

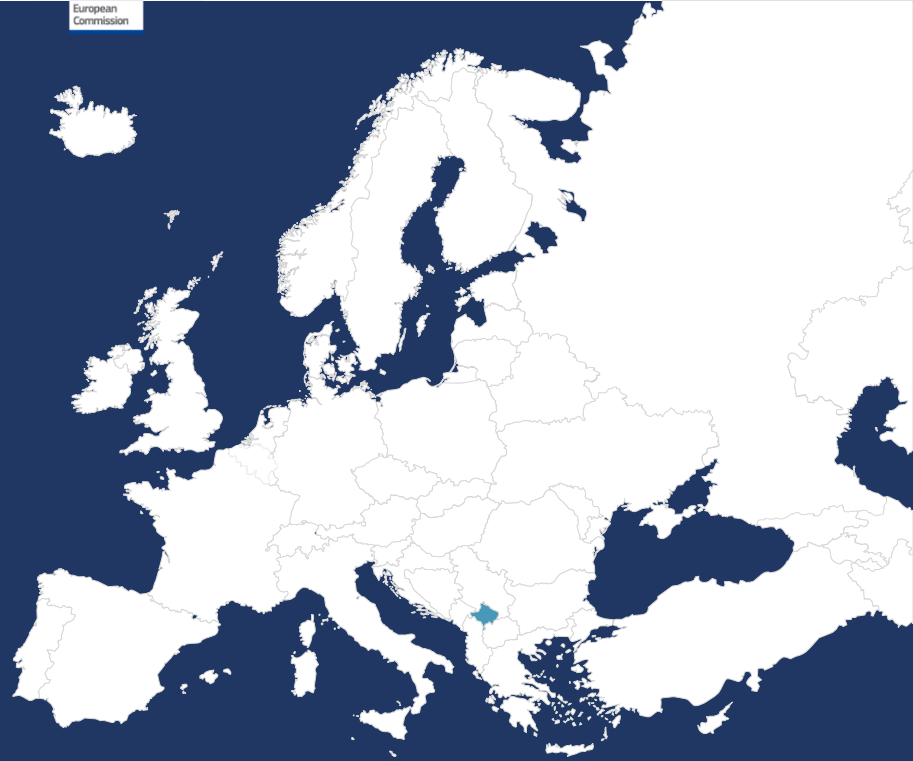
KOSOVO

Digital Public Administration Factsheet

2024

Main developments in digital public administrations and interoperability

JULY 2024



HIGHLIGHTS - KEY PROJECTS

- Kosovo is in the process of developing an Integrated Health Information System (IHIS), which is essential to enable improvements in quality measurement and provision of data required for policymaking. The Primary Healthcare (PHC) level has a Basic Health Information System (BHIS), which started out with the minimal functionality of registering patients and further evolved to include other functions, such as tracking the patient's medical history and supporting the key PHC workflows. In 2023, the Ministry of Health conducted a feasibility study which resulted in a roadmap and an action plan to develop an eHealth ecosystem.
- With the support of the funds of the Instrument for Pre-Accession Assistance (IPA) of the European Union (EU), in January 2023 a project was launched for implementing an electronic identification (eID) platform at the national level. The platform is expected to go live in July 2024 and will provide comprehensive services, including eID, electronic authentication, electronic signatures, electronic seals and digital wallet.



Key figures

18 new initiatives adopted in 2023-2024

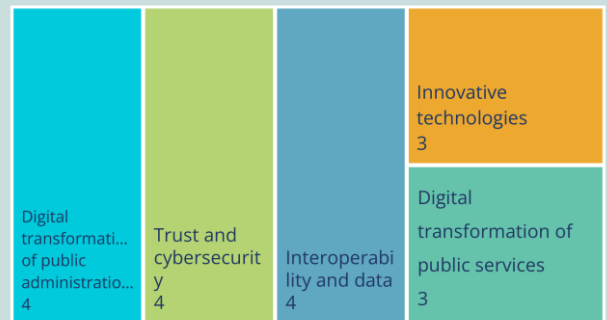


Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

This country is not under the scope of the Digital Decade data collection.

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The [eGovernment Strategy Kosovo 2023–2027](#) aims to achieve the vision outlined in the Digital Agenda of Kosovo 2030 by strategically addressing current challenges in public administration digitalisation. Adopted in October 2023, the strategy emphasises the need for a more cohesive approach, focusing on eGovernment coordination, cybersecurity and digital skills development. It promotes a ‘whole-of government’ enterprise architecture, user-centric digital services and competency enhancement. To stay relevant, the strategy encourages innovation, an open mindset, and collaboration with stakeholders at national and international level, ultimately aiming for Kosovo to become a digitally modern country with an advanced digital economy and efficient public administration by 2030.
- The government of Kosovo approved the [Kosovo Digital Agenda 2030](#) in June 2023. Developed and proposed by the Ministry of Economy, this cross-sectoral horizontal agenda outlines specific policies and priorities for Kosovo’s digital transformation in the context of evolving technologies and global digital trends. The Digital Agenda aligns with national development, IT and socio-economic strategies, as well as with EU recommendations like the 2030 Digital Compass and the Green Deal.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The Digital Transformation Unit within the Office of the Prime Minister, supported by GIZ Kosovo and OECD/SIGMA, is coordinating the piloting of the reengineered childbirth-related services based on a life-event approach. This innovative approach combines several elements: user-centred design, proactive and integrated service delivery, and the Once-Only principle. It will significantly improve customer experience by offering a cluster of services coming from different institutions while requiring minimum interaction from parents with those institutions.
- The government of Kosovo considers inclusivity as the key principle for service delivery and recognises that there will always be categories within the society that are not able to use the digital channel on their own. Consequently, it has started work on establishing physical integrated service centres that will offer the convenience of digital services with the support of a government employee.

TRUST AND CYBERSECURITY

- The new [National Cybersecurity Strategy 2023–2027](#) adopted in October 2023 has created a comprehensive cybersecurity roadmap for consolidating institutional capacities, introducing new legislation, protecting critical information infrastructure, increasing awareness, fostering national and international cooperation, and developing human capacities at the national level. At the same time, one of the pillars of the new eGovernment Strategy is dedicated to strengthening cybersecurity of government systems. The adoption of a new cybersecurity piece of legislation, which provides for the creation of central cybersecurity institutions responsible for ensuring cybersecurity in critical infrastructures and beyond, is another crucial development in strengthening the cybersecurity posture of Kosovo.

INTEROPERABILITY AND DATA

- The Action Plan of the eGovernment Strategy Kosovo 2023–2027 envisaged the development and implementation of a new comprehensive National Interoperability Framework (NIF). The Government of Kosovo has prepared the terms of reference for the development of NIF and the assessment of the interoperability platform (GG). The procurement phase will be launched in June 2024.



Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

This country is not yet part of the EIF data collection.

Find out more about the EIF [here](#).

INNOVATIVE TECHNOLOGIES

- The government has already drafted the terms of reference for the consultancy needed to develop Kosovo’s strategic approach to cloud computing. The procurement process is set to begin soon as part of the World Bank Project for Strengthening Digital Government, approved in May 2024.

The consultancy project will involve a comprehensive analysis of information systems and data categories suitable for the public cloud, developing a national cloud strategy and a cloud transition plan, and establishing a Disaster Recovery, Contingency, and Continuity of Government Operations Framework.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).