

# ALBANIA

## Digital Public Administration Factsheet

### 2024

Main developments in digital public administrations and interoperability

JULY 2024



#### HIGHLIGHT - KEY PROJECT

- 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 24/7 single entry point for citizens. It offers electronic services with seals and signatures, promotes compliance with ICT policies, while reducing service time, bureaucracy, and corruption. The portal 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. In May 2022, the provision of the final document began 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 provide an e-sealed/e-signed document in the end. The portal offers around 1237 public services online and every citizen/business must register with their National Unique ID number to use it.



#### Key figures

**12** new initiatives adopted in 2023-2024



Figure 1

Number of initiatives per topic adopted in 2023-2024

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

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

## DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- [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.
- 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 Albania on the way to its full membership of the European Union. The strategy includes the relationship with the Sustainable Development Objectives in order to achieve 2030 Agenda goals.

## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The e-service [Application for the National Support Scheme for Farmers](#) enables farmers to get financial support by applying online for National Support Scheme funds. The online application for benefits from support schemes for farmers will be carried out on the e-Albania portal on the basis of a self-declaration by the individual applicant. The data required by the Application Form, as well as data identifying the farmer (based on NIPT) are automatically filled in by interaction from electronic registers on the Government Interoperability Platform. This includes cases of applications by farmers' groups.
- To foster innovation and technological literacy 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 all levels of pre-university education with the critical skills necessary for the digital age, promoting and understanding technology and its applications from the very beginning of their educational journey. 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.

## TRUST AND CYBERSECURITY

- The Action Plan for the 2022-2025 National Cybersecurity Strategy for 2024-2025 involves the development of a new strategic framework aligned with such policy objectives as improvement of policy and legal frameworks and empowerment of cybersecurity.

## INTEROPERABILITY AND DATA

- The National Interoperability Framework was approved by Instruction No. 2 of 30 October 2023, issued by the General Director of the National Agency of Information Society.

It has been aligned with the European Interoperability Framework (EIF) approved by the European Commission. The digital services standards aim to standardize e-services design and implementation. The digital services standards aim to standardize e-services design and implementation.



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

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

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

## INNOVATIVE TECHNOLOGIES

- The Albanian government has opted to incorporate Artificial Intelligence (AI) technologies across all key sectors. It envisions 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 become operational and is promptly and effectively addressing inquiries from the public.

This seamless integration of automation and AI facilitates immediate responses, a feat that so far has been challenging for the human element due to 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.



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