

# ALBANIA

## 2024 Digital Public Administration Factsheet

Supporting document






Main developments in digital  
public administrations and  
interoperability

JULY 2024

# Table of Contents

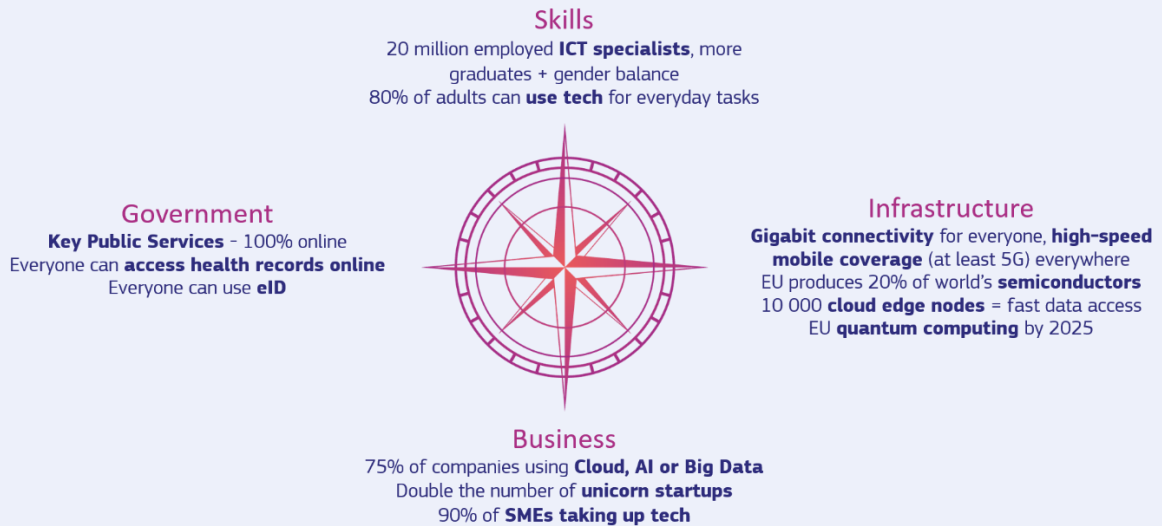
1.	Interoperability State-of-Play .....	3
2.	Digital transformation of public administrations .....	4
3.	Interoperability and data .....	6
4.	Digital transformation of public services .....	12
5.	Trust and Cybersecurity.....	19
6.	Innovative technologies.....	22
7.	Digital Public Administration Governance .....	25
8.	Cross border Digital Public Administration Services for Citizens and Businesses .....	27

Icons Glossary		
<i>Political Communication</i>	<i>Legislation</i>	<i>Infrastructure</i>
		

## 2030 DIGITAL DECADE

The **Digital Decade policy programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

- 1) a digitally skilled population and highly skilled digital professionals;
- 2) secure and sustainable digital infrastructures;
- 3) digital transformation of businesses;
- 4) digitalisation of public services.



The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

# 1. Interoperability State-of-Play

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

## **Curious about the state-of-play on digital public administrations in this country?**

Please find here some relevant indicators and resources on this topic:

- [Eurostat Information Society Indicators](#)
- [Digital Economy and Society Index \(DESI\)](#)
- [eGovernment Benchmark](#)
- [Repository of good practices on the EIF implementation](#)





## 2. Digital transformation of public administrations

### Main digital strategies, action plans and legislations

#### Digital Agenda 2022-2026

The digital transformation in Albania began in 2013, aiming to change citizens' mindset toward electronic communication with State institutions, embarking on a path of no return towards the provision of online public services and the complete digitalisation of administration work processes. In the past decade, the digital transformation of public services has forever changed the relationship between the administration and citizens and businesses. The persistence of the government on trusting technology, deregulation, eliminating face-to-face contact between citizens and administration officials, proper investments in ICT, etc., are bearing fruit today. Albania has taken important steps towards fast and broad developments in digital service platforms, offering a wide-range of modern e-services available to citizens and businesses. This is also accompanied not only by relevant legislation in the field, but also by ICT standards and frameworks guiding the technical developments. The Digital Agenda of Albania for the years 2022-2026 aims to stimulate investments in key areas such as advanced computing, data processing, artificial intelligence and cybersecurity, while fostering advanced digital skills essential for their development. The overarching goal is to connect businesses, public administration, and citizens with cutting-edge technologies and resources. The National Agency of the Information Society (NAIS) is actively working to advance electronic governance and digitalise public administration, seeking to enhance citizen and business access while improving the quality of electronic public services. The Digital Agenda of Albania is in line with the Berlin Declaration on Digital Society and Value-based Digital Government, and has been designed according to the principles described in this document. Albania has undertaken important reforms related to digital transformation and invested in the implementation of reforms aimed at digitalising infrastructure and public services with the support from the National Strategy for Development and Integration, the Digital Agenda of Albania and the National Plan for Broadband Development 2020-2025

#### Albania Action Plan 2023-2025

Albania's 6<sup>th</sup> National Action Plan (NAP) for Open Governance has been published. It sets out the country's commitment to transparency, the fight against corruption, citizen empowerment and technological advances. The government's objectives include increasing efficiency, ensuring accountability and encouraging innovation in public services and resource management. This strategic plan reflects Albania's commitment to the principles of open governance and to putting technology at the service of its citizens.

The National Action Plan 2023-2025 encompasses various commitments related to open data, digitalisation of administration, and citizen services. Specific commitments are related to increasing the number of datasets available on the open data portal, the introduction of proactive life-events, the transposition of the EU web accessibility directive for government portals (Web Accessibility Directive (EU) 2016/2102, as well as the improvement of the citizen feedback mechanism for electronic services. These commitments collectively aim to enhance transparency, promote open governance, and improve citizen engagement in decision-making processes.

#### National Strategy for Development and European Integration for 2023-2030

A new national strategy for development and European integration (NSDEI) was adopted in February 2023, covering the period up to 2030.

The National Strategy for Development and European Integration 2030 is the main strategic document that gives directions and defines the priorities for the sustainable economic and social development of the country on the way to its full membership in the European Union. This includes the relationship with the Sustainable Development Objectives in order to achieve the goals of the 2030 Agenda by defining the vision for the development of democracy, social and economic development of the country during the period 2023-2030. The NSDEI 2030 also defines the priority country development sectors for this timeframe (2023 -2030), which are; European



integration as a national priority, digitalisation, energy, agriculture, tourism and the fight against corruption.

### EU Integration

The process of Albania's EU Integration will see the implementation of an electronic system designed to monitor the progression of EU integration efforts closely. This system will provide the public administration with real-time insights and analytics, enabling it to track the status of negotiations effectively. Such technological advancements are aimed at enhancing transparency, efficiency, and the strategic decision-making process, ensuring that stakeholders are well-informed and able to respond promptly to developments in the integration process.

## Digitalisation of internal processes

No particular initiatives have been adopted in this field to date.

## Digitalisation supporting the EU Green Deal

### Online-Only Public Services

Albania provides 95% of public services online-only, from the application to the provision of the final document, which is delivered electronically to the user with an e-seal or e-signature. As of 2023 it is estimated that citizens have been spared 1010 years of waiting in line and 12 million Euros.

The elimination of queues at physical counters means less use of means of transport, which emit harmful gases into the air, while electronic documents have maximally avoided the use of paper and printers, thus contributing to protect the environment in the long term while increasing the quality of life in Albania.

In addition to these direct savings, if citizens and business employees once spent at least an hour off work to complete a public service application, it is estimated that at least EUR 65 million in work-time costs only have been saved thanks to real-time download of e-sealed documents. The Albanian administration itself, since the establishment of the Document Circulation System with Electronic Signatures in 2020, gathers all associated documents on behalf of the citizens, who are only required to provide private-issued or self-declaration documents.

These initiatives bring the country closer to meeting the environmental standard, an important condition for the EU Green Deal.

### Electronic Signature Documents Circulation System

The Electronic Signature Document Circulation System is a dedicated system enabling the interaction of all institutions, with the aim of exchanging all documents associated to a citizen's file in electronic, paperless form and bearing electronic signature. This reduces the burden on institutions for citizens and businesses. As a result, from January 2020, the only associated documents that need to be provided by the citizen/businesses are self-declarations or private-used ones. Additionally, this system enables real-time monitoring of the administration's work in terms of response times and service delivery deadlines, ensuring transparency and accountability.



## 3. Interoperability and data

### Interoperability Framework

#### National Interoperability Framework

The National Interoperability Framework was approved with Instruction No. 2 of 30.10.2023, issued by the General Director of the National Agency of Information Society. It has been aligned with the European Interoperability Framework (EIF) of 23 March 2017, as part of the Communication approved by the European Commission (COM (2017)134).

On the other hand, the Electronic Services Standards aim to standardise e-services design and implementation. The document includes 14 standards that should be taken into account when designing and improving electronic services, such as:

- Understanding users and their needs by enabling their inclusion in various steps of services design,
- Designing user-friendly e-services also suited to people with special needs,
- Applying an agile way of working,
- Making sure every e-service is secure and compliant with privacy policies,
- Applying constant improvements to e-services based on citizens' feedback and usage etc.

The document also includes the assessment mechanism, which ensures that e-services meet the requirements of the Services Standard during the creation or modernisation phases.

### Data access, management and reuse

#### Open data

#### Law on Open Data and Interoperability

LAW No. 33/2022 ON OPEN DATA AND PUBLIC SECTOR INFORMATION REUSE. This law aims to create a legal basis for promoting the use of open data in the Republic of Albania with the aim of promoting innovation in the provision of products and services. The object of this law is to determine the rules and procedures for the right to reuse open data for profit or non-profit purposes of documents held by public sector bodies or public enterprises in the Republic of Albania.

#### Albanian Open Data website

The Albanian Open Data Portal presently offers open data from various sectors, including health, treasury, customs, education, and business. While several public bodies are actively involved, the initiative aims to secure broader participation from other public entities, promoting the availability of their data as open data. Some open data are published automatically on the portal. They can be downloaded into machine readable formats like CSV, HTML, JSON, xlsx, XML etc.

The Open Data Portal will be upgraded in terms of usability, interface and functionalities to apply the latest innovations in data collection, data analysis, data projection and data outreach. As a consequence the portal will become more accessible and user-friendly.

An Open Data Readiness Assessment will be conducted in 2024 to provide an inventory of datasets in line ministries and agencies, by supporting the publication of data by selected line ministries to the Open Data Portal.

Regarding the promotion of the use of the open data platform, communication and awareness-raising actions will be undertaken to increase the utilisation of open data. These efforts aim to encourage economic activities among universities, businesses, and data analytics start-ups, as well as to foster greater accountability.



## Base registries

The following table lists the Albanian base registries:

National	
Business and Tax	<ul style="list-style-type: none"> <li>Commercial Register, The commercial registry, situated within the administrative framework of the Republic of Albania, is a unique database of entities that, according to the Albanian legislation, carry out commercial economic activities.</li> <li>Base Register of General Directorate of Taxes The Database of the General Directorate of Taxes serves as a comprehensive repository encompassing all tax reporting entities, including those liable for VAT, personal income tax, and other taxes outlined within the fiscal regulations of the Republic of Albania. It functions as a centralised platform to manage and organise pertinent tax-related information in accordance with the country's tax framework.</li> <li>Fiscalisation system database The central database for the fiscalisation of invoices is a fundamental component of the regulatory infrastructure established under the fiscalisation law within the Republic of Albania. This database serves as a pivotal platform designed to meticulously manage and monitor the invoicing processes undertaken by businesses and entities operating within the country.</li> </ul>
Transportation / vehicles	<ul style="list-style-type: none"> <li>National Register of Vehicles The central database for road vehicles, as stipulated by the Road Code of the Republic of Albania, stands as a pivotal repository meticulously designed to catalogue and regulate information pertaining to all motor vehicles on the nation's roadways. This database serves as a foundational pillar within Albania's transportation infrastructure, facilitating the effective management and oversight of vehicle registration, ownership, licensing, and compliance with regulatory requirements outlined within the Road Code.</li> <li>Maritime Traffic Database The central database on the entry and exit of vessels into and out of Albanian ports serves as a critical repository meticulously documenting voyage-related data. This comprehensive database records essential information such as the date and time of arrival and departure, the last port of departure and port of arrival, voyage numbers, and the names of agents or authorised persons responsible for facilitating port calls.</li> </ul>
Land	<ul style="list-style-type: none"> <li>National Geoportal The GIS, as defined by Law No. 72 of 28.06.2012 for the Organisation and Operation of the National Geospatial Information Infrastructure in the Republic of Albania, refers to a comprehensive framework established to manage, organise, and disseminate geospatial information throughout the country.</li> <li>Real Property Register The Electronic Real Estate Register is an organised repository housing cadastral information along with data generated during the implementation of Law No. 20/2020, "On the Termination of Transitional Processes of Ownership in the Republic of Albania". This register stores such information in electronic format, enabling its processing and updating through a computerised system. It plays a crucial role in fulfilling the legal obligations of the Cadaster State Agency (ASHK) for the Legalisation, Urbanisation, and Integration of Informal</li> </ul>



	<p>Constructions (ASHK), ensuring efficient management, accessibility, and accuracy of real estate data.</p> <ul style="list-style-type: none"> <li>• Integrated Register of the Territory</li> </ul> <p>The register, defined by law No. 10119 of 23.04.2009 on territorial planning, is the electronic inventory and public document for information related to territorial planning, which is created, stored, maintained, administered and updated in a manner independently of national and local planning authorities and other public institutions.</p>
<p>Population</p>	<ul style="list-style-type: none"> <li>• National Registry of Civil Status</li> </ul> <p>The National Civil Status Registry serves as the central database containing information from the national registry of civil status, as outlined by Law No. 10129 of 11.05.2009 on civil status, amended accordingly. This registry functions as the primary repository for vital records and related data concerning births, marriages, divorces, and deaths, ensuring the systematic recording and management of civil status events across Albania.</p>
<p>Other</p>	<p><b>Central Government</b></p> <ul style="list-style-type: none"> <li>• E-Albania Portal</li> </ul> <p>The unique government portal, e-Albania, serves as the primary gateway providing streamlined access to a wide array of online electronic services offered by the public administration. Acting as the single point of contact, it facilitates convenient access for citizens and businesses to various governmental services, categorising them according to different thematic areas.</p> <ul style="list-style-type: none"> <li>• Government Financial Information System</li> </ul> <p>The Government Financial Information System &gt; SIFQ contains:</p> <ol style="list-style-type: none"> <li>a) Data of financial transactions and balances, related to the execution of the budget of the general government units;</li> <li>b) Data on the budget and accounting codification and classification of government financial data, in accordance with the legal basis for public finances;</li> <li>c) Reference data for interaction and other databases;</li> <li>d) Other supplementary information, for work processes of state finances; and</li> <li>e) Data for financial reports and statistics.</li> </ol> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Pre-University Information Management System</li> </ul> <p>The pre-university information management system, a project already launched by the Albanian government, is directly related to the improvement of the education system by collecting and processing all pre-university education information, increasing the level of digital interactivity of schools and encouraging users to use new technologies in education within the system. The project extends to the system of pre-university according to 69/2012 on pre-university education in the Republic of Albania.</p> <ul style="list-style-type: none"> <li>• State Matura Evaluation System</li> </ul> <p>The State Matura Evaluation System is designed to store and process data for all graduates, manage the state matura exam process, and ensure the integrity and accuracy of exam-related activities. This includes filling out forms, setting up exam environments, saving exam results, managing participant data, organizing exams, calculating grades based on exam results, and printing diplomas with a digital seal in accordance with current legislation. The students apply online through the e-Albania platform for their state matura form, retrieve a copy of their test and download their exam grades attestation electronically.</p> <p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Register of Residents / Patients (AHIS – Albanian Health Information System)</li> </ul>





	<p>The register of residents/patients is a centralised system that enables the management and registration of patients with family physicians. The physicians register the patients and identify their insurance category and provide the health care services by having the patient present only the ID document. The system provides a summarised information about the overall health of the patient.</p> <p><b>Justice</b></p> <ul style="list-style-type: none"> <li>• Register of NGOs</li> </ul> <p>The electronic register of non-profit organisations is a State database, through which information organised and stored in electronic form for non-profit organisations is collected, processed and updated through a computer system. The information consists of separate electronic files for each non-profit organization that is registered according to the provisions of Law No. 80/2021 FOR THE REGISTRATION OF NON-PROFIT ORGANIZATIONS.</p> <p><b>Culture</b></p> <ul style="list-style-type: none"> <li>• Database of Cultural Monuments of Albania</li> </ul> <p>The Database of Cultural Monuments of Albania serves as a comprehensive repository meticulously cataloguing and preserving invaluable cultural heritage sites scattered across the nation.</p> <ul style="list-style-type: none"> <li>• National Information System of Registration and Administration of Cultural Assets</li> </ul> <p>The National Information System of Registration and Administration of Cultural Assets serves as a comprehensive platform designed to streamline the management, protection, and dissemination of cultural heritage in the Republic of Albania. This system facilitates the identification, cataloguing, storage, and utilisation of tangible and intangible cultural assets owned by various entities.</p> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Employment Services System</li> </ul> <p>The Employment Services System (SSHP) serves as a comprehensive platform designed to facilitate various aspects of employment-related activities. Within the SSHP, the following categories of data are typically included:</p> <ol style="list-style-type: none"> <li>a) Information pertaining to job seekers, encompassing details such as their qualifications, skills, employment history, and preferences regarding job opportunities;</li> <li>b) Data concerning employers, including their contact information, industry sector, job vacancies, and recruitment needs; and</li> <li>c) Details regarding job vacancies available within the labour market, including job descriptions, required qualifications, location, salary, and application deadlines.</li> </ol>
Sub-national	
<p>Base Registries</p>	<ul style="list-style-type: none"> <li>• Database of the General Directorate of Local Taxes and Fees</li> </ul> <p>The Database of the General Directorate of Local Taxes and Fees serves as a localised repository housing pertinent information concerning taxes and local levies specific to the city of Tirana. Established in accordance with the provisions outlined in Law No. 9632 of 30.10.2006 on the system of local taxes and its subsequent amendments, this database centralises data related to taxation within the jurisdiction of Tirana.</p>



**Law No 10 325/2010 on State Databases and Law No 43/2023 for Electronic Government**

The data management approach is defined in the legal framework of Law No. 10 325 of 23.9.2010 on State Databases and law 43/2023 for electronic government, as well as the European directives for the "Once Only Principle" use of data. This is defined in the 'purpose' of Article 1 of Law 10 325. This law defines the basic rules for the creation, administration of State databases and the interaction between them, to ensure the effective use for public interests and services by anyone.



Article 5 and article 6 of vkm 945 on the principles for the administration of the State database system and the preparation of the documentation of the State database should also be mentioned. These ensure the operation of the Once-Only principle. The format used for these databases is XML. The technology used is Biztalk.

 **Governmental Interoperability Platform**

The e-Albania government portal is connected to the Government Interoperability Platform that is the underlying and core architecture enabling interaction with State databases and real-time data exchange between 61 electronic systems of public institutions, automating administrative procedures and eliminating accompanying documents. The GG platform has been implemented as part of the NAIS infrastructure in 2013, starting with the integration of 6 electronic registers. The Government Interoperability Platform enables 68% of the application forms to be pre-filled in by real-time communication among the electronic registers of different institutions, thus simplifying the application process for citizens and businesses and reducing their accompanying documentation. During 2023, 271 million transactions were carried out, in comparison to 683,207 in 2013.

The aforementioned process is regulated by the Albanian law on State databases. The legal basis allows the interaction between electronic records identified and registered as State databases. This platform plays a crucial role in enhancing the efficiency and connectivity of electronic services across various sectors.

**Data platforms and portals**

The following table lists the main Albanian data platforms and portals infrastructures:

Albania We Want (“Shqipëria Që Duam”)	The “Albania We Want” (“Shqipëria Që Duam”) platform has several special sections where issues are addressed and, upon identification, processed to provide solutions.
Public Consultation	The portal serves as a place of consultation between citizens and decision-making institutions in Albania.
Open Data Portal	Albania’s Open Data Portal currently provides open data from several sectors, for example: health, treasury, customs, education, business, etc.
SMIP	The Pre-University Information Management System has revolutionised the way pre-university education information is collected and processed, increasing the level of digital interactivity of schools and providing a quick and transparent communication between schools and parents regarding the progress of children in school. The system enables the student’s register, information about their progress, electronic distribution of school certificates and graduation certificates, as well as the list of grades during the school year. These documents that loaded on the parent’s personal profile in e-Albania.
AKPA	The electronic system increases transparency and the possibility of employment of job seekers. It is an electronic register of job seekers and employers, providing automatic matching between the job vacancy and the job seeker.
e-fines	The Electronic Fines Management System automates the process of fines administration for all Traffic Police units, providing the relevant bodies with accurate and fast information on traffic violations, history and all necessary information on road traffic violations.
e-transport	The e-Transport Electronic Platform is an operational and financial management system for intercity road transport of passengers. It serves as a regulatory form for licenses and

	mandatory data on terminals, operating companies and drivers of transport vehicles.
--	---

### Cross-border infrastructures

The following table lists the European cross-border infrastructures of which Albania is part of:

European Business Registry	Albania is part of the <a href="#">European Business Registry</a> .
TESTA	The <a href="#">Trans European Services for Telematics between Administrations (TESTA) network</a> is used for a number of cross-border use cases. Albania is currently in communication with DG Digit regarding the TESTA connection, which will be fully funded from the EU. The TESTA gateway installed in Albania will serve to exchange many data with member states of the EU through centralised services offered in the TESTA network.



## 4. Digital transformation of public services



### Digital public services for citizens



#### Policy Document on Standards of Public Services

The National Agency of the Information Society defines the standards of electronic public services (e-services), in accordance with international and European standards. The purpose of this document is to standardise the design and implementation of public electronic services, in the framework of the initiatives and development of electronic government. The primary goals include encouraging the adoption of standards and best practices in electronic service implementation and management, fostering capacity and technology development in this domain.



#### e-Albania Government Portal

Over the past years Albania has been exemplary in terms of digital transformation and digitalisation of public services. The sight of queues at counters, endless waiting, collecting a bunch of letters from citizens and businesses are part of the past.

The [e-Albania Government Portal](#), administered by the National Agency of Information Society, has been central in the country's digital transformation since 2014. The e-Albania portal serves as the single point for providing public services to government institutions, thus serving as a unique entry point for citizens 24/7, offering electronic services with seals and signatures, promoting compliance with ICT policies, and reducing service time, bureaucracy, and corruption. It is connected to the Government Interoperability Platform, which is the foundational architecture enabling interaction among the 61 electronic systems of public institutions, automating administrative procedures and eliminating accompanying documents. Significant progress has been made in consolidating e-Governance through the provision of 95% of public services exclusively online on the e-Albania platform. On 1 May 2022 began the online provision of the final document for all applications being made through e-Albania, bearing full legal value. This means that Albania is now providing 95% of all public services online-only, which bear an e-sealed/e-signed document in the end. The portal offers around 1237 public services online and every citizen/business should register with their National Unique ID number to use it. Through forums, email, and social media, e-Albania encourages user engagement, serving as a single point for electronic services. The platform aligns with a vision of comprehensive digital services and a mission focused on informed ICT choices, marketability, and innovation. Users, including citizens, foreign residents, and businesses, benefit from its emphasis on security, authentication, and compatibility with various devices. User feedback is actively encouraged, reflecting e-Albania's commitment to continuous improvement in line with Albania's digital transformation objectives.

The e-Albania government portal has been created to be easily accessible to all Albanians, whether citizens, foreign residents or local entrepreneurs. It offers a variety of electronic public services. Civil servants are also included in the system, which means they can make full use of the portal's functionalities. This helps to make public administration more efficient and transparent, as employees can access and use the electronic services on offer. The e-Albania platform ensures that all information provided is accurate and is available 24 hours a day, 7 days a week, to provide the best possible access to electronic services at the time that suits you best. What's more, it guarantees the security of electronic payments, which means you can carry out online transactions with complete confidence.

The Albanian government, championing the transition from traditional offline services to online platforms, has successfully introduced the e-Albania platform as a notable achievement. The platform continues to contribute to a positive perception of the State and at the same time, plays a fundamental role in rebuilding citizens' trust in public institutions. It acts as a single point for the provision of public services of government institutions.

The digital revolution in Albania started in 2013 and the government, recognising the importance of this shift, has actively invested and worked to transform public services and their backend processing into fully digital ones. A key aspect of this transformation involves a dedicated effort



to transition from traditional physical counters to exclusive online platforms. It all started with only 14 online services for 49,738 registered users in 2013, of which 49,721 citizens and 17 businesses. Today, there are 1237 electronic services on e-Albania (about 95% of all public services), compared to 1227 electronic services in 2022. Currently, the number of users registered on the e-Albania portal is 3 096 088. In 2023 alone, 240 616 new users were registered on the e-Albania government portal.

Since September 2017, when the electronic seal entered into force, the e-Albania portal has enabled the download of administrative documents with legal value 24/7, making these documents available at any hour of the day and any day of the week. In 6 years (September 2017 - December 2023) 34 million documents were generated.

Today, through e-Albania citizens receive any State document, from personal certificates to property certificates, can pay monthly bills, health services, receive court certificates, insurance certificates, and any other utilitarian service. Ordinary citizens no longer need to go to public offices for their problems. e-Albania has saved citizens and businesses 1010 years of waiting in lines to receive e-sealed documents and about 12 million EUR, thanks the removal of fees for documents that are now provided free of charge in an electronic version. It is estimated that around EUR 65 million of work time costs have been saved for citizens and business employees just by the real-time downloading of e-sealed documents (considering that to receive a document once, the person had to be leave work for an hour on average). If fuel or parking expensed are calculated, these values would multiply several times.

## eInvoicing



### Electronic Invoices

The adoption of electronic invoicing has made great progress toward modernizing the tax system and facilitating smoother business transactions. The process of fiscalisation is a great solution for businesses, in all B2G, B2B and B2C transactions. As of 1 July 2022 the invoicing process in Albania is 100% electronic with more than 615 million invoices issued from 109 000 businesses in 2023.

The full digitalisation of this process through the invoicing platform called the Central Information System (CIS), have enabled the General Directorate of Taxation (GDT) to have real-time data on all sales/purchases transactions, better collect and forecast income on VAT and other taxes, and most importantly fight tax fraud and tax evasion in the early stages with advanced analytical tools.

## eHealth and social security



### eHealth Services

The health and social protection sectors have seen significant advancements through the digitalisation of various processes. This includes digitalising patient visits to family doctors, maintaining electronic records of diagnoses, and the electronic referral of patients for specialised diagnostic checks. For the chronically ill, electronic prescriptions are now a reality, alongside e-signed medical reports by doctors. The management of pharmaceutical warehouses has been enhanced with electronic inventory systems and drug tracking capabilities. Additionally, the process for applying, processing, and approving the opening of pharmacies or pharmaceutical warehouses is performed online. The process of drug authorisation, registration and processes of drug import/export are digitalised. Blood bank data digitalisation and the electronic registration of donations have been implemented.

The managing and monitoring of the vaccination program and immunisation process at national level alongside with the creation of the digital Personal Vaccination Card have been achieved, as well as the issuance of COVID-19 vaccination, testing, and recovery certificates. Moreover, a full information on continuous education of health and social care professionals and online handling of the accreditation and registration process of the health and social institutions and activities have been ensured.

As concerns social services, aid distribution, the disability payment program and the administration of social care services are managed by digitalised systems including e-sealed documents.

Upcoming real-time access to patient health data among other 7 regional hospitals will enhance coordination and quality of care. Additionally, enhancements to the medical emergency system will optimise response times and the effectiveness of emergency medical services.



Albania is currently working to digitalise the disease surveillance and also the regulatory processes in the field of radiation protection, safety and radiation security.

### ePrescription

In Albania's third action plan (2016-2018), a commitment was made to move nationwide from a paper-based medical prescribing system to an electronic prescribing system. The objectives included improving the efficiency of drug reimbursement, reducing errors in the dispensing of medicines, minimising misunderstandings between healthcare stakeholders and creating a historical record of patients' therapies. The aim of this transition was to resolve the problems associated with the management of paper-based medical prescriptions, such as errors, administrative burdens and inaccurate data, with the ultimate aim of improving patient health and the quality of healthcare.

The electronic prescription system enables the processes of description, registration, execution, signature, and reimbursement based on electronic infrastructure and tools, replacing the use of paper.

Thus, e-prescriptions brought about a significant reduction in healthcare costs, while the elimination of duplicate prescriptions in reimbursement is possible and information for doctors on cheaper drug alternatives for the same diagnosis is provided.

### Electronic Referral

Electronic referral enables the referral of patients by family doctors to specialist doctors, by specifying the date and time of the advanced consultation/examination. Citizens have the possibility to reschedule the appointment through the e-Albania portal.

### Electronic Visits System

The electronic visits system has digitalised the process of patient visits to the family doctor and made possible the preservation of patient medical history and health data, thus enhancing the possibility for in-depth medical analyses. The efficiency of healthcare professionals is increased by using the Doctor Portal as a single window (SSO platform) to access all the systems (prescription, referral, resident register, e-visits).

### Electronic Medical Reports System

The electronic medical reports system enables all medical reports (medical reports of temporary incapacity for work, pregnancy, occupational diseases, health commissions, etc.) to be electronically generated with electronic signature.

The pharmaceutical warehouse system administers the pharmaceutical warehouses and the inventory of reimbursable drugs that are traded (interoperability with electronic prescription and drug system). The completion of the cycle of drug circulation is ensured from the registration with the AKBPM (the institution responsible for drug management), import warehouses, pharmacies and patients.

### Drug Registration and Control System

The drug registration and control system records the processes of drug import and registration in the system, registering all the information on the drugs (quantity, composition, series, expiration, prices, etc.). It also manages the registration of orders and all relevant authorisations (import, use authorization).

The RHIS – Regional Hospital Information System enables the digitalisation of all work processes in a hospital, as well as of all medical documents produced, from epicrisis, discharge sheets, prescriptions, etc., through the implementation of electronic signature for specialist doctors. The system is already implemented in 4 regional hospitals, ensuring real-time access to patient electronic health records and medical histories and increasing the efficiency of health care professionals in these hospitals.

### Automatised Blood Bank

The BLOOD BANK administers electronically blood or by-products requests by physicians/services. The entire route of blood / by-products is followed electronically.

### e-VACCINATION

e-VACCINATION manages the distribution and usage of all kinds of vaccines for all the medical centres and generates real time reports of the vaccination stock and the population



vaccination situation. The system also enables a pro-active forecasting of vaccine quantities and alerts when stocks approach or decrease below a predetermined minimum level by monitoring the storage location of vaccines, and the condition and parameters of the refrigeration equipment in the health centres.

## Other key initiatives

### Online School Registration

In the education sector, significant strides are being made towards digital transformation to streamline processes and enhance learning outcomes. The introduction of online registration for first and tenth grade students simplifies the enrolment process for both parents and schools. An electronic register of grades, absences, and student progress allows for real-time notifications to parents, ensuring they are kept informed of their children's academic performance and attendance. The implementation of an e-sealed list of grades adds an extra layer of security and authenticity to student academic records.

Furthermore, an Electronic Register of Licenses has been established to manage the certification and licensing of educational personnel efficiently. The digitalisation of the registration, examination, and licensing procedure for regulated professions like doctors, dentists, pharmacists, nurses, midwives, physiotherapists, veterinarians, architects, engineers, teachers, social workers and psychologists modernises and speeds up the process, making it more accessible to applicants.

In order to foster innovation and technological fluency from an early age, 100 pilot smartlabs have been established, and coding has been introduced to first and second graders. Another 216 smartlabs are currently being established and are expected to be completed within 2024. This initiative aims to equip students with the critical skills necessary for the digital age, promoting an understanding of technology and its applications from the very beginning of their educational journey.

The education sector will witness the launch of a new information system for higher education, which will revolutionise the way students select their courses and programs. This system will enable students to self-select their academic paths based on pre-set criteria, offering a more personalised and autonomous approach to their education. Additionally, the expansion of smartlabs to all levels of pre-university education is set to take place, ensuring that every student, regardless of their grade, have access to state-of-the-art learning environments. These **smartlabs** will be instrumental in teaching students critical thinking, problem-solving, and digital literacy skills, preparing them for the challenges of the future workforce.

### Puna.gov Employment Platform

The labour and social insurance sectors are being transformed through digital initiatives, such as the introduction of the integrated employment platform, [puna.gov.al](https://puna.gov.al), which digitalises the full employment cycle from job postings to candidate selection and termination. Professions and skills are now classified according to the ESCO standard, in alignment with the national list of professions for better job matching.

### Online Pension Processes

Pension processes have been simplified with online applications and a significant reduction in required documents—from 14 to 3 for first time applications and from 18 to 8 for pension revision. Additionally, the issuance of e-sealed certificates for pensions and contributions enhances security and efficiency, streamlining these essential services for the public.

The electronic system of the Institute of Social Insurance is undergoing improvements to enhance its efficiency and user experience. This includes the digitalisation of historical hard-copy records, such as work seniority for periods before 1993 and payrolls after 1994, which is a significant step towards preserving and easily accessing historical data. Furthermore, the system now features automatic calculation of benefit amounts for individuals, streamlining the process and ensuring accuracy in the calculation of social insurance benefits. These updates significantly improve the management of social insurance records and the delivery of services to beneficiaries.

### Consular Services

In the realm of foreign affairs, significant digital advancements have been made to better serve Albanians living abroad and foreigners looking to visit Albania. The introduction of 36 online



**consular services** for Albanians abroad marks a substantial improvement, offering convenience and savings on time, fuel, and costs associated with travel such as train, bus, or plane tickets.



### E-visa

This platform has digitalised, simplified and shortened the procedure of applying and obtaining a visa for foreign citizens. Visa selection is made possible electronically and foreign citizens can use the online visa portal, and innovation which has significantly increased the demand for travel to Albania from around the world.

For foreigners, the [e-Visa.al](http://e-Visa.al) platform facilitates online visa applications, allowing for the application and parallel processing by several State structures, streamlining the visa acquisition process. Moreover, the provision of an electronic visa, which can be stored and displayed on a smartphone, enhances accessibility and ease for travellers, reflecting a modern and efficient approach to visa management.



### E-Transport

The E-Transport electronic platform is an operational and financial management system for intercity road transport of passengers. It serves as a regulatory form for licenses, all necessary data on terminals, operating companies, drivers of transport vehicles, as well as the performance of all actors involved in this process.

Upcoming improvements in the transport sector include the establishment of an SOS monitoring centre dedicated to managing intercity transport services, aiming to enhance safety and response times during emergencies. Additionally, vehicle owners will soon have the option to obtain personalised license plates, adding a custom touch to vehicle registration. Moreover, a one-stop-shop system for the payment of traffic fines will be implemented, simplifying the process for drivers. Furthermore, the launch of an online application system for circulation permits and driving licenses for marine vehicles will streamline the licensing process for watercraft.



### Agriculture e-development

In the agriculture sector, various digital initiatives are underway to boost efficiency, sustainability, and compliance. Fishing vessel tracking ensures sustainable fishing practices by monitoring vessel locations to prevent fishing in prohibited areas. Online applications streamline access to the **National Farmer Support and Fuel Scheme**, simplifying support and subsidy processes for farmers. An electronic animal register, complete with RFID chips for animals, enhances livestock management and traceability. Veterinarians equipped with mobile apps on tablets can conduct on-the-spot verification of animal health and identity, while paperless communication systems reduce paperwork and increase efficiency. Lab examinations are electronically recorded and archived for easier access to important health data for animals and crops, while QR code labels on products enhance transparency and traceability for consumers. Looking ahead, upcoming advancements aim to further modernise agricultural practices. An electronic farm register will facilitate better management and oversight of agricultural operations, while a soil mapping and quality assessment system will provide detailed information on soil health for improved decision-making. GPS tracking for fishing vessels under 16 meters will ensure compliance with EU obligations, while an electronic register for sea fishing will promote sustainable practices through real-time reporting of fish catches. Finally, real-time farm efficiency analysis tools will allow farmers to optimise operations based on immediate feedback, leading to improved productivity and sustainability.



### Properties Platform

In property management, significant digital improvements have been made to simplify processes and boost efficiency. Ownership documents are **now accessible on e-Albania with e-Seals**, providing enhanced security and accessibility for property owners. The cadastre system has been upgraded to speed up application processing, making land and property registration more efficient. Additionally, the transition to a paperless system for construction permit applications has simplified the process and reduced environmental impact. Looking ahead, future developments aim to further improve the efficiency and security of property transactions. Plans include automating the assessment and payment process for property revaluation, reducing service delivery times, and introducing blockchain technology for enhanced data security in property transactions.







### National Library System

Significant strides have been taken in the cultural sector to preserve and broaden access to cultural heritage through technology. The **National Library System** has undergone a major upgrade, digitalising a vast collection of over 265 000 items including books, antiques, manuscripts, and magazines. Furthermore, adopting international library standards such as MARC 21 and Dublin Core ensures that the digitalised content aligns with global practices, enhancing accessibility and interoperability. Additionally, a new 3D virtual tour service offers remote access to 21 cultural sites across 10 cities, enriching the cultural experience for audiences worldwide.



### 3D Virtual Tour Service

Utilising cutting-edge technologies, a groundbreaking project was developed to offer virtual tours of exhibitions organised by the COD (Center For Openness And Dialogue), museums, and national cultural heritage sites. Meticulous attention to detail was a cornerstone of this endeavour, ensuring that every aspect, from colours and sizes to symmetries, was faithfully represented.

As part of this initiative, a user-friendly website has been created, allowing anyone with internet access to explore and navigate through these virtual exhibitions. Visitors have the freedom to interact with displayed images, dynamically navigate the gallery, and delve into areas of interest at their own pace. Each object is accompanied by informative text, with options for zooming in and out for enhanced exploration.

The realisation of the **3D Gallery** involved a multi-step process, including 2D/3D scanning of gallery premises, meticulous processing of generated images, and their seamless presentation on a 3D panel. This project has revolutionised the accessibility and engagement of cultural exhibitions, bringing the immersive experience of physical visits to a global audience in the digital realm.

## Digital public services for businesses



### Business Online Operations

Digital advancements have significantly streamlined business operations, enhancing efficiency across various interactions such as fiscalisation, government procedures, interactions with other businesses, and citizen engagement. Notable improvements include simplified financial transactions, quick online access to business information, easier compliance with tax regulations, efficient financial reporting, and streamlined import/export processes. Additionally, reduced bureaucracy in license and permit applications, as well as in starting new businesses, contributes to a more accessible and time-efficient administrative environment for businesses.

## Public procurement



### Public Procurement Agency

The Public Procurement Agency is the main institution responsible for proposing policies, monitoring and reporting in the procurement area in Albania and some of its main tasks are proposing regulatory measures, verifying the legality of the public procurement system, preparing standard tender documents, administering the data from the Electronic Procurement System, assisting contracting authorities and developing capacity building programs in the area of public procurement, as well as excluding economic operators from participating in public procurement procedures. From a hierarchy perspective, the PPA is a budgetary institution subordinate to the Prime Minister. Its competences are clearly set out in Article 23 of the Public Procurement Law.



### Law on Public Procurement

Law No. 162/2020 of 24.12.2020 on public procurement (hereinafter "PPL") was adopted by the Assembly of the Republic of Albania on 12 December 2020, and entered into force on 31 March 2021. In addition, several important pieces of secondary legislation have been adopted pursuant to the public procurement law in the following periods. The PPL contains provisions that are with a high level of alignment with the EU Public Procurement Directives and Utilities Procurement Directives.

In addition, all public procurement procedures, including the negotiated procedures without prior publication of contract notice, as set out in the national public procurement legislation, are conducted by electronic means. In this regard, the procedures are conducted electronically in the



Electronic Procurement System (EPS), starting with the e-procurement planning, e-contract notice, and continuing with the e-bid submission, e-bid evaluation, e-winner notice and e-contract award notice.

## Digital inclusion and digital skills

### Digital Education

The main pillars of the 2022–2026 Digital Agenda of Albania are related to further development through new technologies, obviously without leaving behind the advancement of digital skills, so necessary in this revolution. Specifically, future investments by the government will be focused on advanced computing, data processing, artificial intelligence and machine learning, cyber security or emerging technologies like Blockchain. Therefore, the action plan prioritises the advancement of digital skills among citizens while ensuring inclusivity for individuals with disabilities.

The re-engineering of the e-Albania portal to meet international accessibility standards, notably for persons with disabilities, underscores the plan's commitment to inclusivity. Additionally, the expansion of "SmartLabs" to 200 more schools promises to equip students with essential digital skills and facilitate innovative distance learning solutions, particularly benefiting marginalised groups such as the Roma community. The integration of coding and ICT subjects in the first-grade curriculum, alongside interactive platforms such as CodeMonkey, mark a significant step towards nurturing critical thinking and problem-solving skills among young learners. Furthermore, the establishment and monitoring of smart laboratories in schools will create an immersive learning environment conducive to collaborative work and hands-on exploration. Looking forward, the initiative's future phases aim to extend its impact to an additional 615 schools, emphasising the modernisation of customer service, digital accessibility, and fostering innovation through dedicated Youth Innovation Centres.

Also Pursuant to the Decision of the Council of Ministers No. 646 of 5.10.2022 (on the procedures, criteria and rules for the implementation of professional training programs through financial support provided, according to competition procedures, for professional training courses organised by public or private professional training institutions), the National Agency for Employment and Skills publishes the list of eligible subjects along with the courses that will be offered with financial support.

The courses offered are in various fields and a good part of them focus on digital skills as follows:

- Software Tester;
- Week;
- Python;
- NET;
- Javascript;
- Datascience;
- DevOps, etc





## 5. Trust and Cybersecurity

### eID and trust services



#### Laws on eSignature

The current regulations concerning electronic signature, namely, Law No. 9880 adopted in February 2008, on electronic signature, as amended ("Law 9880"), has transposed the provisions of EU Directive 1999/93/EC. In addition to Law 9880, laws that govern e-signatures in Albania also include: (i) Law No. 10273 of 29.4.2010 on electronic documents, as amended ("Law 10273"), and (ii) Law No. 107 of 1.10.2015 on electronic identification and trusted services, as amended ("Law 107"). Regarding the framework of electronic identification and trusted services (respectively law 9880/2008, as amended; Law 107/2015, as amended), the National Authority on Electronic Certification and Cyber Security (NAECCS) has been working on a new draft-law aiming full alignment with Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trusted services for electronic transactions in the internal market, and repealing Directive 1999/93/EC, commonly referred to as eIDAS Regulation. The National Authority on Electronic Certification and Cyber Security has completed a draft of the law, which was sent to the Prime Minister's Office on May 2023. Taking into consideration the technical nature of the constituting elements and in the framework of reengineering the services, as well as considering the recently approved eIDAS2 Regulation expected to enter into force soon, NAECCS is revising the draft law according to the provisions of the eIDAS 2 Regulation by making changes to the existing draft law.

### Cybersecurity



#### National Cyber Security Strategy 2020-2025

The National Cybersecurity Strategy 2020-2025 was approved by Decision no. 1034 of 24.12.2020 of the Council of Ministers as a key instrument for increasing the security of networks and information systems at the national level and a priority of the Albanian Government. This strategy aims to guarantee cybersecurity in the Republic of Albania through the establishment and operation of cooperative institutional mechanisms: legal and technical instruments, as a critical element of protection in cyberspace, for digital infrastructures, transactions, and electronic communications; through raising professional capacities, increasing nationwide awareness as well as strengthening national and international collaborations for a secure digital environment. The National Authority on Electronic Certification and Cyber Security (NAECCS) has prepared and published the [monitoring report](#) of the National Cyber Security Strategy for the year 2022. The report was published in the webpage of NAECCS and can be accessed in the link: [Raport-Monitorimi-i-SKSK-per-2022.pdf](#) ([cesk.gov.al](http://cesk.gov.al)). The monitoring report for the period January – December 2022 assessed that the implementation rates of the activities in % are: implemented activities 56.8% (71 activities), activities in process 15.2% (19 activities) and activities to be implemented 28% (35 activities). NAECCS will publish the monitoring report of the National Cyber Security Strategy for the year 2023 in the first trimester of 2024. Considering the increased cyber security threats and attacks against the Albanian critical and important information infrastructures in 2022, the Albanian government has increased its efforts to achieve a high level of cyber security at national level.



#### Action Plan for the Period 2024-2025

The National Cyber Security Strategy 2020-2025 foresees the need to revise the respective Action Plan every two years, based on the development dynamics of the cyber security sector. In this context, the National Authority on Electronic Certification and Cyber Security (NAECCS) has revised the Action Plan of the National Cyber Security Strategy for the period 2024-2025, drafting a new strategic plan in accordance with the policy goals and specific objectives of the National Cyber Security Strategy 2020-2025. This Action Plan, in addition to NAECCS, also includes several other institutions such as the State Police, the National Agency for Information Society, the Ministry of Education and Sports, the Ministry of Health and Social Protection, the National Authority on Classified Information Security, the Ministry of Infrastructure and Energy, the



Electronic and Postal Communication Authority, the State Agency on Child Rights and Protection, and the Ministry for Europe and Foreign Affairs, which are responsible for its implementation.

The revision process has included coordination and periodic consultations with all responsible institutions and interest groups regarding the preliminary draft of the new action plan, with meetings and continuous email communications to request opinion and suggestions, as well as integrate relevant comments of all parties involved in line with strategic objectives. After integrating the comments and suggestions of the parties involved, the Action Plan 2024-2025 has also been submitted to the experts of the Regional School of Public Administration to perform a more accurate forecast and analysis regarding the necessary budget, in the run-up to the final version of this plan. The Action Plan 2024-2025 is in the process of being approved in the coming months, more specifically in the first quarter of 2024.

The Action Plan 2024-2025 on cybersecurity is an ambitious strategic plan and its implementation contributes to the Government's efforts to guarantee cybersecurity at the national level, by protecting critical and important information infrastructures, increasing capacities and awareness, creating the necessary mechanisms for the security of citizens in cyberspace, with a focus on children and young people, and increasing national and international cooperation with strategic partners in the field of cybersecurity.

This new action plan addresses the priorities, needs, and challenges regarding cyber security at the national level, through the provision of necessary activities in accordance with the relevant specific goals and objectives. These activities aim to improve policies and procedures, increase technical and human capacities, strengthen cyber security structures and infrastructures, prevent and reduce phenomena such as cybercrime and illegal online content that threaten the safety of citizens in cyber space, as well as strengthen national and international cooperation, aiming to increase the preparedness and resilience of Albania in the field of cybersecurity.

The Action Plan 2024-2025 will contribute to achieving the following results, also shared by National Cyber Security Strategy 2020-2025:

Improvement of policy and legal frameworks, including laws, strategic policies, regulations, methodologies, and procedures. For instance, the new Methodology for the Identification and Classification of Critical and Important Information Infrastructures has been drafted based on the national context, needs and priorities, and in line with EU guidelines and Directives;

Empowerment of cybersecurity structures and their respective technical infrastructures regarding technical and professional capacities as well as their respective procedures. For instance, this includes many activities such as the capacity improvement of the National Security Operational Centre (SOC) for monitoring and handling cybersecurity incidents, establishment of malware analysis, cyber investigation and cyber incident simulation laboratories, technical and professional capacity building, technological analysis of the environment of critical infrastructures, optimisation of security infrastructure, improvement of incident handling and management procedures, etc;

Awareness raising and education as well as improvement of prevention and protection measures regarding cybersecurity threats, cybercrime, and illegal online contents, internet safety and child online protection, as well as violent extremism and radicalisation in the cyberspace;

Increasing professional capacities in cybersecurity through educational programmes. To achieve this, the Action Plan foresees the establishment of the National Cybersecurity Academy to enable a sustainable education system on cybersecurity, designing new study programs and updating existing higher education curricula in the field of cybersecurity, online courses, training programs and cyber drills for cybersecurity experts of the institutions and operators of critical information infrastructures, etc; and

Strengthening national and international cooperation, where several activities are planned, such as a forum with public and private institutions in Albania and international agencies, the creation of a cyber diplomacy structure in MEFA in coordination with NAECCS, drafting and signing bilateral and multilateral agreements in cybersecurity, promotion and implementation of international law, norms and CBM-s regarding responsible State behaviour in cyberspace, active participation in the UN, NATO, OSCE, EU, and other international organisations, regional cyber drills, participation in international projects, etc.

The Action Plan 2024-2025 also contributes to the European integration process of Albania, as it foresees activities regarding the improvement of the current legal and policy framework through the implementation of EU policies, cybersecurity standards, best practices and international cooperation with strategic partners.



### Law No. 9887 on Protection of Personal Data (as amended)

The Albanian legal framework on the protection of personal data consists of Law No. 9887 of 10.03.2008 *on personal data protection* (as amended) and its sub-legal acts, fully aligned with Directive 95/46/EC of the European Union.

The law is in the process of being aligned with EU Regulation 2016/679 (*on natural persons with regard to the processing of personal data and on the free movement of such data*) and Directive 2016/680 of the European Parliament and Council of April 27, 2016 (*On the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offenses or the execution of criminal penalties, and on the free movement of such data*). This it is listed among the priorities of the Albanian Government as one of the requirements set on national and international strategic act.

The Republic of Albania signed the amending Protocol (CETS No. 223) of Convention 108+, adopted by Law No. 49/2022 of 12.05.2022 (*on the ratification of the amending Protocol of the Convention, On the protection of individuals with regard to automatic processing of personal data*).

The Information and Data Protection Commissioner (IDP) is the independent authority in charge of supervising and monitoring the protection of personal data in accordance with the law, while upholding fundamental human rights and freedoms.





## 6. Innovative technologies

### Artificial Intelligence (AI)

#### e-Albania Virtual Assistance

The Albanian government has opted to incorporate Artificial Intelligence technologies across all key sectors of the nation. We are envisioning a future where engagement with public services is straightforward, swift, and primarily tailored to individual needs. In this context, the e-Albania portal is undergoing a positive evolution, rendering public services intuitive and easily accessible to all citizens. Moreover, the e-Albania virtual assistant, currently in version 1.0, has been operationalised and is promptly and effectively addressing inquiries from the public. It has answered more than, 450,000 questions of citizens in less than 6 months. This seamless integration of automation and Artificial Intelligence facilitates immediate responses, a feat that so far has been challenging for the human element due to the temporal constraint. AI driven innovations are not only revolutionizing our digital infrastructures but are also moving us towards a future where every citizen is esteemed, engaged, and supported.

In a broader context, recognising the catalytic role of AI in fostering innovation, enhancing productivity, and achieving sustainable growth, the government is in the advanced stages of formulating a comprehensive AI Strategy. This ambitious strategy aims to pave the way for the effective integration of AI technologies across all pillars of the Albanian economy, encompassing sectors ranging from healthcare and education to governance and infrastructure. This multi-faceted approach seeks not only to modernise existing systems but also to create new synergies that will propel Albania into becoming a competitive player in the global digital landscape. As part of this overarching vision, a portfolio of AI projects is already underway, targeting diverse areas that are critical to the country's development and European integration efforts.

These initiatives include, but are not limited to, the deployment of virtual assistants designed to streamline citizens' access to government services and the automation of procurement processes to elevate transparency and efficiency. Additionally, the strategy underscores the importance of leveraging AI in facilitating Albania's approximation to EU Law, thereby accelerating its trajectory towards European Union membership. Such multifaceted applications of AI not only demonstrate Albania's commitment to technological innovation but also exemplify the government's proactive stance in harnessing this disruptive technology as a linchpin for sustainable growth and social betterment.

### Distributed Ledger Technologies

#### Blockchain

Thanks to the use of modern technology, property data transactions are stored in the Blockchain. This type of technology will also be applied to digital archives, putting a seal of trust on the issue of property. The system has been adapted to the reengineering processes, making it the sole authority in the area.

### Big data

#### Cutting-edge Machine Learning Algorithms

The National Agency of Information Society is working towards the integration of Artificial Intelligence (AI) and Machine Learning (ML) technologies within the government tax office's operations. The primary objective of this initiative is to implement real-time anomaly detection systems. The project leverages cutting-edge machine learning algorithms alongside Big Data processing capabilities to analyse invoices instantaneously. For handling Big Data, the tools employed include PySpark and Azure Synapse.





## Cloud & edge computing



### Cloud services

The National Agency of Information Society (NAIS) has completed the establishment of a real Cloud on Premise platform in the Government Datacentre, using the latest technologies to start offering a "platform as a service" approach, just like other well-known public Clouds. With this new platform, NAIS will be able to modernise government systems relying on the technologies offered by the Cloud platform.

## Internet-of-Things (IoT)



### WEB-GIS

For farmers, a beneficial solution has been introduced to facilitate their work and increase production, thanks to technology.

Stemming from the need to adapt the land to agricultural culture, WEB-GIS provides real-time accurate information with specific land data. Through the information provided by WEB-GIS, specialists will guide farmers or agricultural companies to choose the most suitable crops for every type of soil.

Through innovative solutions, land will be farmed according to its characteristics, factors that influence the successful production of a range of agricultural products, consequently increasing production, reducing costs, minimising environmental pollution, and the pollution of products for consumers. By using the basic information of the databases created for the land, farmers will use fertilisers knowing the nutrient content in the soil and the real needs of the plants cultivated in these areas. Based on the data from WEB-GIS, municipalities will be able to update the information regarding land use, irrigation, and drainage schemes.

## Quantum Computing



### HPC Centre

Albania, supported by the Western Balkans Investment Framework (WBIF) and the European Bank for Reconstruction and Development (EBRD), is undertaking a feasibility study for the development of High-Performance Computing (HPC) specifically for government data. The objective of this initiative is to provide the feasibility study and cost-benefit analysis for the implementation of an HPC Centre dedicated to the data management needs of government institutions and beyond. The HPC Centre will be the next step in the government's digital transformation journey. It will enable insights from the data stored in the government Data Centre due to real-time analysis and processing and will enable the government to be in line with the Digital Europe Programme. Moreover, it will also enable analysis from data available in various public administration systems, in real time and processing hundreds of millions of records at the same time, by bringing digital technology to businesses, citizens and public administration by use of key capacity areas including supercomputing, Big Data and Machine Learning (ML) and Artificial Intelligence (AI).

## Gigabit and wireless high-speed networks



### National Plan for the Sustainable Development of Digital Infrastructure and Broadband 2020-2025

The new National Plan for the Sustainable Development of Digital Infrastructure and Broadband 2020-2025 was approved in June 2020. It emphasises the crucial importance of broadband infrastructure for overall development, highlighting the current state of telecommunications and the broadband market. Sectoral challenges include the digital divide, infrastructure financing, access regulation, spectrum management and the promotion of fair competition.

The main vision is Albania with Digital Infrastructure Broadband of high speed and very high speed across the country to build the foundation for a gigabit society. For the realisation of this vision, the following strategic objectives of broadband development are defined:

- Strategic Objective 1: sustainable development of broadband infrastructure



- Strategic Objective 2: reducing the digital divide and providing comprehensive broadband services
- Strategic Objective 3: increasing Demand for Digital Economy Development and a Gigabit Society

The strategic vision for 2020-2025 includes measures such as improving the broadband atlas, optimising the investment climate, co-utilising existing infrastructure, quality of service and consumer protection and a roadmap for implementing 5G.

The document also addresses such aspects as WiFi networks for the public, addressing security of broadband networks, strengthening the institutional framework for Broadband Development, Increased Demand - NGA Infrastructure Use, the sustainable development of broadband networks and green economy, Universal Service Review and funding schemes, spectrum management, sustainable and fair competition, innovations for the digital economy and financing and funding models, with a section devoted to implementation and monitoring, including the associated costs.

## GovTech



### GovTech Program

The Republic of Albania, in collaboration with the World Bank Group's International Bank for Reconstruction and Development (IBRD), is executing the Improving Equitable Access to High Standard Public Services through GovTech Programme through the National Agency of Information Society (NAIS). This initiative aims to enhance e-Governance and digitalise public administration for improved access to high-standard public services.

The GovTech Program aims to improve the e-Albania portal and its supporting infrastructures, bringing new functionalities to citizens and businesses for the benefit of public services (which are already offered to the extent of 95% only online in e-Albania) as well as investing in increasing basic and advanced digital skills for the population. It will be implemented through the Program for Results model, with the establishment of performance indicators for each field.

The Program will support the government's Digital Transformation programme and is structured around three Results Areas (RAs).

1. Enhancing e-Service quality and user experience. This RA will support the government program ambitions to improve: (i) usability, efficiency, and pro-activity of the e-Albania portal; and (ii) the quality of digital services, to provide advanced, proactive solutions on secure platforms and improve digital service standards. The PforR will support related expenditures and incentivise and monitor results.

2. Improving digital skills and digital inclusion. This RA will support the Albanian Digital Transformation programme's ambitious objectives to transform learning, modernise customer service and ensure accessibility for all citizens. The PforR will support related expenditures and incentivise and monitor results.

3. Strengthening priority GovTech enablers. This RA supports the GoA in its program objectives to: (i) strengthen data governance, data security and transparency; and (ii) adopting enabling digital systems, requirements, and intelligent processes. In addition, aspects of this RA are cross-cutting insofar as they support the broader achievement of results under RAs 1 and 2: for example, pro-active services require robust data governance. The PforR will support related expenditures and incentivise and monitor results.



## 7. Digital Public Administration Governance



For more details on Albania's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the [NIFO collection](#) on Joinup.

### National

#### National Agency for Information Society (AKSHI)

The National Agency for the Information Society (AKSHI) is a government institution under the direct supervision of the Prime Minister's Office. AKSHI's mission is to coordinate the development and administration of state information systems and to promote the development of the information society in Albania. The agency operates pursuant to Law No. 43/2023 on electronic governance. The National Agency of Information Society (NAIS) is the primary institution in terms of digitalisation of public administration and public services offered to citizens and businesses in Albania. It administers the e-Government infrastructure, and it is a provider of ICT services and electronic services for citizens, businesses and public administration.

The National Agency of Information Society establishes, maintains and administers information and communication technology systems and applications, centralised infrastructure and ICT infrastructure for State administration institutions and bodies under the responsibility of the Council of Ministers. It promotes new technologies, designs strategies and action plans for the implementation of policies in the field of information society and promotes the activities of the ICT sector within the framework of international obligations, conventions and agreements, bilateral and multilateral, in the field of e-Government, etc.

#### Minister Of Economy, Culture And Innovation

The Minister of Economy, Culture, and Innovation holds a pivotal position within the government. It is tasked with supervising economic development, cultural affairs, and innovation initiatives. This role involves crafting policies, driving innovation efforts, and fostering economic progress. Decision Nr. 30, issued on 17.1.2024, delegates specific responsibilities to this ministry in accordance with existing laws.

These responsibilities encompass a wide range of areas, including formulating and executing economic policies to achieve sustainable growth in Albania, ensuring access to education and employment, developing cultural policies, preserving heritage, and promoting cultural dialogue on a global scale. Moreover, the ministry is charged with facilitating innovative activities to enhance economic productivity and institutional efficiency.

Operational within the legal framework, the Ministry of Economy, Culture, and Innovation focuses on various domains such as economic affairs, cultural preservation, and innovation promotion. It collaborates closely with other institutions to implement State policies, aiming to uphold citizen rights, improve public services, and maintain high-quality standards across different sectors.

### Subnational (Federal, Regional and Local)

#### Minister of State for Local Government

The subnational, regional and local levels are coordinated by the Minister of State for Local Government. The Intersectoral Strategy for Decentralization and Local Governance, 2023-2030 is in place. The new strategy aims at further consolidation of the decentralisation process for a sustainable local economic development with quality services that are comprehensive for citizens and transparent towards European standards.

This main goal is intended to be achieved by promoting sustainable local development by increasing local capacities for integrated management of local assets, improving the provision of local services in order to increase the quality of their provision and standard to citizens, digitalisation of services and the improvement of the infrastructure, the increase of local financial autonomy through the consolidation of the own income system, the improvement of local

democracy and the advancement of the European integration agenda at the local level as well as further consolidation of the capacities of the administrative structures in support of local government.

With the digitalisation of local services, citizens and businesses are less burdened by appearances at municipal offices, paper applications, waiting in lines, filling out paper forms, etc., allowing the application and benefit of services done electronically, from a device smartphone or a computer at home or office. The online-only provision of local services will enable transparency, accountability and equal access of citizens and businesses, significantly reducing the time of providing services and reducing the time of receiving them. Every application for a service will be traceable and completely transparent. Through monitoring mechanisms, delays in service delivery will be reduced. The e-Albania portal will offer services that have been 100% reengineered, offering a completely paperless solution.

On the other hand, the digitalisation of the internal municipal procedures will help to automate the work, increasing the efficiency and productivity of the employees. As a whole, digitalisation will foster improvements while being environmentally friendly, eliminating paper documents through the promotion of electronic documents, as well as massively reducing the movement of citizens who travel by motor vehicles to physical counters. The result is less traffic on city streets and fewer emissions of polluting gases into the air.



## 8. Cross border Digital Public Administration Services for Citizens and Businesses



Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. [Your Europe](#) is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

### Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

### Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

## The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the National Agency of Information Society.



*The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.*

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into **Interoperable Europe** - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

## Follow us



@InteroperableEurope

@Joinup\_eu



Interoperable Europe

**interoperable**  
europe  
innovation ∞ govtech ∞ community