



REPORT FOR 2018

National Information Technologies JSC



Dear Ladies and Gentlemen!

Let me welcome you on behalf of the Board of Directors of National Information Technologies JSC.

Today, National Information Technologies JSC is operator of e-Government ICT infrastructure. The Company was entrusted with a crucial mission to provide capability to government organizations to implement plans that will enhance competitiveness and prosperity of Kazakhstan.

The Company has a wide regional network, which enables delivering services to customers from all over Kazakhstan. Over 2000 professionals daily ensure a high level of quality when performing tasks. Professionalism of National Information Technologies JSC staff was repeatedly highlighted on a high level.

Implementation of “Digital Kazakhstan” program is a key area of digitalization in Kazakhstan. Long-term experience of the Company enables successfully implement the most ambitious digitalization projects for government agencies, citizens and business community.

The major projects of the Company are as follows: e-Government Portal (eGov.kz), which is a major socially significant tool for interaction between government, citizens and businesses; Integrated Call Center, which delivers consultation services related to e-Gov Portal and its subsystems usage, and also internal systems of government agencies. National databases of “Legal Entities”, “Individuals”, “Real Property Register” and “Record of civil status acts” have a republican coverage. There are a number of projects implemented for government agencies and organizations, which ensure safe data exchange, data processing and timeliness of decision-making.

Constant development of the Company contributes to implementation of new technologies and solutions, optimization of internal and external business processes, flexibility when making decisions and application of the best global practices for establishing rapport between partners and customers. Achievement of strategic goals is a key performance indicator of National Information Technologies JSC.

The results of previous year lay a solid foundation for further activities in priority areas and provide opportunities to enter a new level of service delivery. In this regard, I want to wish National Information Technologies JSC to successfully implement plans!

Sincerely yours,
Chairman of the Board of
Directors, NIT JSC
Anvar Mulayev

Dear colleagues and users of services delivered by national Information Technologies JSC

We present you an annual report of National Information Technologies JSC for 2018. Previous year we made a critical work to achieve strategic goals of the Company and measures were taken to enhance operating performance of the Company, its business processes and financial stability.



Significant achievements of 2018 should be highlighted.

The “MGOV” information system was put into operation; the list of services available via MGOV mobile app was extended and successful certification of the National Technical Service was performed related to conformance to information security requirements.

Digital signature validity term was extended from 1 to 3 years.

Under implementation of “Digital Kazakhstan” national program, a virtual consultant (chat bot) was implemented. Today, chat bot operates in 1414.kz, e-Gov Portal (egov.kz) and Telegram messenger in test mode. Chat bot can answer 299 questions on 33 public services.

NIT JSC obtained the prize in “Choice of the Year 2018” award : “For Achievements in the field of Innovations, Modernization and Development”. The “Technical Inspection” project was awarded on WSIS-2018 contest in Switzerland.

Also, in 2018, the Company signed the memorandum on cooperation with the Republic of Uzbekistan («Uzinfocom»).

It should be noted that due to concerted efforts of staff, National Information Technologies JSC is rapidly developing and providing new opportunities to young specialists.

I would also like to extend my gratitude to colleagues without whom the Company wouldn't have achieved such results.

We have much to do and plan to pursue the direction, which involve enhancement of the existing level of service as well as quality of services .

Sincerely yours,
Chairman of the Board,
NIT JSC
Asset Turyssov

NATIONAL INFORMATION TECHNOLOGIES JSC

e-Gov ICT operator



18 YEARS

on Kazakhstani ICT market



100%

regional coverage



2002 units

of staff, including branches

KEY ACTIVITY AREAS:



provision of government agencies` communication channels operation



data centers operation



maintenance of information systems
(e-Gov, EL, CSC IIS, etc.)



Integrated Call Center



Information security
(NCA, RCA)



SINGLE TRANSPORT INFRASTRUCTURE OF GA

Accessibility – **99,94%**

- Total speed of GAs` communication channels: **106 Gb/s**
- FOCL length: **551 km**
- Total number of communication channels: **11 740**
- from them: own – **2 150**, leased– **9 590**

* Without regard to contract of regional IT centers



INFORMATION SYSTEMS

Accessibility – **99,95%**

- Maintained IS of GAs: **29**
- Maintained national databases: **7**
- Maintained websites of GAs: **10**
- Investment projects of NIT JSC: **5**



DATA CENTERS

Accessibility – **99,75%**

GAs SERVER CENTER

Occupancy rate: **92%**

Total number of rack spaces: **145**

- Occupied: **134**
- Free: **11**

REGIONAL DATA CENTERS

Occupancy rate: **43,8 %**

Total number of rack spaces: **140**

- Occupied: **61,27**
- Free: **78,73**

MISSION, VISION

COMPANY MISSION

Provision of government agencies and other organizations with capability to implement plans that will enhance competitiveness and prosperity of Kazakhstan via ICT services.

COMPANY VISION

National Information Technologies JSC
it is a professional team, ICI fault tolerance, safety and new solutions.



NIT JSC BEARS STATUSES ASSIGNED BY GOVERNMENT:

- **Operator of e-Government information and communication infrastructure** (assigned by the Decree of Government of the Republic of Kazakhstan as of January 29, 2016, No. 40)
- **Integrated Call Center** (assigned by the Decree of Government of the Republic of Kazakhstan as of February 26, 2016, No.118)
- **Operator of data from metering devices in the field of ethyl alcohol and alcoholic products production, and also production and turnover of oil products** (assigned by the Decree of Government of the Republic of Kazakhstan as of December 31, 2015, No. 1177)
- **Operator of single information system for mandatory technical inspection of vehicles and trailers thereto** (assigned by the Decree of Government of the Republic of Kazakhstan as of August 22, 2019, No. 621)

Sole shareholder of NIT JSC is “Zerde” National ICT Holding JSC

EXECUTION OF STRATEGIC EFFICIENCY COEFFICIENTS

in 2018
6,7 / 8,5

Number of users registered on e-Gov Portal, million people

11082 / 18798

Workforce productivity per 1 operational unit, thousands, KZT

65 / 70

Percentage of delivered public services based on the total amount of delivered public services, %

99,75 / 99,75

Accessibility index of data centers (GAs` SC and Regional Data Centers), %

99,75 / 99,95

Accessibility index of ISs maintained by the Company, %

95 / 90,4

Relevance of open datasets, %

99,9 / 99,98

Accessibility index of Integrated Call Center, %

4,6 / 4,51

Customer satisfaction index, mark

10 / 12,7

Profitability, %

99,75 / 99,94

Accessibility index of GAs` STI, %

14 / 19

Turnover of employees, %

■ - plan ■ - fact

CORPORATE GOVERNANCE

BOARD OF DIRECTORS OF THE COMPANY

Board of Directors performs overall management of the Company activities, except making decisions on the issues assigned by the Legislation of the RoK and the Company's Statute to the exclusive competence of the sole shareholder.

Number of the Board of Directors members is no less than four people. No less than half of the Board of Directors members should be independent directors.

The sole shareholder determines quantitative composition and authorities term of the Board of Directors, elects its members and terminates their authorities, determines amount and conditions of remuneration payment to the Board of Directors members, and also approves a regulation on the Board of Directors.

CORPORATE GOVERNANCE

Members of the Board of Directors as of December 31, 2018



Dinara Shcheglova
Chairman of the Board of Directors



Tleuzhan Tleshev
Member of the Board of Directors



Asset Turysov
Member of the Board of Directors



Arman Nurushev
Member of the Board of Directors,
Independent Director



Asskar Kussainov
Member of the Board of Directors,
Independent Director



Sanzhar Zhamalov
Member of the Board of Directors,
Independent Director

CORPORATE GOVERNANCE

REPORT ON THE BOARD OF DIRECTORS ACTIVITIES

Action plan of the Board of Directors for 2018 was approved by decision of the Board of Directors as of January 29, 2018 No. 198.

In 2018, 16 meetings were held of which 11 were face-to-face ones and 5 were held by means of telecommunication. By the results of 2018, the Board of Directors made decisions on 103 issues, including decision-making pursuant to the Action plan (46 issues) and beyond the plan (57 issues).

Number of considered issues	I qtr	II qtr	III qtr	IV qtr	2018
1. HR	3	8	5	5	21
2. Activities of the Board of Directors	4	2	1	2	9
3. Management of the Company	2	3	2	3	10
4. Internal Audit Service	3	4	2	3	12
5. Risk Management Service	3	2	9	6	20
6. Corporate Secretary Service	3	1	2	-	6
7. Development plan/Strategic plan of the Company	-	2	1	4	7
8. Conclusion of agreements/contracts	3	7	-	3	13
9. Finance and economy-related issues	-	3	1	-	4
10. General issues of the Company	-	2	-	-	2

CORPORATE GOVERNANCE

COMMITTEES UNDER THE BOARD OF DIRECTORS

STRATEGIC PLANNING COMMITTEE UNDER THE BOARD OF DIRECTORS

- In 2018 considered 8 issues within 6 meetings.
- Composition as of January 1 to December 31, 2018: Chairman-Member of the BoD, Independent Director A.Nurushev; Members of the BoD, Independent Directors A. Kussainov, S. Zhamalov; Head of Corporate Development and Strategic Planning Department, “Zerde” National ICT Holding JSC Y. Kapishev.

COMPENSATION AND NOMINATING COMMITTEE UNDER THE BOARD OF DIRECTORS

- In 2018 considered 19 issues within 8 meetings.
- Composition as of January 1 to December 31, 2018: Chairman-Member of the BoD, Independent Director S. Zhamalov; Member of the BoD, Independent Director A. Nurushev; Head of HR Administering Department, “Zerde” National ICT Holding JSC A. Urazbayeva.

AUDIT COMMITTEE UNDER THE BOARD OF DIRECTORS

- In 2018 considered 29 issues within 8 meetings.
- Composition as of January 1 to December 31, 2018: Chairman-Member of the BoD, Independent Director A. Kussainov; Member of the BoD, Independent Director A. Nurushev; Chief Accountant of “Zerde” National ICT Holding JSC A. Syzdykova.

CORPORATE RISK MANAGEMENT SYSTEM

The main objective of the current corporate risk management system of National Information Technologies JSC (hereinafter: Company) is to achieve optimum balance between the Company's growth, profitability and risks, and also ensure sustainable development within implementation of strategic plans and achievement of set tasks.

Risk management in the Company is regulated by Risk Management Policy, Rules for risk identification, assessment and management, and also internal rules and methods developed pursuant to such leading practices in the field of risk management as ISO 31000 "Risk management - Principles and guidelines", ISO 9001:2015 "Quality management systems - Requirements", ISO/IEC 27001:2013 "ISMS. Requirements" and ISO/IEC 20000-1:2018 "Information technologies (IT). Service management".

Risk management is a managing process integrated in all business processes of the Company through implementation and application of risk management models and tools, assignment of liabilities among corporate system participants in regulatory documents of the Company, and also performance of activities within the system.

Corporate risk management system of the Company represents a multilevel structure:

First level Sole shareholder (makes strategic decisions for risk management).

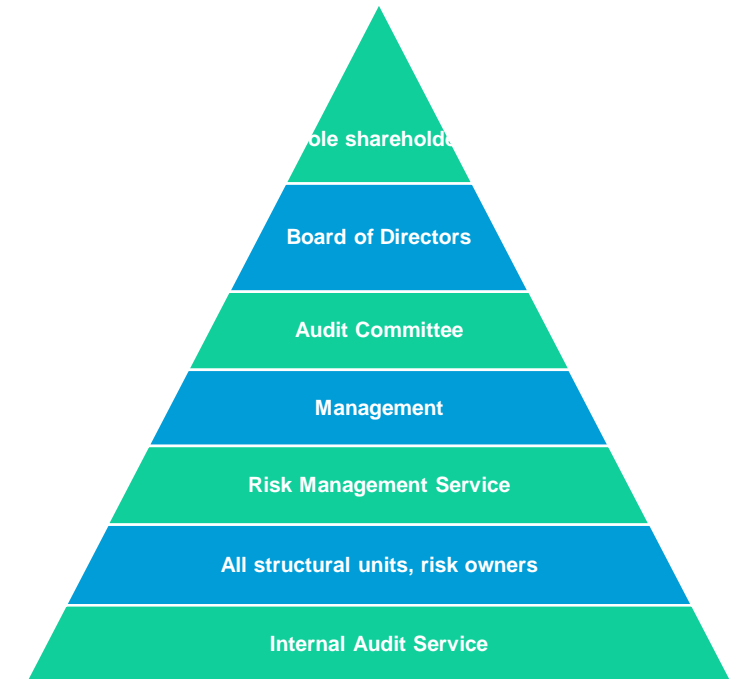
Second level Board of Directors (determines risk management policy). Audit Committee is established under the Board of Directors, which controls risk management issues of the Company.

Third level Management (responsible for organization of efficient risk management system that would ensure execution of corporate politics).

Fourth level Risk Management Service (responsible for organization and coordination of process aimed at identification and assessment of risks).

Fifth level Structural units represented by each employee manage risks on the level of business processes owners.

Internal Audit Service conducts regular assessment of corporate risk management system efficiency.



By the results of 2018, **assessment of corporate risk management system efficiency** was conducted with a total score of **84%**, which is a high score pursuant to the ISO 31000 international standard and **maturity level is "managable"**.

CORPORATE RISK MANAGEMENT SYSTEM

To ensure efficient work with risk factors and stimulate communication processes in the Company, **single risk classification** was introduced divided by functional groups and risk subgroups with indication of risk appetite level:

Risk group	Description	Risk appetite level in 2018	Note
Strategic	Risk of losses due to changes or errors when developing and implementing strategy for the Company's activities and development; change of political environment, regional coverage; industry recession and other extraneous factors of system nature	Low	The Company cannot fail to perform strategic tasks as they are of national significance.
Financial	Risks related to capital structure and decrease of financial profitability; market risks (fluctuation of prices for goods, works and services), liquidity risks, counterparty risk (execution of contractual liabilities)	Medium	The Company faces such financial risks as price risk and liquidity risk. The Company might accept insignificant financial risks as it has enough resources to react on the financial risks.
Project	Risk of deterioration of outcome measures of investment projects / system software that arise due to external and internal factors	High	Number of project risks should be accepted for implementation of national programs. Many programs were determined by the strategic decisions of the sole shareholder and some of the programs bear significant project risks.
Operational	Risk of losses in the result of deficiencies or errors made by employees (including personnel risks) during operation of internal processes, information systems and technologies (technological risks), information security, and also due to external events	Medium	The Company has enough resources to react to detected operational risks. There are enough resources to accept insignificant operational risks.
Legal	Risk of expenses (losses) due to violation of requirements of the legislation of the Republic of Kazakhstan or inconsistency of the practice to internal documents, while in situations related to non-residents of the Republic of Kazakhstan that would be violation of legislations of other countries	Low	The Company does not accept inconsistency to established legislation and requirements.

CORPORATE GOVERNANCE

National Information Technologies JSC Management Board as of December 31, 2018



Asset Turyssov
Chairman of the Board



Saken Matov
Deputy Chairman of the Board



Daulet Bekmanov
Deputy Chairman of the Board



Akhan Sarmanov
Deputy Chairman of the Board



Botagoz Kassabek
Deputy Chairman of the Board

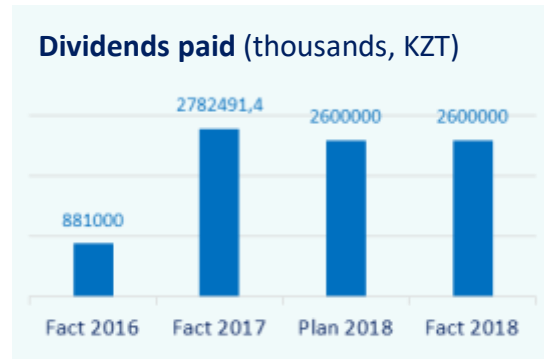
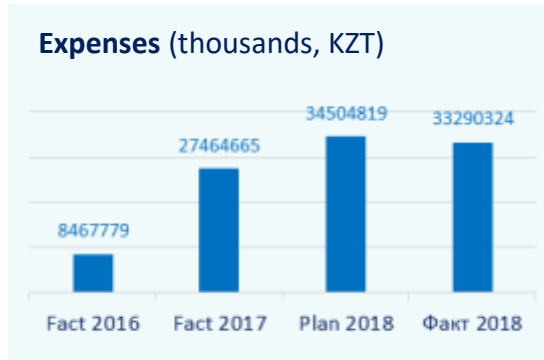
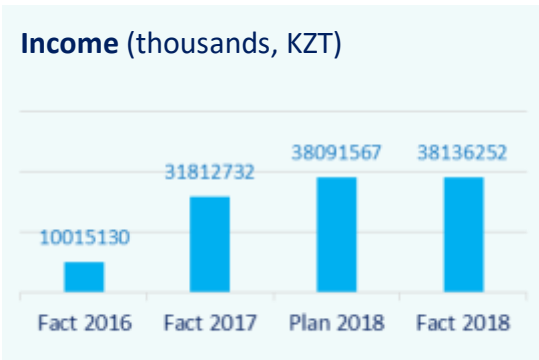


Daulet Sakhipov
Deputy Chairman of the Board

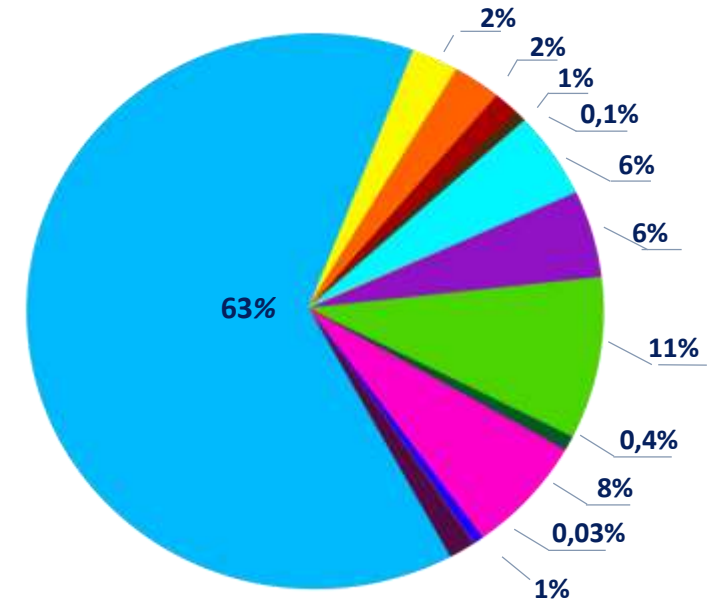
Management board manages the Company's activities, bears responsibility for implementation of development strategy and/or development plan as well as decisions made by the Board of Directors and sole shareholder. In 2018, 72 meetings of the management board were held and 167 issues considered.

EXECUTION OF FINANCIAL INDICATORS

in 2018



NIT JSC INCOME in 2018 DIVIDED BY SERVICES



SERVICES	thousands, KZT with VAT	gross weight, %
Communication services(IaaS)	25 733 130	62,47%
Regional IT Centers (own contracts)	4 273 528	11%
Maintenance of ISs	3 268 909	8%
System and technical maintenance	2 350 902	6%
Hosting (IaaS)	2 412 039	6%
ICT services(PaaS)	832 688	2%
Integrated Call Center services	789 078	2%
Co-location (IaaS)	343 607	1%
Others	359 987	1%
ICT service(SaaS)	176 829	0,40%
Maintenance of information assets	36 864	0,10%
Information security	13 306	0,03%
Total	40 590 867	100%

OVERALL RATES

for 18 investment projects in 2018 (thousands, KZT exclusive of VAT)

RATE	Plan for 2018 (thousands, KZT exclusive of VAT)	Fact, 2018 (thousands, KZT exclusive of VAT)	Execution, %
• Income	29 925 525,74	29 029 057,82	97%
• Expenses	25 336 442,51	23 522 374,56	93%
• Net income	3 686 979,57	4 377 909,51	119%
• Profitability	12,32%	15,08%	122%

AUDIT AND FINANCIAL REPORTING

Statement of financial condition as of December 31, 2018

	Note	December 31, 2018 (thousands KZT)	December 31, 2017 (thousands KZT)
SHORT-TERM ASSETS			
Cash and cash equivalents	5	3 128 279	190 458
Bank deposits	6	22 699 000	19 317 123
Trade receivables	7	246 493	105 450
Inventories	8	163 208	116 207
Other current assets	9	343 318	594 192
Other current financial assets	10	27 492	12 894
Advances paid		1 698	4 106
VAT reclaimed		333 984	102 970
Advanced payment for other taxes		7 827	7 685
Advanced payment for income tax		369 763	51 764
Total amount of short-term assets		27 321 062	20 502 849
Assets for sale	11	17 512	-
LONG-TERM ASSETS			
Long-term receivables		1 294	-
Other long-term financial investment	12	63 875	59 416
Fixed assets	13	10 158 857	8 988 212
Intangible assets	14	1 381 463	766 097
Total amount of long-term assets		11 605 489	9 813 725
TOTAL AMOUNT OF ASSETS		38 944 063	30 316 574
SHORT-TERM LIABILITIES			
Trade accounts payable	15	16 356 518	9 659 606
Debt owed to employees	16	804 730	769 072
Advances paid		11 123	17 544
Other current liabilities	17	597 133	889 100
Total amount of short-term liabilities		17 769 504	11 335 322
LONG-TERM LIABILITIES			
Deferred tax liabilities	18	459 129	329 258
Total amount of liabilities		459 129	329 258
CAPITAL			
Registered capital	19	13 486 791	13 486 791
Reserve capital		-	-
Undistributed profits		7 228 639	5 165 203
Total amount of capital		20 715 430	18 651 994
TOTAL CAPITAL AND LIABILITIES		38 944 063	30 316 574

AUDIT AND FINANCIAL REPORTING

Statement of financial condition as of December 31, 2018











	Note	December 31, 2018 (thousands KZT)	December 31, 2017 (thousands KZT)
Income from sale of goods and services	20	36 241 846	31 073 976
Cost of goods and services	21	(30 770 608)	(24 431 675)
Gross profit		5 471 238	6 642 301
Sale expenses	22	(36 395)	(23 985)
Administrative expenses	23	(1 133 345)	(1 101 148)
Other income	24	787 461	70 334
Other expenses	24	(162 657)	(694 218)
Operational income		4 926 302	4 893 284
Net exchange rate difference		7 710	(204)
Financial income		1 099 235	660 811
Financial expenses		-	(916)
Income before income tax		6 033 247	5 552 975
Expenses under income tax	25	(1 187 319)	(1 204 908)
Income/ (losses) per year		4 845 928	4 348 067
Other gross income:		4 845 928	4 348 067
Components of other gross income		-	-
Tax effect from components of other gross income		-	-
Total gross income		4 845 928	4 348 067

AUDIT AND FINANCIAL REPORTING

Statement of financial condition as of December 31, 2018 (indirect method)

	Note	December 31, 2018 (thousands KZT)	December 31, 2017 (thousands KZT)
Cash flow from operational activities			
Income prior to taxation		6 033 247	5 552 975
Adjustments related to:			
Depreciation and amortization		1 486 295	1 453 571
Amortization of expenses of future periods		702 930	471 917
Accrual of reserve for non-used leaves, benefits and related taxes		269 015	700 079
Accrual of reserve for losses due to impairment of receivables and monetary funds in credit agencies		5 245	768
Accrual of reserve for surplus stock		-	2 627
Write-off of surplus stock		(2 612)	(7 931)
Financial expenses		-	916
Financial income		(1 099 235)	(660 811)
Other income		(674 413)	-
Write-off of intangible and fixed assets		47 083	6 063
Other adjustments		12 876	(1 675)
		6 754 679	7 518 499
Changes in inventories		(64 513)	(65 732)
Changes in trade and other accounts receivable		(744 287)	1 049 863
Changes in advanced payment for other taxes		(364 518)	20 130
Changes in advances paid		2 409	(1 394)
Changes in current financial assets, other long-term and current assets		(15 045)	(244 066)
Changes in VAT to be paid		-	(131 456)
Changes in accounts payable		6 796 013	8 401 581
Changes in liabilities related to employees		36 718	537 752
Changes in other short-term liabilities		(404 940)	786 918
		11 996 516	17 872 095
Income tax paid		(1 039 564)	(1 150 956)
Remuneration obtained		814 744	565 247
Remuneration paid		-	(2 601)
Net sum of monetary funds from operational activities		11 771 696	17 283 785

2018 RESULTS. MAJOR ACHIEVEMENTS

	<p>Re-design of e-Gov Portal performed and new services implemented (51 service and 8 tools)</p>	 <p>Mobile ID platform created, which allows citizens to approve transactions via e-Gov and m-Gov using mobile phone</p>
	<p>13 licenses and permit documents automated</p>	 <p>Work done to lease ICI for establishment of e-Gov Backup Platform</p>
	<p>Telegram Bot launched with capability to deliver 18 public services</p>	 <p>Under implementation of Clause 51 of “Digital Kazakhstan” National Program called “Development of e-Gov ICT platform, including standard solutions (IaaS, PaaS, SaaS)” the Cloud Platform was launched in pilot mode</p>
	<p>Launch of 5 public services on “Kassa 24” terminal</p>	
	<p>Digital signature validity term extended from 1 to 3 years</p>	 <p>Private Data Centers were connected to Server Center in pilot mode in order to increase the capacity</p>
	<p>Mgov operation restored, new services launched and successful certification of National Technical Service performed related to compliance to information security, and also mobile digital signature has been restored</p>	 <p>Pursuant to Article 23 of Clause 4 of the Law “On Joint-Stock Companies” and by the results of 2017, dividends in the amount of KZT 2 782 491 were paid to “Zerde” National ICT Holding</p>
	<p>Pilot project implemented in cooperation with KT Cloud Call Center on forwarding of part of Integrated Call Center calls. Within the 4th quarter of 2018, over 25.000 calls had been forwarded.</p>	 <p>By the results of tax inspection, works were conducted and lack of necessity to pay taxes to the budget was established in the amount of KZT 495,5 million. This contributed to income growth in 2018.</p>
	<p>Virtual consultant (chat bot) implemented as part of “Digital Kazakhstan” national program</p>	 <p>Income from non-core activities (deposits) with planned KZT 300 million amounted to over KZT 1 billion due to implementation of market tools</p>
	<p>Integration performed of “Open Data” with “Single National Management System of Subsoil Users in Kazakhstan” IS, “Technical Inspection” IS, “Astana LRT” IS, CSC IS related to provision of data on CSC capacity and overdue applications</p>	 <p>NIT JSC got the prize on “Choice of the Year 2018” award “For Achievements in the field of Innovations, Modernization and Development”</p>
	<p>Activities performed to establish “Data Ukimet” (Situation Center), which is a platform for monitoring of economic growth in the country and execution of national programs</p>	 <p>“Technical Inspection” IS project became the champion of WSIS-2018 contest in Switzerland</p>
	<p>Works began under the project called “Integrated platform of government agencies` internet resources”</p>	 <p>2 memorandums on cooperation signed with the Republic of Uzbekistan (with e-Gov Development Center and «Uzinfocom»)</p>

PERSONNEL POLICY

2002 employees in the Company, including regional branches

The Company performs regular activities to enhance its personnel policy:

IN 2018

- ✓ **Advanced training organized for 908 employees** (50 employees obtained certificates that comply with international standards requirements)
- ✓ **475 employees were awarded by means of moral encouragement** (“Yeren Yenbegi Ushin” - 1 employee, “20th Anniversary of Astana” - 2 employees; “Uzdik Bailanisshi” - 5 employees; certificate of merit of MIC of the RoK – 1 employee; medal of the 1st degree– 42 employees; medal of the 2nd degree – 108 employees; medal of the 3rd degree – 216 employees, certificate of honour– 3 employees, gratitude letters – 97 employees)
- ✓ **Financial support provided to 339 employees**
- ✓ **Employees certification and performance assessment performed**
- ✓ **20 memorandums signed with educational organizations under cooperation with universities**
- ✓ **39 students undergone on-the-job training and 8 of them were employed by the Company**
- ✓ **17 corporate events held**



SOCIAL RESPONSIBILITY

The Company performs socially useful activities in the following areas:

CHARITABLE SUPPORT

- social protection and support of vulnerable segments of the population
 - provision of finance assistance to low-income citizens, whose income is lower than minimum wage;
 - provision of finance assistance to non-commercial organizations in social sphere (organizations working with veterans, the disabled, orphans, etc.)
- In 2018, 20 applications from individuals and legal entities were considered and assistance provided to 12 of them.

PROVISION OF EMPLOYMENT OPPORTUNITIES

to the disabled

In 2018, Integrated Call Center employed 7 disabled employees for the position of Operator providing consultation services on public services obtainment

PARTICIPATION IN VARIOUS SOCIAL PROJECTS, VOLUNTEERING

- Support of the Great Patriotic War participants and vulnerable segments of the population
- Participation in voluntary clean-ups and environment protection campaigns

SUSTAINABLE DEVELOPMENT

Sustainable development basics involve achievement of strategic goals without damage to the Company's sustainability within long-term period with regard to interests of various concerned parties. Sustainable development policy of the Company comprises all the aspects of the Company's activities, including economic, social and ecological once.

The following issues are worked out under implementation of all aspects of the sustainable development:

With regard to economic aspects:

- provision of break-even operation of the Company;
- serving the interests of shareholders and investors;
- increase in labour productivity;
- increase in business processes efficiency;
- increase of partnership attraction and authority on the market.

With regard to social aspects:

- provision of transparent tender procedures and equal employment opportunities;
- fair remuneration and observance of employees' rights;
- provision of labour safety and health maintenance of employees;
- training and professional development of employees;
- implementation of internal and external social programs.

With regard to ecological aspects:

- energy efficiency in Server Center and Data Centers;
- enhancement of requirements and standards of the Company related to infrastructure operation;
- participation of the Company's employees in ecological clean-ups.



GOALS AND PLANS FOR THE FUTURE

Goals and plans

PROVISION OF QUALITATIVE PUBLIC SERVICES

- ✔ Increase of the quality of services delivered by government agencies on a regular basis
- ✔ Infrastructure development
- ✔ Establishment of information security framework that would correspond to the current level of cyber threats

DEVELOPMENT OF NEW AREAS AND PARTNER RELATIONS WITH BUSINESS

- ✔ Development of partnership for promotion of cutting-edge technologies
- ✔ Development of consulting services
- ✔ International cooperation

INCREASE OF OPERATION AND WORKFORCE PRODUCTIVITY EFFICIENCY

- ✔ Establishment of NIT JSC HR brand
- ✔ Increase of operational activities efficiency
- ✔ Growth of income and provision of financial sustainability
- ✔ Promotion of NIT JSC goodwill



THANK YOU!