



## On approval of the Rules for organizing maintenance of the state information portal " Electronic Labor Exchange"

### *Unofficial translation*

Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated February 22, 2019 No. 92. Registered in the Ministry of Justice of the Republic of Kazakhstan on February 25, 2019 No. 18343.

### *Unofficial translation*

**Footnote.** The title is in the wording of the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 30.09.2020 No. 385 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

In accordance with subparagraph 26-4) of article 7 of the Law of the Republic of Kazakhstan dated April 6, 2016 "On employment of the population" **I HEREBY ORDER:**

**Footnote.** The preamble is as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 30.09.2020 No. 385 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

1. To approve the attached Rules for organizing maintenance of the state information portal "Electronic Labor Exchange".

**Footnote.** Paragraph 1 - as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 30.09.2020 No. 385 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

2. The Department of employment and development of labor market of the Ministry of labor and social protection of the population of the Republic of Kazakhstan, in the manner prescribed by law, to ensure:

- 1) state registration of this order in the Ministry of Justice of the Republic of Kazakhstan;
- 2) within ten calendar days from the date of registration of this order, its sending in the Kazakh and Russian languages to the Republican state enterprise on the basis of the right of economic management "Republican Legal Information Center" for official publication and inclusion in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan;
- 3) placement of this order on the Internet resource of the Ministry of labor and social protection of the population of the Republic of Kazakhstan after its official publication;
- 4) within ten working days after the state registration of this order in the Ministry of Justice of the Republic of Kazakhstan, submission of information to the Department of Legal

Services of the Ministry of labor and social protection of the population of the Republic of Kazakhstan on implementation of measures provided for in subparagraphs 1), 2), and 3) of this paragraph.

3. Deputy Minister of labor and social protection of the population of the Republic of Kazakhstan N.N. Mukusheva shall be authorized to oversee the execution of this order.

4. This order shall come into force ten calendar days after the day of its first official publication.

*Minister of labor and social protection  
of population of the  
Republic of Kazakhstan*

*M. Abylkasymova*

A G R E E D

Ministry of information and  
communications of the  
Republic of Kazakhstan

Approved  
by the order of the  
Minister of labor and social  
protection of population of the  
Republic of Kazakhstan  
dated February 22, 2019 № 92

## **Rules for organizing maintenance of the state information portal "Electronic Labor Exchange"**

**Footnote. The Rules are as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 30.09.2020 No. 385 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

### **Chapter 1. General provisions**

1. These Rules for organizing maintenance of the state information portal "Electronic labor exchange" (hereinafter - the Rules) are developed in accordance with subparagraph 26-4) of article 7 of the Law of the Republic of Kazakhstan dated April 6, 2016 "On employment of the population" and determine the procedure for maintaining the state information portal "Electronic Labor Exchange" (hereinafter - IP "Electronic Labor Exchange").

2. The following basic concepts are used in the Rules:

1) information - data about persons, objects, facts, events, phenomena and processes, obtained or created by the owner of the information, recorded on any medium and having details that allow it to be identified;

2) audit of an information system - an independent survey of an information system in order to increase the efficiency of its use;

3) operational center of information security - a legal entity or structural unit of a legal entity that carries out activities to protect electronic information resources, information systems, telecommunication networks and other objects of informatization;

4) administrator - the center for development of labor resources, providing support to IP "Electronic Labor Exchange";

5) user - a subject of informatization using objects of informatization to perform a specific function and (or) task;

6) IP "Electronic Labor Exchange" - an information system containing a unified information base of the labor market;

## **Chapter 2. Order of support of IP "Electronic Labor Exchange"**

3. Maintenance of IP "Electronic Labor Exchange" is carried out in accordance with the Law of the Republic of Kazakhstan dated November 24, 2015 "On Informatization" (hereinafter referred to as the Law) and the information security policy of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan.

4. As part of the support of IP "Electronic Labor Exchange", the administrator provides:

1) uninterrupted operation of IP "Electronic Labor Exchange" around the clock, including holidays and weekends;

2) safety, protection, recovery in case of failure or damage to information, backup and control over the timely updating of information on the IP "Electronic Labor Exchange";

3) making adjustments, modifying and eliminating software defects of the IP Electronic Labor Exchange within the framework of resolving applications, promptly eliminating technical failures of the IP Electronic Labor Exchange without upgrading and implementing additional functional requirements and subject to its integrity;

4) interaction with information systems of state bodies and other objects of informatization;

5) placement of additional types of information;

6) conducting an audit of the state of IP "Electronic Labor Exchange";

7) connection to the Operational center of information security in accordance with Article 7-2 of the Law.

5. The administrator places the following information on the IP "Electronic Labor Exchange":

1) about new opportunities of IP "Electronic Labor Exchange" for informing users;

2) instructions in text and video formats, frequently asked questions and answers to them.

6. Sources of information about the occurrence of a technical failure in the functioning of the IP "Electronic Labor Exchange" are:

1) the user's message submitted through the feedback form in accordance with paragraph 7 of these Rules;

2) a message from the administrator's specialists who monitor the functioning of the IP "Electronic Labor Exchange";

3) hardware and software tools for monitoring and troubleshooting the IP "Electronic Labor Exchange", used to determine the operability and availability of the functionality that detected a technical failure;

4) system logs of IP "Electronic Labor Exchange", in which records are registered, indicating the occurrence or the possibility of a technical failure;

5) Operational center of information security.

7. The user, in case of technical questions regarding the search and placement of information on the IP "Electronic Labor Exchange", refers to the administrator through the feedback form posted on the IP "Electronic Labor Exchange". The user's message contains the following information:

1) contact details;

2) email address;

3) the topic of the appeal;

4) the text of the appeal;

5) attachment (file).

The term for consideration and response to the user's request related to the functioning of the IP "Electronic Labor Exchange" is no more than three working days from the date of its receipt.