this case, it is necessary to respect the right of authorship, the right to the copyright name and the right to the integrity of the work. (Civil Code, 1999).

The main legislative act regulating the National Archival Fund of the Republic of Kazakhstan is the “Law on the National Archival Fund and Archives”. Article 15 of this law establishes norms that guarantee the rights and interests of individuals and legal entities when using documents of the National Archival Fund. According to this article, all information contained in archival documents owned by the state is protected by the legislation of the Republic of Kazakhstan as intellectual property of the state. Documents located in the state archives of the Republic of Kazakhstan and their branches, as well as the corresponding information system, become available for public use one year after their receipt in the archives. The use of privately owned documents of the National Archival Fund is permitted only with the consent of their owner. Individuals and legal entities of the Republic of Kazakhstan have the right of free access to documents of the National Archival Fund that are open for use, which are stored in state archives, departmental archives and their branches (On the National Archival Fund, 1998).

There may also be restrictions on the use of documents from the National Archive Fund that contain state or non-state secrets. The procedure for their disclosure and provision for public use is determined by the legislation of the Republic of Kazakhstan. It is only permissible to utilize archival documents with restricted access if authorized by the owner or their legal successors. Originals of highly

valuable or physically compromised documents are not given to users; instead, copies of such materials are provided (About the National Archives, 1998).

Another regulation that governs the publication of archival records is the Law of the Republic of Kazakhstan adopted November 24, 2015 No. 418-V ZRK “On Informatization”. According to this law, access to open information systems of state archives is guaranteed. In addition, in accordance with this law, everyone has the right:

- exercising the right to search, receive, transmit, produce and distribute information;
- application of information technologies;
- ensuring information security (On informatization, 2015).

The Republic of Kazakhstan passed Law No. 370 on January 7, 2003, concerning «Electronic Documents and Electronic Digital Signatures», which governs the aspects related to electronic archives’ creation and utilization. An electronic digital signature confirms that the contents of the document have not been changed since it was signed, and the document was signed by a certain person. This is especially important since digitized archival documents are not originals, but duplicates of documents stored in archives, and therefore they must be identical so that the user can be sure of the authenticity of the materials received. Access to digitized archival records is available to any government entities with an interest, provided that they comply with laws safeguarding state, commercial, and other protected secrets (On the National Archival Fund, 1998). Consequently, not all archival documents are publicly available. The use of archival documents to which owners have the right to establish access restrictions is possible only with their consent or the consent of their legal successors (heirs). Certain documents may be subject to access restrictions in compliance with the laws of the Republic of Kazakhstan, while others might become accessible upon registration on the archive website.

Some documents may have restrictions on access according to the laws of the Republic of Kazakhstan, while others could be made accessible after registering on the archive website. The regulations for managing electronic document systems in government entities, utilizing electronic digital signatures, recording and safekeeping electronic documents, and ensuring data security are established by the Decree No. 576 «On approval of the Rules for replenishment, storing, recording and using documents» issued by the Government of Kazakhstan on September 20, 2018 (Rules for

replenishment, 2018). Furthermore, prescribed storage periods for electronic documents and requirements for creating paper original documents must be adhered to as per the List of standard documents generated in state and non-governmental organizational activities which specifies corresponding storage durations. To maintain electronic records properly, it is essential to preserve them in their original format (including attached files) as they were originally created or received along with their respective digital signatures (Мыстафина, 2023: 70).

According to the study, since the beginning of the 2000s, an extensive system of legislative acts has been created that regulates the use of archival documents, including electronic archival documents. However, the main priority remains the development and improvement of the regulatory legal framework in the field of archival affairs and documentation (Архивное дело, 2021). Due to rapid changes in our society and the preferences of modern readers who prefer to receive archival documents remotely, without visiting archival institutions. This access can be organized either directly in the archive using special equipment, or remotely via the Internet. Now, applicants can use automatic services through the e-government portal, where they could control the document processing process and receive services not only through archives, but also through the e-government web portal. Thanks to such online platforms, it was possible to improve the quality of services and significantly reduce the time for their provision (Архивное дело, 2021). However, these online services are only available for obtaining government certificates and copies of personal documents. Therefore, the issue of development and remote accessibility of archival documents for readers remains open in the Republic of Kazakhstan.

An essential aspect here is not only the simple scanning of documents and their presentation as images through simple viewing programs, but also the creation of high-quality electronic archival documents that fully satisfy the professional needs of users. It is important to consider the following factors: providing a thorough and precise depiction of the original archival manuscript and its digital counterpart from an archaeographic perspective, choosing the best method for presenting a digital version of the document in an electronic setting, and creating and integrating services that offer researchers a virtual workspace enabling efficient utilization of electronic document copies to address professional challenges under remote access circumstances.

In 2013, the State Program “Information Kazakhstan-2020” was adopted, which played an important role in achieving the goal of transition to an information society. The program covered various areas of activity, including archival work. It provided for the development of computerization of state archival institutions and the widespread introduction of information technologies into the archival sphere. The Archive of the President of the Republic of Kazakhstan adopted the Concept of Informatization of the Institution in 2014, and the Archive Informatization Programs for the periods 2014-2016 and 2017-2019 were developed and approved. These programs were developed to consistently implement the concept of informatization and achieve the goals within the specified time frame (Алпысбаева, 2020: 6).

In line with the «Information Kazakhstan-2020» State Program, there were initial plans to establish a «Consolidated Repository of Electronic Records». Yet, in 2014, encountering technical and administrative challenges hindered the launch of the intended information system. Following a risk assessment in 2017, it was determined that implementation of a service software solution named «Repository for electronic documents generated within the Unified Electronic Document Management System of Government Bodies» would address this issue.

In order to effectively execute the project, a service-oriented approach to informatization was selected in line with the «On Informatization» Law. This approach focused on delivering information and computing services, such as software product rental, computing resources, system technical maintenance, and support. The initiative involved 76 government agencies at both central and local levels utilizing the Unified Electronic Document Management System of State Agencies alongside their own Electronic Document Management Systems. Moreover, the National Archives of the Republic of Kazakhstan and 16 state archives in various regions including Astana and Almaty participated in this endeavor. The provisioning of computing resources along with system technical maintenance and support services was overseen by JSC National Information Technologies – the national operator for «electronic government» (Mustafina, 2023: 111).

The «Electronic Document Storage» service software product facilitated the quick and effective transfer of electronic documents from the organization’s electronic document management system to its electronic archive. This involved establishing a secure and centralized data storage for

information security, as well as enabling full-text search functionality for electronic documents and files. The system allowed access by multiple users at the same time while also ensuring verification of the legitimacy of electronic documents.

It is important to note the state program called “Digital Kazakhstan”, adopted by the Government of the Republic of Kazakhstan on December 12, 2017 under number 827. This program contributed to the creation of an information system called “Unified Electronic Document Archive”. The main goal of this project was to create a comprehensive solution that provided the full cycle of movement of electronic documents. This included the transfer of documents from existing information systems to the state repository, as well as the automation of the main functions of state and departmental archives. In addition, the goal of the project was to automate the maintenance of the Central Stock Catalog and reduce the time it takes to provide public services.

In order to enhance the procedures for identifying, gathering, organizing, summarizing, and publishing archival materials and converting physical archives into digital format for publication of research findings in partnership with research centers and higher education institutions, a Comprehensive Action Plan named Archive 2025 has been developed. This plan includes measures to improve technical support for state archives by acquiring specialized computer and microfilm equipment as well as launching a web portal to provide researchers with extensive access to archival documents through the Unified Electronic Document Archive system.

Government initiatives focused on the advancement of electronic archives have led to the initiation of various activities in this field. Efforts were directed towards scanning and processing documents, as well as creating several databases in regional archives. In a relatively short period, multiple databases such as «Electronic Stock Catalog,» «Archive Registrar,» «Administrative-Territorial Division,» «Book of Memory,» «Leave Your Mark in History,» “Name Catalog,» and “Video Library” were established. For instance, an automated management system called the “Electronic Archive of the East Kazakhstan Region” was developed in 2010, consolidating all available databases. This system facilitated tasks such as automating state document registration, tracking sources for replenishment, registering researchers accessing reading rooms, and simplifying archival document searches while enabling registered researchers to access digital copies of documents. Additionally, since 2014, the State Archive of

Almaty implemented an automated information system named “State Electronic Archive”, which enables document conversion into digital format along with attribution and storage processes; it also aids in maintaining accounting documentation and searching for specific documents (Мустафина, 2023: 102).

The analysis suggests that the archives primarily focused on developing information systems for creating electronic scientific reference tools and digital copies of archival documents. Examples include the archives of West Kazakhstan, East Kazakhstan, and Aktobe regions. According to G.N. Lanskoj, «producing copies of archival documents in a format suitable for electronic placement, distribution, and use is a core task that reflects the interests of almost all computer users. It is not only technological but also humanitarian in nature» (Ланской, 2019). This likely clarifies why the archives pursued this direction.

At the same time, it is important to mention that in every instance, information systems for archives were typically developed by IT experts who did not always take into account the unique aspects of archival processes. For example, researchers from Russia note that “archives developed their own products without having experience in creating such information systems, without a proper science-based approach to their design and implementation, and without prior study of the subject area. At the same time, they ignored not only international experience and standards for creating automated systems, but also the developments of the All-Russian Research Institute of Document Management and Archiving. Moreover, this work was carried out without sharing experience and discussing emerging problems” (Сравнительный анализ, 2015). A comparable scenario occurred in Kazakhstan. The advanced information systems had varied structures and features, but generally only contained data on the holdings of each separate archive, lacking compatibility, integration, and data exchange capabilities between them.

## Results

As part of the state program “Digital Kazakhstan”, the digitization of 576,000 sheets of archival documents is planned for 2023. Since the beginning of this year (from 01/05/2023 to 03/31/2023), 144,260 sheets of documents have been digitized, which is 25% of the planned volume for the current year. Currently, work is actively continuing on the digitization of archival documents

(Отчет, 2023). During the year, 178,825 thousand manuscripts from 401 funds were entered into the automated system of state registration of documents of the National Archival Fund of the Republic of Kazakhstan (Сфера архива, 2022).

By the start of 2023, just 7% of the nearly 23 million items in the National Archival Fund of Kazakhstan under state custody had been digitized. This percentage reflects a low level of effectiveness in utilizing information systems within archives. Additionally, it is important to highlight that not all archival institutions in the country have comprehensive scholarly reference materials available in digital form (Аналитический доклад, 2021).

According to an analysis of web resources of state archives, by 2023, official websites included information about 5 republican and 14 regional archival institutions, as well as the archives of the cities of Astana and Almaty. With the development of information technology and network communications, these sites have undergone significant changes in both structure and functionality, providing the opportunity for interactive interaction with users and expanding access to historical materials. In recent years, there has been a noticeable increase in the number of electronic copies of archival documents, Internet projects and virtual exhibitions that are posted on websites. Online users are given the opportunity to work with the National Archival Fund and obtain archival information. The official websites of many archives in the country present information retrieval system services that provide users with the opportunity to work with them regardless of time and location. Here users can use an electronic catalog with a full-text search function, guidebooks, indexes, thematic lists and databases.

When considering the services provided by archives in an online format, it is worth noting that in accordance with the Rules for the provision of public services “Issuance of archival certificates, copies of archival documents or archival extracts” they are available to citizens through the official website [www.egov.kz](http://www.egov.kz) and the e-Gov mobile application”. To receive the service online, the applicant logs in to the e-government portal, fills out an application and signs it using an EDS. The application is accompanied by a copy of the identity card and, if necessary, other documents confirming the requested information (for example, a copy of the work book, a copy of the state act on land use rights, a copy of the technical passport, etc.). In the personal account, the applicant receives an

electronic archival certificate or notification that the requested information is missing. If the application is sent by mail, the response is sent in writing to the specified address. Thus, citizens can remotely receive requests for personal data from archival institutions throughout the country.

Regarding the availability of digitized archival materials, it can be said that it varies significantly in different regional archives of the country. For example, in the regional archives of West Kazakhstan, East Kazakhstan and Aktobe regions, materials can be easily found and accessed on their official web pages. In addition, you can find characteristics about funds and detailed information about to-do lists. However, the availability of web resources of the Almaty Regional Archive, the State Archive of the Pavlodar Region, the Mangistau Regional Archive, the Kyzylorda Regional Archive, the Karaganda Regional Archive, and the Zhambyl Regional Archive is limited. On the Internet, it is almost impossible to find and access their official websites, not to mention the availability of digital archival materials and a scientific reference catalogue.

In this context, several objective reasons can be identified that hinder the launch of electronic archives and mass digitization of documents. They include the following: insufficient control on the part of authorized bodies, a huge volume of source material, high costs and labor intensity of work, restrictions in attracting external organizations to perform these tasks due to “regime” conditions.

## Conclusion

The study revealed that the development of electronic archives in the country began in the 2000s. Currently, relevant regulations and state plans for the development of this area have been adopted. Although the list of documents included in the electronic archive is not legally defined, the study showed that such documents are electronic digital documents, scanned copies of paper documents, video and photographic materials, as well as other electronic materials created and confirmed by the electronic digital signature of an authorized government employee or departmental archive. However, we found that electronic archival documents can be stored for more than ten years, while an electronic digital signature expires within one year, raising doubts about the legality of such documents. Establishing the authenticity of electronic archival documents using metadata is not always practical or possible, therefore, in our



opinion, this issue requires special attention from government agencies.

According to the study, by January 1, 2023, all republican, regional and city archival institutions had their own web resources. However, the availability and digital content of archives varies significantly. The analysis showed that the structure and content of the web resources of the country's archives are not unified and systematic, which creates difficulties for users in finding the necessary information. The likely reason for this situation is the lack of guidelines for archives on creating web resources. In addition, some readers are faced with the problem of not being able to search funds due to the unavailability of official websites. It is

necessary to find a solution to this problem, since in the modern era of digitalization, the lack of an electronic reference catalog in regional archives creates significant difficulties for readers.

It should be noted that it is important not only to develop and improve the regulatory framework in the field of archiving and documentation, but also to pay attention to the methodological recommendations for archives on the creation of web resources. In today's rapidly changing society, users increasingly prefer to receive archival documents remotely, avoiding visiting archival institutions. This implies that special attention must be paid to the quality and availability of electronic archival materials.

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*Келін түсті: 05.01.2024*

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