Information Society in Albania

Ing. Endri HASA,
General Director

Government of Albania
National Agency on Information Society
Information Society in Albania

- Today situation of ICT in Albania
- National Agency on Information Society
- Albania in the Digital Age
- Case study e-Cabinet for Government of Albania
Part 1: Albania & Information Society
Main Data

- **Area:** 28,748 sq km
- **Resident Population:** 3,239,453 (2010 est.)
- **Median age:** 30 years
- **Population growth rate:** 0.546% (2010 est.)
- **GDP:** $12.19 billion (2009 est.)
- **GDP - real growth rate:** 4.2% (2009 est.)
- **GDP - per capita (PPP):** $6,400 (2009 est.)
- **Unemployment rate:** 12.8% (2009 est.)
## ICT Main Indicators

<table>
<thead>
<tr>
<th>Title</th>
<th>2002</th>
<th>2005</th>
<th>2008</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC/100 inhabitants</td>
<td>0.5</td>
<td>1.2</td>
<td>2.3</td>
<td>4.6</td>
</tr>
<tr>
<td>Telephone/100 inhabitants</td>
<td>7.1</td>
<td>7.8</td>
<td>11.3</td>
<td>10.9</td>
</tr>
<tr>
<td>Mobile/100 inhabitants</td>
<td>25.2</td>
<td>34.2</td>
<td>88.8</td>
<td>136</td>
</tr>
<tr>
<td>Internet penetration</td>
<td>0.5</td>
<td>2.1</td>
<td>28.4</td>
<td>45</td>
</tr>
<tr>
<td>Broadband connections</td>
<td>---</td>
<td>0.1</td>
<td>1.24</td>
<td>3.75</td>
</tr>
<tr>
<td>Mobile Internet penetration</td>
<td>---</td>
<td>0.7</td>
<td>15.7</td>
<td>31.5</td>
</tr>
<tr>
<td>e-gov. readiness index</td>
<td>N/A</td>
<td>37.32</td>
<td>46.70</td>
<td>49.70</td>
</tr>
</tbody>
</table>
General ICT Data

- Internet Users
- Mobile Users
- Fixed Users
- PC at home

Year:
- 2002
- 2005
- 2008
- 2010*
Fix line phone penetration in South East Europe

<table>
<thead>
<tr>
<th>Country</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albania</td>
<td>11.30%</td>
</tr>
<tr>
<td>BiH</td>
<td>26.80%</td>
</tr>
<tr>
<td>Croatia</td>
<td>41.89%</td>
</tr>
<tr>
<td>Kosovo</td>
<td>6.00%</td>
</tr>
<tr>
<td>Moldova</td>
<td>31.60%</td>
</tr>
<tr>
<td>Montenegro</td>
<td>29.32%</td>
</tr>
<tr>
<td>Romania</td>
<td>24.10%</td>
</tr>
<tr>
<td>Serbia</td>
<td>41.14%</td>
</tr>
<tr>
<td>FYR Macedonia</td>
<td>20.98%</td>
</tr>
</tbody>
</table>

Mobile phone penetration in South East Europe

## ICT Price Basket

<table>
<thead>
<tr>
<th>Rank</th>
<th>Economy</th>
<th>ICT price Basket</th>
<th>Fixed telephony price sub basket % GNI/capita</th>
<th>Mobile telephony price sub basket % GNI/capita</th>
<th>Fixed broadband price sub basket % GNI/capita</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>4.30 7.11</td>
<td>1.86 1.58</td>
<td>4.18 8.28</td>
<td>6.86 11.47</td>
</tr>
<tr>
<td>Change</td>
<td></td>
<td>\downarrow 40%</td>
<td>\uparrow 17%</td>
<td>\downarrow 50%</td>
<td>\downarrow 41%</td>
</tr>
</tbody>
</table>

Internet penetration in Albania

Graph showing the increase in internet penetration from 2002 to 2010.*
Part 2: National Agency on Information Society
Founded:
NAIS is Founded in April 2007 by Council of Minister Decision with a staff of 20 people and was fully operational in January 2008. Today NAIS has a staff of 40 people.

Vision:
Albania’s progress towards an Information based economy through a sustainable development of a Information society.

Mission:
Creating a conducive and supporting environment for the development of Information Society.
National Agency on Information Society

**Structure:** 5 Departments + Administrative Unit

- Departments of Strategy & Standardization
- Departments of e-Gov. Platform & Project Coordination
- Departments of Centralized Services and Technical Support
- Departments of Telecommunication Policies
- Departments of Digital Albania
- Human Resources and Finance Unit
Role and Activities

- Guiding the implementation of the National ICT Strategy
- Coordinating the development of the state information systems, by implementing modern ICT capabilities.
- Plan, coordinate and develop projects in areas of the Information Society, including electronic government
- Transform the operation of the Government institutions through the introduction and usage of innovative ICT tools in order to:
  - Fight corruption in daily work practices
  - Improve the transparency of Government’s work
  - Increase and improve the citizen-centered services
- Promote ICT as an integral part to the delivery of government information, services and processes while having cost effectiveness and efficiency
Cross Cutting Information Society Strategy

Approved on January 2009

The strategy is based on e-Europe Action Plan; EU i2010

Albania is a signatory of eSEE Agenda and eSEE Agenda +, which are regional initiatives in line EU i2010

Main objectives of the Strategy are:

- Development and Improvement of Information Society’s Infrastructure
- Improvement and Completion of Legislation relevant to IS.
- Encouragement and Support for the development of the IS.
- Encouragement and support for the development of the ICT private sector
- Increase the level of knowledge and information in relation to the Information Society and coordinate joint action among State and citizens
Part 3: Albania in the Digital Age
Albania in the Digital Age

The National Agency on Information Society (NAIS) based on the Albanian National Strategy for Social and Economic Development has prepared the **Cross Cutting Strategy on Information Society** and an **Action Plan** for the development of the ICT in Albania. The main purpose of the Strategy is the adoption of **Service Oriented Architecture** for the Government of Albania.

Based on the Cross Cutting Strategy on Information Society, NAIS is focused on:

“Development of the environment of e-services that are user-centred, scalable, easy integrated with other services, easy accessible, comprehensive, easy to understand in terms of language and structure from all members of the intended target groups, safe, confidential and in no way harms the privacy of either parties”.

with the objective to:

“**build an e-Government Infrastructure possible to integrate all existing information systems into a single logical environment fully interoperable at national and international level**”.

**Government of Albania**

**National Agency on Information Society**
National Agency on Information Society has planned to build the new e-Government Infrastructure and Services in 4 phases as following:

1. Build the reconfigured physical fiber network that connects all the GoA Institutions in the country. *(Planned to finish in 2012)*

2. Build the network nodes and services point, Implement the physical security, administration and monitoring, Build the base Centralized Electronic Directory Services, starting to implement first layer of Data Center Services. *(NOC under implementation. Sites in 2012)*

3. Implementing Interoperability Service Layer. *(Planned to finish in 2012)*

4. Implementing the full Data Center Services and G2G/G2C/G2B services. *(Planned to finish in 2015)*
Starting with e-Albania the first e-Gov Portal
Situation of e-Government Services in Albania

Level of sophistication of e-government services

- Job search
- Social security benefits
- Personal documents
- Car registration
- Declaration to the police
- Birth & marriage certificate
- Public libraries
- Enrolment in Higher Education
- Announcement of moving
- Health related service
- Social Contribution
- Corporate tax
- VAT
- Registration of New business
- Custom Declaration
- Environment related permits
- Public procurement
Dear Ms. Cankja,

I am pleased to congratulate your organization on winning the 2010 United Nations Public Service Award in the category of “Improving transparency, accountability and responsiveness in the Public Service” for the “Public Procurement Agency”, as a second-place winner. Your institution’s outstanding achievement has demonstrated excellence in serving the public interest and I am sure it has made a significant contribution to the improvement of public administration in your country. It will be an inspiration and encouragement for others working for the public service.

Yours sincerely,

[Signature]

Haiyan Qian
Director

United Nations
Office of the Director
Division for Public Administration and Development Management
Department of Economic and Social Affairs

7 May 2010
## Level of usage of electronic tax services

<table>
<thead>
<tr>
<th>Years</th>
<th>No of employees 0-49</th>
<th>No of employees 49-250</th>
<th>No of employees 250-…</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>2008</td>
<td>---</td>
<td>2.7%</td>
<td>8.2%</td>
</tr>
<tr>
<td>2009</td>
<td>5.0%</td>
<td>22.2%</td>
<td>28.4%</td>
</tr>
<tr>
<td>2010</td>
<td>30.6%</td>
<td>91.5%</td>
<td>97.8%</td>
</tr>
</tbody>
</table>
Part 4: Case study e-Cabinet for GoA

Government of Albania
National Agency on Information Society
“The first session of this government began with e-Cabinet, meaning digital speed in this Cabinet...”

“This means that everything will be transparent, in all offices, agencies and cabinets... E-government means profound and significant reforms that will create a new Albania in four years ...”

Sali Berisha, Prime Minister

Speech at the first meeting of the Albanian Cabinet at 15 September 2009
Workflow of Political Activities for Legal Acts

1. Planning GoA Political Activities
2. Drafting the Legal Act
3. Approval by CoM of the Legal Act
4. Approval by Parliament of the Legal Act
5. Approval by President and Published

- Drafting
- Approval
- Approval
- Approval
- Approval

- Preparation
- Consultation
- Checking
- Consultation
- Publishing

- MIS
- e-Cabinet
- e-Parliament
- Official Gazette
Workflow of Political Activities for Legal Acts

- Planning GoA Political Activities
- Drafting the Legal Act
- Approval by CoM of the Legal Act
- Approval by Parliament of the Legal Act
- Approval by President and Published

- Uploading
- Approval
- Checking

e-Cabinet
e-Cabinet System Objectives

- Connection between the Government Institutions and establishing starting point for establishment of central place for building “Government knowledge”
- Optimization and redefinition of the processes for document preparation and approval.
- Simple and flexible communication Ministries-Government and Ministry – Ministry
- Process tracking
- Measuring the performances the civil servants.
e-Cabinet System Benefits

- Decrease of the time necessary for preparation of materials for sessions of the Government of Albania;
- Optimization and redefining of the processes for preparation and approval of materials for the sessions of the Government of Albania within the Ministries;
- Monitoring of the processes and measuring of the performances of the civil servants- participants in the process.
- Achieving transparency of the Government's operations
- Ensuring Significant reduction of costs for preparation of meetings documents
- Increasing agility of the administration
E-Government is a complex and long-term process and
We are aware that we have big challenges to cope with...

Thank you for your attention!