



# e-Albania

During the years 2008-2016  
And future on...

# INTRUDUCTION

- First step was the approval of “Cross-cutting Strategy for the Information Society 2007 – 2013”.
- A series of laws were drafted and adopted in compliance with the European Union standards.
- Establishment of National Agency of Information Society in 2007.
- After the establishment of NAIS , starting the changes on legal framework for NAIS, and government institutions regarding electronic communication and e-Government Network
- Followed by National Strategies and reforms in fields of ICT

# Cross-cutting Strategy for the Information Society: (2007 – 2013)

Undertaken Policies regarding e-government and information society

- Development legal and institutional framework;
- Development of ICT infrastructure and the facilitation of cheap and fast internet;
- National plan for the development of broadband;
- Development of e-Governance and Information Society
- Education related to ICT knowledge;
- Promotion of e-Business
- Legislation for information society
- Institutional framework for development of information society
- Secure Information society
- Support good governance follow by e-services
- Support Open Government Partnership (OGP)

# E-Government Network

- 2011 - First Phase of the e-Government project launched:
  - Required more than 2 years of hard work on the legal framework and network infrastructure
  - Result: e-Government Network finalized!
  - Included: all Ministries and some major Government Agencies/Authorities
- From 2011-today - other phases of the project:
  - Network has been expanded.
  - Included more state agencies and authorities located in Tirana
  - Network extended outside Tirana - local government agencies, municipalities etc.

# E-Government Network

- Albanian Government through AKSHI has bought its range of IP's for this network “Government Infrastructure”
- Centralized ICT services for Government Institutions(as internet broadband connectivity, email services, web services, hosts, MIS, databases, e-services, etc.).
- Microsoft Agreement for Licensed Public Administration (Licensed Microsoft Products: Windows Server, Windows, Office, SQL Server, Antiviruses etc.)

# Institutions and Agencies for ICT

- During these years has been created several institutions and agencies related e-government and ICT which are the main actors in these process.
  - Ministry of Innovation and Public Administration(MIAP)
  - National Agency of Information Society(NAIS)
  - Agency for the Delivery of Integrated Services Albania (ADISA)
  - National Agency for Cyber Security (ALCIRT)
  - National Authority for Electronic Certification(NAEC)
  - **GIS Albania (Digitized maps)**
  - **European Agenda for Information Technology**

# E-services

- During the years 2008-2013 Albanian Government have launched the first 13 e-services in Albania as : e-procurement, e-education(partial), e-health(partial), e-business, etc.
- In middle of 2015 Albanian Government has been launched the **e-Albania** portal, the first unique portal on e-services. This portal launched the first 150 e-services that mean all government institutions, agencies and authorities include their e-services in one portal just *simple and fast*.
- Today, after for less than 1 year e-Albania portal offers totally 786 e-services ( 467 citizens, 477 businesses and 67 for Administration\Government)
- [www.e-albania.al](http://www.e-albania.al)



# Annual e-Albania Report 2015

## RAPORT VJETOR E-ALBANIA

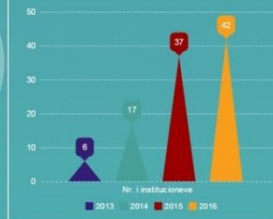
### Vizitat në portalin qeveritar e-albania.al



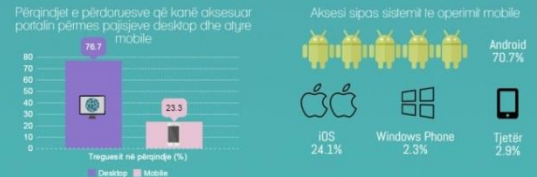
Në 8.72% të rasteve kur nuk ka qenë i mundur identifikimi i vënditdodritjes (konkretisht) të përdoruesit.

92.7% e vizitave në portal vijnë nga Shqipëria, prej së cilëve 81% nga Tirana dhe 19% nga qytetet e tjera.

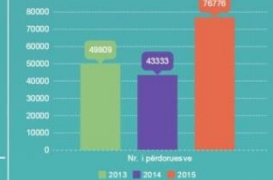
### Numri i institucioneve të lidhura në Platformën Qeveritare të Ndërveprimit (2013-2016)



### Desktop vs mobile



### Përdoruesit e rinj të regjistruar në portal në tre vitet e fundit



### Numri i transaksioneve në GG (janar 2013 - dhjetor 2015)



### Përdoruesit e rinj gjatë vitit 2015 të ndarë në përqindje sipas gjinisë



### Frugëtimi i zhvillimit të portallit dhe Platformës Qeveritare të Ndërveprimit

- 2012** Në nëntor/dhjetor 2012 u krijua portali V1.0 e-albania & Platforma Qeveritare e Ndërveprimit
- 2013** 6 sisteme të lidhura, 14 shërbime të nivelit 3 dhe 4
- 2014** Portali i ri V2.0 e-albania dhe Platforma Qeveritare e Pagesave Elektronike 17 sisteme të lidhura, 22 shërbime G2G, 119 shërbime G2C, G2B të nivelit 3 dhe 4
- 2015** 248 shërbime elektronike G2C, G2B të nivelit 3 dhe 4 37 sisteme të lidhura, 57 shërbime G2G
- 2016** 400 shërbime elektronike G2C, G2B të nivelit 3 dhe 4

### Përdoruesit gjatë vitit 2015 të ndarë sipas grupmoshave





# Now we are working on....

Cross-cutting Strategy “Digital Agenda of Albania 2015-2020” focused:

- Improvement of national infrastructure of the ICT, as the main pillar of a fast development of the information society and the growth of electronic readiness:
  - Increase of access with a high transmission speed, of at least 100 Mbps in 50% of families, and at least, 30 Mbps for the whole population;
  - Growth of population percentage that utilizes the Internet from 50 % at the end of 2013 to 90% by the end of 2020;
  - Number of businesses using ICT for e-commerce purposes should be at the rate of 50%;
  - All schools with access to broadband Internet;

# Now we are working on....

- Development of e-governance and providing of interactive public services through the Internet for the citizens and businesses:
  - Delivery of interactive public services for individuals and businesses from 30% in 2013 to 50 % by the end of 2017;
  - Increase of e-governance, ensuring a change of up to 10 places until 2020. (o. 5046-2013 to 0.7 -2017);
  - Simplification of administrative procedures and reorganization of processes;
  - Establishment of a services model that puts the citizen at the center through the creation of a unique till for public services, as well as the improvement of access to services for the citizens and the increase of transparency for the services of each public institution, mainly through the utilization of information and communication technology;
  - Basic systems interrelated at the rate of 100%;
  - Basic vital services for citizens and businesses provided electronically, both at the central and local level;
  - 30-50% growth of the scale of users of electronic services and e-governance;

# Now we are working on....

- Implementation of the national policy for the Establishment of National Geospatial Data Infrastructure (NSDI) and that of the Multi-Purpose Cadaster Office through the following:
  - Creation of the Gravimetric geo-portal and network;
  - Establishment of a Multi-Purpose Cadaster Office;
  - Functioning and certification of the active network ALBPOS, as well as that of the passive network ALBPOS;
  - Establishment of the levelling network, Class I and II, and acquisition of European certifications;
  - Maintenance and update of networks pursuant to the European standards;



Questions?

**Thank You!**

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