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European Commission

KOSOVO

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital public administrations and interoperability

JULY 2024

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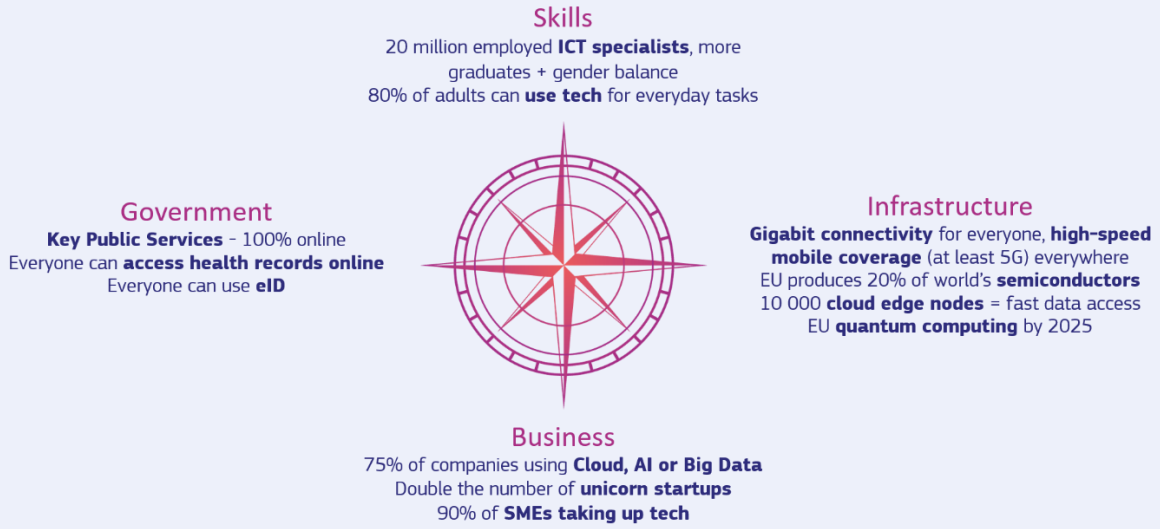
2030 DIGITAL DECADE

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

eGovernment Strategy Kosovo 2023–2027

The eGovernment Strategy Kosovo 2023–2027 aims to achieve the vision outlined in the Digital Agenda of Kosovo 2030 by strategically addressing current challenges in public administration digitalisation. Adopted in October 2023, the strategy emphasises the need for a more cohesive approach, focusing on eGovernment coordination, cybersecurity and digital skills development. It promotes a 'whole-of-government' enterprise architecture, user-centric digital services and competency enhancement. To stay relevant, the strategy encourages innovation, an open mindset, and collaboration with stakeholders at national and international level, ultimately aiming for Kosovo to become a digitally modern country with an advanced digital economy and efficient public administration by 2030.

The eGovernment Strategy Kosovo 2023–2027 was prepared by the multistakeholder working group consisting of Kosovo's government institutions and other stakeholders, coordinated by the Office of the Prime Minister and the Ministry of Internal Affairs, and supported by the Estonian eGovernance Academy (eGA). This strategy preparation process, including the identification of problems, and the formulation of objectives and activities, was the result of a multistakeholder engagement consisiting of meetings and consultations with public sector stakeholders, an analysis of the technological aspects of eGovernment in Kosovo, five multistakeholder workshops, and a dedicated conference with more than 150 attendees which was organised to conclude the public consultations process.

The key reforms which are being carried out based on the new eGovernment Strategy Kosovo and the vision of the Digital Agenda of Kosovo 2030 are:

- Offering online services through a single digital window, i.e. eKosova. eKosova was launched as the government service portal in 2021 and today 155 online services in 22 categories are offered through this portal. The online services provided through eKosova include electronic payments for government services, civil status certificates, renewal of vehicle registration, property certificates, criminal record certificates, etc.;
- Introducing the life event approach to service delivery. The government has already started work on the pilot aimed at reengineering the services related to the life event of the birth of a child. The activities started in January 2023 and include interviews with parents, workshops with stakeholders, customer journey mapping, design thinking, legal analysis, preparation of the software requirement specifications, and contracting of the contractor to develop the system. The implementation is under way and the pilot is expected to go live in June 2024;
- Implementing electronic identification (eID) at the national level. The government of Kosovo, supported by the funds of the Instrument for Pre-Accession Assistance (IPA) of the European Union (EU), is currently in the process of implementing the new National System for Electronic Identification. Besides software-based electronic identification and authentication, the system will provide eSignature, eSeal and Digital Wallet services for citizens and businesses in the country. The implementation started in January 2023 and the system is expected to go live in June 2024;
- Establishing integrated service centres. The government of Kosovo considers inclusivity as the key principle for service delivery and recognises that there will always be categories within the society that are not able to use the digital channel on their own. Consequently, it has started work on establishing physical integrated service centres that will offer the convenience of digital services with the support of a government employee. The procurement of the functional and architectural design services for the first integrated service centre, with the support of the World Bank, is currently under way;
- Developing the whole-of-government ecosystem. In October 2023, the government of Kosovo completed the design and terms of reference for the whole-of-government ecosystem architecture, including the shared systems managing the internal processes

and resources of the government institutions. The aim is to build components like strategy management, financial management, human resources management, project management, asset management and legislation drafting management, and interconnect them into an ecosystem that would serve as a Government Resource Planning platform. The implementation of the first phase of the whole-of-government ecosystem will be funded by the World Bank's project for strengthening digital government, which was ratified by Parliament in May 2024;

- Strengthening coordination and supervision of digital transformation. The government of Kosovo recognises that in the past coordination has been one of the weakest points in implementing digital initiatives in Kosovo. That is why in 2022 it established new roles and bodies which have the responsibility of coordinating and overseeing the digital transformation in the government of Kosovo. These institutional roles and bodies are: (i) the Digital Transformation Commission (chaired by the Prime Minister); (ii) the Chief Technology and Digital Transformation Coordinator; and (iii) the Digital Transformation Unit within the Office of the Prime Minister;
- Developing and implementing a comprehensive National Interoperability Framework (NIF). The government has already prepared the terms of reference for the consultancy required to develop the NIF. The procurement process is expected to start soon under the World Bank's project for strengthening digital government. The consultancy project will also include the assessment of the current interoperability platform based on the Government Gateway (GG) and create the roadmap for the future development of the interoperability platform. In the last three years, usage of the GG has been enforced as the only method for data exchange between government systems, and today 50 central and local institutions and 48 information systems are connected to the GG;
- Transitioning the government systems to cloud technologies. The government has already prepared the terms of reference for the consultancy required to develop Kosovo's strategic approach to the cloud. The procurement process is expected to start soon under the World Bank's project for strengthening digital government. The consultancy project will include a comprehensive analysis of the information systems and data categories that can be hosted in the public cloud, and develop a national Cloud Strategic Approach and a Cloud Transition Plan as well as a Disaster Recovery, Contingency and Continuity of Government Operations Framework. This will be followed by investments in establishing the Disaster Recovery Centre (DRC) based on the above-mentioned approach and disaster recovery framework.

Digital Agenda of Kosovo 2030

The government of the Republic of Kosovo approved the Digital Agenda of Kosovo 2030 in June 2023. Developed and proposed by the Ministry of Economy, this cross-sectoral horizontal agenda outlines specific policies and priorities for Kosovo's digital transformation in the context of evolving technologies and global digital trends. The Digital Agenda aligns with the national development, IT and socio-economic strategies, as well as with EU recommendations like the 2030 Digital Compass and the Green Deal. Prior to approval, the agenda underwent public consultations and was discussed at meetings with information and communication technology (ICT) representatives to incorporate stakeholders' ideas, and ensure effectiveness for the ICT sector and public-private institutions.

Law No. 08/L-022 on Electronic Identification and Trust Services in Electronic Transactions

In December 2021, the Parliament approved Law No. 08/L-022 on Electronic Identification and Trust Services in Electronic Transactions. The law fully transposes Regulation (EU) No. 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation). In December 2022, ten sub-legal acts were approved, putting in place a full legal basis for eID, electronic signatures and electronic seals.

With the support of IPA funds, in January 2023 a project was launched for implementing an eID platform at the national level. The platform is eIDAS v2 compliant and is expected to go live in July 2024. It will provide a comprehensive list of services, including eID, electronic authentication, electronic signatures, electronic seals and digital wallet.

Draft Law No.08/L-281 on Ratification of the International agreement on the Participation of Kosovo in the European Union Programme

In December 2023, the government of Kosovo signed a framework agreement with the European Commission for joining the Digital Europe Programme (2021–2027). Based on this, Law No. 08/L-281 was approved by the government and, being an international agreement, ratified in Parliament in May 2024. This act formalises and endorses Kosovo's involvement in the EU's Digital Europe Programme, fostering collaboration and engagement between the Republic of Kosovo and the EU.

Administrative Burden Prevention and Reduction Programme

The Administrative Burden Prevention and Reduction Programme, initiated by the government of Kosovo, aims to enhance service delivery to citizens and businesses by streamlining public policies. By addressing unnecessary administrative burdens caused by complex procedures and contradictory legislation, the programme seeks to improve the business environment, increase business formalisation and enhance the quality of public administration services. Developed through collaboration with various stakeholders, including Ministries, civil society and international organisations, the programme serves both as a strategy document and as a practical guide for implementing reforms. It is designed to be adaptable to and integrated with other strategic initiatives, with clear objectives and concrete actions to achieve its goals.

Digitalisation of Internal Processes

Developing of the Whole-of-Government ecosystem

In October 2023, the government of Kosovo completed the design and terms of reference for the whole-of-government ecosystem architecture, including the shared systems managing the internal processes and resources of the government institutions. The aim is to build components like strategy management, financial management, human resources management, project management, asset management and legislation drafting management, and interconnect them into an ecosystem that would serve as a Government Resource Planning platform. The implementation of the first phase of the whole-of-government ecosystem will be funded by the World Bank's project for strengthening digital government, which was ratified by Parliament in May 2024.

Digitalisation Supporting the EU Green Deal

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

3. Interoperability and Data

Interoperability Framework

National Interoperability Framework

The Interoperability Framework of the Republic of Kosovo has been adopted in 2013. It is based on the European Interoperability Framework and it covers the semantic, organisational, technical and legal levels of interoperability. It defines the principles and the necessary actions to be taken by all institutions in the country to enable interoperability between the government systems.

The Interoperability Platform of Kosovo, based on Microsoft's Government Gateway (GG), was launched in 2018. Over the past 3 years, all new data exchange requests by the government institutions have been required to use GG. Today, 31 central government institutions and 19 local government institutions are connected to GG. Additionally, 48 government systems and 52 eKiosks exchange data through the GG. These include key registries such as the civil registry, business registry, cadastral registries, and social welfare registries. In 2023, the number of transactions processed through GG exceeded 16 million, marking a 26% increase from the previous year.

New Comprehensive National Interoperability Framework (NIF)

The eGovernment Strategy Kosovo 2023-2027 includes an Action Plan that outlines the development and implementation of a new and comprehensive National Interoperability Framework (NIF). The government of Kosovo has drafted the terms of reference for developing the NIF and assess the interoperability platform (GG), with procurement scheduled to begin in June 2024.

Data Access, Management and Reuse

Draft Law on Personal Data Protection

The Law on Personal Data Protection (Law No. 06/L–082, January 30, 2019) encompasses key aspects of data protection, including robust cybersecurity measures, aligning closely with the EU General Data Protection Regulation. In the eGovernment Strategy Kosovo 2023-2027, the government plans to create the Data Governance Body (DGB) within the AIS. It will be responsible for designing and implementing the Data Governance Framework, which will include the data policies and standards, data classification, data inventory, data quality assurance methods and open data policy. In May 2024, the Government of Kosovo, supported by UNDP, started working on the development of the Data Governance Framework.

Open Data

Open Data Portal Kosovo

The Open Data Portal of Kosovo was established in 2016. The portal is managed by the AIS. The portal currently includes 205 datasets from 14 organisations.
In the eGovernment Strategy Kosovo 2023-2027, the government plans to revamp the Open Data Portal by adding more data sets. The strategy aims to identify open data and publish data sets from all existing government systems, while also implementing an open-data-by-design approach for new systems.

Open Data Kosovo

Open Data Kosovo (ODK) is a civic technology organisation based in Prishtina which focuses on promoting government transparency and good governance. Accessibility to government data, ICT education for young people and active citizenship are at the heart of its mission. Its work began with the creation of eProkurimi.org, a public procurement data viewer and analyser that

uncovers suspicious contracts awarded by municipalities. In addition, ODK worked with the Ministry of Public Administration to develop Kosovo's first open data portal. ODK continues to prioritise the digitisation of public procurement processes through innovative digital solutions.

Geoportal

The Kosovo Cadastral Agency developed the Kosovo Geoportal (KGP) with the aim of offering a unified platform for accessing geographic information. It serves as a web portal that aggregates data from various sources, presenting it in an organised and user-friendly manner. The KGP offers access to a wide range of geographical and textual tools, including orthophoto imagery, topographic maps, administrative boundaries, cadastral zones, parcel boundaries, population density, infrastructure, and protected areas.

In addition, many institutions have created their own open data portals or platforms, including those of public procurement, the Judicial Council, and the Treasury.

Open Government Partnership Kosovo

In June 2021, the government of the Republic of Kosovo approved the Ministry of Local Government Administration's proposal for membership in the international organization Open Government Partnership (OGP). Following this decision, the Ministry of Local Government Administration (MLGA) established the National Coordinating Committee to draft the National Action Plan 2023-2025. This committee, composed of public institutions, civil society, the business sector, and other relevant actors, held ten working meetings, seven public discussions across the seven regions of Kosovo, and four thematic workshops. As a result, the National Action Plan 2023-2025 was drafted and subsequently approved by the government of the Republic of Kosovo in December 2022. The Republic of Kosovo was accepted as a full member of the Open Government Partnership in August 2023.

Base Registries

The following table lists Kosovo's base registries:

National	
Business and Tax	• Kosovo's Business Registration Agency Law no. 06/L-016 on Business Organisations was approved on 15 March 2018 by the Assembly of Kosovo. It outlines the various types of business structures allowed for conducting business in Kosovo. It also specifies the entities mandated to register with the Kosovo Business Registration Agency, along with the requirements, conditions and procedures for both registering and deregistering each type of business organization. Additionally, it covers the organisational types of business entities and the rights and obligations of shareholders, authorized representatives, owners, directors, managers, and third parties concerning business organizations. The registry data is displayed via a web portal, and you may search businesses by either / and: business name, Unique Identification Number, Fiscal Number, Owner's Authoriser's ID, Organisation's Main activity and Organisation's alternative activities. • Tax Registry Law No. 08/L-257 on the Administration of Tax Procedures was approved on 15 December 2023. This law governs the processes for managing tax responsibilities in Kosovo under the Tax Administration of Kosovo (TAK), along with outlining the fundamental principles guiding TAK's structure and functions.

	The registry can be searched through the online platform and it offers information and electronic services for tax declaration, tax verification, and taxpayer search, among others.
Transportation / vehicles	• Central Registry of Permits and Licenses Law No. 04/L-202 on the System of Permits and Licenses was approved by the Assembly of Kosovo in December 2013. It determines the establishment, management and operation of the Central Register of Permits and Licenses at the central level in the Republic of Kosovo. This registry contains all types of permits and licenses, such as certifications, authorisations, approvals, and consents, issued by central level institutions to regulate economic, commercial, and public and private professional activities.
Land	Law No. 08/L-237 on Cadastre of Immovable Property was approved on 14 December 2023. It aims to regulate the public service of registering immovable properties in the cadastre, managing the cadastre, and organising the responsible institution. This law will be enforced by central and local level institutions, as well as natural and legal persons involved in the cadastre of immovable properties real rights registration. The registry data can be searched through the online platform called State geoportal. It offers API web-services for address register, immovable property register, and cadastral boundaries.
Population	Law No. 08/L-114 on Population and Housing Census was approved on 21 July 2022. It determines how the population and housing census is managed and carried out in Kosovo. It also determines the roles and responsibilities of the bodies that organise, assist and conduct the census, collect documentation, process, storage, publish data and are in charge of administrative measures. The registry data can be searched through the web-based portal. It also predicts future population based on gender, age groups, and municipalities.
Other	• Customs Law No. 08/L-247 on the Customs and Excise Code was approved on 04 April 2024. It will lay down the general rules and procedures applicable to goods brought into or taken out of the customs territory of the Republic of Kosovo. This code applies throughout the customs territory of the Republic of Kosovo. The customs web-based data portal allows for several type of application forms, licenses and certificates to be downloaded. There is also information about the services provided. • Civil Registry Law No. 08/L-240 on the Civil Registration Agency, approved on 09 January 2024, establishes how the Civil Registration Agency's duties and responsibilities are organised and carried out at both the central and local levels. Access to the registry is restricted to authorized officials within the Civil Registration Agency at both central and local levels in municipalities. It contains information on ID cards and passports. • NGO Law no. 06/L-043 on Freedom of Association in Non-governmental Organisations sets out the rules for the establishment, registration, operation,

	suspension, termination, prohibition of activities and deregistration of non-governmental organizations in the Republic of Kosovo. The Electronic System of non-governmental organizations managed by the Ministry of Internal Affairs, allows users to apply for new registration and search for already registered NGOs. • Public Procurement Law no. 04/l-042 on Public Procurement, approved on 19 September 2011, determines public procurement procedures for all public institutions, at both central and local levels. The online eProcurement portal provides all information on public procurement. It offers full online application and confirmation notices for activities. • Health Institutions Law No. 04/L-150 on Chambers of Healthcare Professionals, approved on 04 July 2013, establishes the chambers of healthcare professionals as independent professional organisations carrying out public activities. • Agricultural Land Law no. 03/l-098 on Agriculture and Rural Development, approved on 27 July 2009, determines the policies agricultural and rural development. The Agency for agriculture development Website provides information about grant beneficiaries. This Agency is competent for the application for grants. • Driving Licenses Law no. 06/l –066 on Amending and Supplementing Law no. 05/l-064 on driving licences was approved on 11 October 2018. It sets out the conditions and criteria for obtaining a driving licence, licensing driving schools, accrediting professional lecturers, training driver instructors and examiners, preparing candidates for the driving exam, establishing training programmes for driving instructors, providing periodic training for professional drivers of transport vehicles for goods and passengers, determining the requirements for driving vehicles, specifying vehicle categories, outlining health conditions, detailing application procedures to obtain, extend and change driving licences, and addressing other relevant matters. • Voting / Polling Two laws are applicable: Law No. 08/L-228 on General Elections was approved on 03.07.2023 as well as Law no. 03/l-072 on Local Elections approved on 15.06.2008 by the Central Election Commission.
Sub-national	
Base Registries	

Data Platforms and Portals

The following table lists Kosovo's data platforms and portals infrastructures:

Official Gazette of the Republic of Kosovo	The Official Gazette of the Republic of Kosovo, in accordance with Law No. 03/L-190, publishes various legal documents, including the Constitution, legislation passed by the Assembly and promulgated by the President, international agreements, Constitutional Court decisions, and governmental decrees and bylaws. It also publishes declarations and resolutions from the Assembly, as well as the Official Gazette Annual Index. The publication is available in five languages: Albanian, English, Serbian, Turkish, and Bosnian.
CPS Database	The CPS Database of Kosovo refers to the Central Population System Database. It is a centralized database managed by the government of Kosovo to store and manage information about the Kosovan population. This database contains demographic data such as names, addresses, dates of birth, and identification numbers, for all Kosovo residents. It serves as a foundational system for various government services, including civil registration, identification, and social benefits administration. The CPS Database plays a crucial role in maintaining accurate records and efficiently managing population-related services in Kosovo.
eKosovo	It is the main government portal providing information and services to citizens and businesses. The services provided online include: Civil status (certificates of birth, death, and marriage); Taxes (property, business), Family (apply for child/maternity benefits); Health (choose a general practitioner, apply for the electronic vaccination passport); Vehicle (apply for driving exams or vehicle registration taxes); European Youth Card; Police (pay police fines, check criminal records, apply to become a police officer); Utilities (pay water, electricity, and waste bills); Property (obtain certificates of real estate rights or cadastral units coordinates); Contributions and pension (obtain account statements of pension savings); Judiciary (obtain certificates on criminal convictions, monitor court status cases, online data platform); Security Fund; Address (declare postal address); Education (pay fees for licensing, student centres, and public universities participations); Job (declaration for participation in trade union); Consular services (apostille and legalization stamp in the MFAD); Legal auditors (apply for local and foreign legal audit firms); Grants and subsidies (online application); eMunicipality (Admin permits for Prizren, Lipjan); Advertising (verify banners from agency for medical products and equipment); Document verification (through digital signature, electronic documents).
Tax Administration eDi portal	Kosovo Tax Administration portal for businesses and citizens. The Electronic Declaration System (eDI) is a software platform that allows taxpayers registered in the basic tax system to submit and accept declarations. It also facilitates payments through electronic channels using the Internet for communication. The main purpose of this system has been to provide an electronic declaration service. This service was then expanded to include various other electronic services for taxpayers and citizens. The system was piloted in mid-2012, initially offering the VAT declaration service exclusively to large taxpayers. After six months, it was made available to all VAT taxpayers. By 2015, all tax returns for all taxpayers had been 11ybersecu. The eDI system continues to grow with new services, such as subsidies and financial assistance packages for businesses during the COVID-19 pandemic and beyond. Currently it offers more than 60 electronic services,

	reaching around 200 000 users and aiming to reach about 25 million services by the end of 2023. Online services include electronic tax declaration, tax verification, reporting purchases over EUR 500, a taxpayer search engine, tax forms, and verifying employee registration.
Barnatari portal	The Barnatari System is a platform that provides online services to pharmaceutical businesses operating in the Republic of Kosovo. Through this system, businesses apply online for import and export permits of pharmaceutical products and equipment, licensing activities and authorization of medical products for their use in the territory of Kosovo. Services offered include marketing authorizations; licensing; relicensing; import; export; domestic advertising; quality control; pharmacovigilance.
Business Registration Portal	The Business Registration Portal contains services such as: types of businesses, new business registration, business change registration, request for dissolution, and search of active or dissolved businesses.
Judiciary Portal	The Judiciary Portal offers services such as: Council decisions, judgments, case tracking mechanism, and an Open Data Platform.
Customs Portal	The Customs Portal includes services such as: licenses related to customs declarations, eAdministration, and eAuctions.

Cross-border Infrastructures

The following table lists the European cross-border infrastructures of which Kosovo is part of or using:

European Business Registry	Kosovo is part of the European Business Registry Association (EBRA).
TESTA	The Trans European Services for Telematics between Administrations (TESTA) network is used for a number of cross-border use cases.

4. Digital Transformation of Public Services

Digital Public Services for Citizens

Law No. 08/L-259 on Ratification of the Financial Agreement for the Project 'Strengthening Digital Governance for Service Delivery'

Law No. 08/L-259, ratifying the financial agreement related to the project 'Strengthening digital governance for service delivery' between the Republic of Kosovo and the International Development Association, was approved in May 2024. The purpose of this law is to formalise the financial arrangement and legal framework governing the collaborative World Bank's project aimed at enhancing digital governance for improved service delivery in Kosovo. The funds from the project will finance more than 50% of the activities of the eGovernment Strategy Kosovo 2023–2027.

Similarly, the implementation of the eGovernment and 13ybersecurity strategies is supported also by several other projects funded by development partners:

- Multi-Donor Action on Administrative Burden Reduction in Kosovo, co-financed by the EU and the German Federal Ministry for Economic Development and Cooperation (BMZ), and implemented by GIZ;
- Kosovo eGovernance Activity, funded by the US Agency for International Development (USAID);
- Support for the Administrative Burden Reduction Process, funded by the International Finance Corporation (IFC);
- Regional Critical Infrastructure Digitalisation and Resilience Programme, funded by USAID;
- Kosovo Critical Infrastructure Resilience Activity (launching in August 2024), funded by USAID;
- Regional Cyber Balkans Project, funded by the EU ; and
- Regional Project on Cybersecurity, funded by the United Kingdom.

eInvoicing

eInvoicing

The Ministry of Finance, Labour and Transfers has initiated the project for eInvoicing at the national level. The initial phase of the project, which is currently under way, includes replacing hardware-based fiscal registers with software-based taxation of transactions in retail businesses.

eHealth and Social Security

Integrated Health Information System

Kosovo is in the process of developing an Integrated Health Information System (IHIS), which is essential to enable improvements in quality of care, quality measurement and provision of data required for policymaking. The Primary Healthcare (PHC) level has a Basic Health Information System (BHIS), which started out with the minimal functionality of registering patients and further evolved to include other functions, such as tracking the patient's medical history and supporting the key PHC workflows. Currently, the BHIS communicates with some of the legacy systems (such as ePrescription, the Health Information Flow Information System, the Pharmaceutical Stock Management System, the Surveillance System and the Early Warning System).

In 2023, the Ministry of Health conducted an eHealth feasibility study which resulted in a roadmap and an action plan for the development of the eHealth ecosystem.

Other Key Initiatives

Life-Event Approach to Service Delivery

The Digital Transformation Unit within the Office of the Prime Minister, supported by GIZ Kosovo and OECD/SIGMA, is coordinating the piloting of the reengineered childbirth-related services based on a life-event approach. This innovative approach combines several elements: user-centred design, proactive and integrated service delivery, and the Once-Only principle. It will significantly improve customer experience by offering a cluster of services coming from different institutions while requiring minimum interaction from parents with those institutions. The childbirth event will trigger the proactive services related to birth registration, social assistance benefits and registration in the healthcare system, among others.

Services were reengineered by evaluating the experiences that citizens have with accessing the different public services, and redesigning them as proactive and seamless services delivered in the background by multiple institutions. Following interviews with parents, a customer journey mapping and a design thinking exercise, the relevant legislation and regulation was screened and a thorough business process model analysis was conducted. This process resulted in the software requirement specifications for an integrated software solution designed to transform the delivery of childbirth-related services based on the life-event approach. The aim of this Childbirth Life-Event Software Solution (CLES) is to offer a proactive and unified platform for the collection of all relevant information about the newborn in electronic format by healthcare professionals in both public and private maternity hospitals in Kosovo, which will enable the provision of seamless services to new parents. This solution will help streamline processes such as birth registration in the Civil Registry (ARC), registration of fathers' assumption of paternity when parents are not officially married, application for maternal and child allowances, registration of the baby in the Basic Health Information System, recording of vaccinations, opening of eKosova accounts for parents, and management of other critical medical and statistical data for various institutions.

The application will seamlessly connect to and communicate with several registries and databases, with all interactions routed through the national interoperability platform (i.e. the GG). Through application programming interfaces (APIs), the application will access and read data from ARC, eKosova, the BHIS, the Central Bank (BQK), etc., and transmit (insert) data into several databases, including ARC, the allowances database under the Ministry of Finance, the BHIS, the Vaccine Registry, etc. The application will also provide data through API for statistical purposes, serving institutions such as the Kosovo Agency of Statistics (ASK) and the Institute of Public Health (IKSHPK).

The contract with the company that will develop CLES was signed in February 2024, and the system is expected to be completed and go live in June 2024.

eKosova

eKosova was launched as the government service portal in 2021 and today 155 online services in 22 categories are offered through this portal. The online services provided through eKosova include electronic payments for government services, civil status certificates, renewal of vehicle registration, property certificates, criminal record certificates, etc.

Integrated Service Centres

The government of Kosovo considers inclusivity as the key principle for service delivery and recognises that there will always be categories within the society that are not able to use the digital channel on their own. Consequently, it has started work on establishing physical integrated service centres that will offer the convenience of digital services with the support of a government employee. The procurement of the functional and architectural design services for the first integrated service centre, with the support of the World Bank, is currently under way. The contractors have been selected and the contract signature is pending.

Assembly of the Republic of Kosovo Website

The website of the Assembly of the Republic of Kosovo serves as the official online platform to provide information, enhance transparency and engage the public in legislative activities. It offers access to legislative documents and session schedules, and facilitates communication between the Assembly and citizens, contributing to transparency, accountability and civic participation.

eConsultation

In compliance with Regulation No. 05/2016, the government of Kosovo has established an online platform for public consultation. This platform aims to engage stakeholders in legislative initiatives and decision-making processes. Developed with support from the EU, it facilitates communication between government bodies, civil society and other relevant stakeholders, enhancing transparency and accountability. Through this platform, the public can express interest in participating in consultations, with reports on outcomes and reasons for decisions which are subsequently made publicly available.

Digital Public Services for Businesses

National Strategy for Innovation and Entrepreneurship 2019–2023

The Ministry of Innovation and Entrepreneurship implemented the National Strategy for Innovation and Entrepreneurship 2019–2023, highlighting the importance of a unified approach to innovation within the public sector. The strategy is designed to complement existing national development and IT strategies, while adhering to guidance provided in strategic planning manuals. It also integrates the Smart Specialisation Strategy framework, which is crucial for regional development and innovation policy in Europe.
A new strategy is currently under development to further advance this area.

Public Procurement

Law No.°04/L-042 on Public Procurement in the Republic of Kosovo

Law No. 04/L-042 on Public Procurement in the Republic of Kosovo was first enacted on 5 October 2011, and was subsequently amended and supplemented by Law No. 04/L-237, Law No. 05/L-068 and Law No. 05/L-092. The most recent consolidated version, effective as of 1 March 2016, includes the above-mentioned amendments.
A new law on public procurement is the process of being drafted.

Rules and Operational Guidelines for Public Procurement

The Rules and Operational Guidelines for Pubic Procurement are based on Law No. 04/L-042 on Public Procurement, as subsequently amended and supplemented by several laws, including Law No. 04/L-237, Law No. 05/L-068 and Law No. 05/L-092. They aim to facilitate procurement management by offering detailed guidance on procuring goods, services and works, as well as on design contests. They complement and clarify the provisions of the Law on Public Procurement, outlining procedures and processes for public procurement. Additionally, they address the integration of electronic procurement systems, highlighting technical requirements and legal frameworks. Moreover, they outline a simplified list of contracting authorities, emphasizing the inclusivity of various entities in procurement activities. All entities involved in procurement, including contracting authorities and economic operators, are bound by these rules and operational guidelines.

eProkurimi

eProkurimi, the official website for public procurement in Kosovo, serves as a comprehensive portal offering unrestricted access to all information related to public procurement in Kosovo. Developed and maintained by the Public Procurement Regulatory Commission (PPRC), in accordance with Law No. 04/L-042 on Public Procurement, the website aims to promote transparency and accountability in procurement processes.
Visitors to the website will find a wealth of relevant information, including procurement regulations, guidelines and procedures, as well as announcements of procurement opportunities and contract awards, and other relevant updates. The website is designed to be user-friendly, with easy navigation and search functionalities, ensuring that users can quickly locate the information they need. Furthermore, the website serves as a platform for stakeholders to engage with the procurement process, providing opportunities for feedback, inquiries and complaints. Through its informative content and interactive features, the website plays a crucial role in promoting fairness, efficiency and integrity in public procurement practices in Kosovo.

Digital Inclusion and Digital Skills

Digital Skills Development in the Public Admnistration

E-Government Strategy 2023-2027 and its Action Plan 2023-2025 covers the digital upskilling/competence in the public administration, respectively within the Second Strategic Objective "Digital competencies in the public sector are sufficient to develop, govern and use public digital services". The following activities are planned within this strategic objective:

- Map existing and missing key roles and competencies for digitalisation (2024)
- Develop a capacity-building framework for relevant public officials at professional level (2024)
- Organise and deliver training and eLearning courses based on the capacity-building framework (2025)
- Develop a country specific framework for basic digital skills including a training plan with eLearning components (2024)
- Develop an e-learning platform (2024)
- Develop and provide learning courses (on site and online) according to the training plan (2025)
- Create an IEC (information, education, communication) campaign to promote the ICT learning possibilities in the public sector (2025)

In addition, through ABR Program implementation, a new training module has been developed that do cover also digitalisation regarding Digital Impact Assessment and Digital Ready Legislation. More than 100 local and central public officials were trained in 2023 and Q1 2024. Find attached the module in PPP and in word as working materials (in Albanian since there isn't yet an English version). Also, for statistic, see ABR Program Report (number for Q1 2024, are not in the Report). In addition, the ABR process facilitated the inaugural Digi Camp in November 2023, which was attended by 70 public officials.
The second Digi Camp was held in June 2024. More details can be found in the ABR Program Report. As a result of these trainings and the recommendations made by the trained public officials, a Checklist for Digital Ready Legislation has been created. This checklist is now being utilised as a practical tool in their legislative drafting processes.

Youth Online and Upward (YOU) Program

Youth Online and Upward (YOU) Program is a subcomponent of the Kosovo Digital Economy (KODE) project of the Government of Kosovo financed by a World Bank loan. The program provides trainings for young people and their connection to online working opportunities. The activities primarily cater to unemployed or underemployed young men and women with at least some knowledge of English and at least high school education to increase their ability to compete in relevant segments of online work using computers and smart phones. The Program skilsl beneficiaries to work online, including to perform basic IT and IT-enabled services as online freelancers. 2,000 youndsters have benefitted from this program.

The ICT for Kosovo's Growth

The "The ICT for Kosovo's Growth" project, funded by EU, aims to enhance the competitiveness of Kosovo's digital and traditional businesses by supporting growth of Kosovo's ICT sector leading to growth and new job creation. The project is designed to address the lack of trained workforce in Kosovo ICT sector through provision of up-to-date, modern ICT trainings to Kosovo workforce. The project aims to improve their knowledge and digital skills to have the possibility of ensuring employment with one of the local ICT businesses, start their own businesses as start-ups in existing innovation or incubation centers of Kosovo or become an ICT freelancer/consultant. On the other hand, the project contributes to increase of business skills and promotion of ICT businesses and their products through organisation of targeted business trainings and different events to promote the use of ICT, bringing together ICT businesses with domestic and international partners.
So far within seven semesters, more than 2.100 youth have been trained, and 1.711 of them have been certified. The delivered training modules include : Cyber Security, Web Development, Java Programming, Python, Big Data, Machine Learning and Artificial Intelligence.

Digital Skills Programme in Kosovo

Led by UNDP Kosovo in close collaboration with the Ministry of Local Government and Administration and RIT Kosovo (A.U.K), the Digital Skills Programme in Kosovo is a strategic

initiative designed to drive digital transformation and empower youth with essential skills for success in the digital age. Through intensive training in crucial digital domains, participants gain expertise for entry-level tech roles. By investing in digital skills development, the programme fosters economic growth, innovation, and sustainable development in Kosovo.

5. Trust and Cybersecurity

eID and Trust Services

Law on Electronic Identification and Trust Services in Electronic Transactions

The Law on Electronic Identification and Trust Services in Electronic Transactions, adopted in December 2021, aims to strengthen Kosovo's preparedness for cross-border interoperability in eID and trust services. Its ratification is expected to cultivate a digital business ecosystem, foster eCommerce, boost competitiveness and improve economic profitability. It will also streamline the cross-border use of eID and trust services with the EU. The legislation fully transposes the eIDAS regulation. In December 2022, ten sub-legal acts were approved, putting in place a full legal basis for eID, electronic signatures and electronic seals.

eID Platform

With the support of IPA funds, in January 2023 a project was launched for implementing an eID platform at the national level. The platform is expected to go live in July 2024 and will provide comprehensive services, including eID, electronic authentication, electronic signatures, electronic seals and digital wallet.

Law No.°04/L-094 on the Information Society Services

The Law on Information Society Services (Law No. 04/L-094 of 15 March 2012, Chapter 1, Article 1) acknowledges that electronic documents hold the same legal weight as traditional paper documents.

Cybersecurity

National Cybersecurity Strategy 2023–2027

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

Law No. 08/L-173 on Cybersecurity

In February 2023, Kosovo's Assembly approved the Law on Cybersecurity transposing Directive (EU) 2016/1148 of the European Parliament and of the Council of 6 July 2016 concerning measures for a high common level of security of network and information systems across the Union (NIS Directive). The Law on Cybersecurity creates a legal basis to establish the Cybersecurity Agency (CSA), the National Cybersecurity Council and the State Cybersecurity Training Centre.
In February 2024, the government of Kosovo approved the Regulation for the Organisation and Structuring of the CSA. Currently, the government is working on the recruitment of the core staff of the Agency. In December 2023, the government of Kosovo also approved the Regulation for the Organisation and Structuring of the State Cybersecurity Training Centre within the Ministry of Defence. The main role of the Centre is to organise trainings for cyberprofessionals serving the critical infrastructure.
Eight additional secondary legislation acts have been drafted and are expected to be adopted soon.

Amendment of the Criminal Code and Criminal Procedure Code

In November 2023, Kosovo's Assembly approved amendments to the Criminal Code and the Criminal Procedure Code transposing key clauses of the Budapest Convention on Cybercrime.

Security Strategy 2022–2027

The Security Strategy 2022–2027, presented by the Prime Minister, outlines the nation's goals for security, prosperity and stability, emphasizing peaceful relations with neighbours. It underscores Kosovo's commitment to peace, cooperation and prosperity, advocating for inter-social unity and dialogue with neighbouring countries to resolve disputes. At the same time, it acknowledges security risks and aims to build a resilient State capable of defending itself. Cybersecurity is central in the Strategy, focusing on safeguarding digital infrastructure and ensuring citizens' safety in cyberspace.

6. Innovative Technologies

Artificial Intelligence (AI)

eGovernment Strategy Kosovo 2023-2027

Within the eGovernment Strategy 2023-2027, the government of Kosovo has planned a list of activities that are focused on bringing innovation in the government by using artificial intelligence and other emerging technologies. It also involves setting up an innovation cell within the Agency for Information Society (AIS) to pilot projects that will use artificial intelligence and other emerging technologies such as machine learning, blockchain, IoT, and more. These are detailed in the following action items:

- Establish pilot projects (sandbox) to research technological trends for future-proofing the eGovernment (to be carried out in 2025);
- Establish an innovation cell within the public sector (to be carried out in 2025)
- Draft innovation roadmaps to develop and future-proof public digital services and information systems (to be carried out in 2025);
- Establish a programme for hackathons and run co-creation events (to be carried out in 2025); and
- Establish an innovation program to support the future-proof digitalisation of government and create an award for digitalisation in the public sector (to be carried out in 2025).

Distributed Ledger Technologies

Please see section on the reforms under the eGovernment strategy above.

Big Data

Please see section on the reforms under the eGovernment strategy above.

Cloud & Edge Computing

Kosovo's Strategic Approach to Cloud

The government has already drafted the terms of reference for the consultancy needed to develop Kosovo's strategic approach to cloud computing. The procurement process is set to begin soon as part of the World Bank Project for Strengthening Digital Government, approved in May 2024. The consultancy project will involve a comprehensive analysis of information systems and data categories suitable for the public cloud, developing a national cloud strategy and transition plan, and establishing a Disaster Recovery, Contingency, and Continuity of Government Operations Framework. Subsequently, investments will be made to set up a Disaster Recovery Center (DRC) following the cloud computing and disaster recovery framework, and to upgrade existing data centres accordingly.

Internet-of-Things (IoT)

Please see section on the reforms under the eGovernment strategy above.

Quantum Computing

Please see section on the reforms under the eGovernment strategy above.

Gigabit and Wireless High-speed Networks

GovNet

The government has already drafted the terms of reference for the consultancy needed to redesign Kosovo's government data network. The procurement process is set to begin soon as part of the World Bank Project for Strengthening Digital Government, approved in May 2024. The consultancy project will involve a comprehensive analysis of the existing GovNet, taking into account current trends and best practices to propose a future-proof architecture for the government data network.

GovTech

Please see section on the reforms under the eGovernment strategy above.

7. Digital Public Administration Governance

For more details on Kosovo'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

Digital Transformation Commission

In November 2022, the government set up a high-level Digital Transformation Commission (DTC), chaired by the Prime Minister. Its main task is to oversee and guarantee a successful digital transformation process within government institutions. According to the government's decision, the DTC is responsible for:

1. Reviewing and approving the government's strategic priorities and new policy initiatives in the field of information technology and digitalisation;
2. Reviewing the implementation of strategies in the field of information technology and digitalisation;
3. Providing strategic steering and cross-institutional coordination for the projects of high importance in the field of information technology and digitalisation;
4. Reviewing and approving funding for strategic priorities and initiatives in the field of information technology and digitalisation; and
5. Reviewing other issues in the field of information technology and digitalisation.

Chief Technology and Digital Transformation Coordinator (CTDTC) and Digital Transformation Unit (DTU)

In December 2022, the DTC approved the decision to appoint a Chief Technology and Digital Transformation Coordinator (CTDTC) who is responsible for coordinating digitalisation in government institutions in the Republic of Kosovo. The DTC decision states that CTDTC heads the Digital Transformation Unit (DTU), which acts as a permanent coordinating unit in the Office of the Prime Minister. The DTU supports the DTC and has is responsible for:

- Supporting the CTDTC in his work;
- Coordinating and reviewing policies, strategies and legislation in the field of information technology and digitalisation;
- Reviewing initiatives for strategic projects in the field of information technology and digitalisation;
- Reviewing the implementation of strategic projects in the field of information technology and digitalisation;
- Coordinating and reviewing projects with donors and development partners in the field of information technology and digitalisation;
- Overseeing the horizontal implementation of the digital agenda, as along with other strategies in the field of information technology and digitalisation;
- Overseeing the planning of the overall budget for information technology and digitalisation in Kosovo's government institutions to ensure alignment across all government levels;
- Coordinating the piloting of electronic government services based on life events;
- Drafting and preparing for approval by the DTC strategic priorities in the field of digitalisation;
- Reviewing and preparing for approval by the DTC comprehensive analyses on certain issues in the field of digitalisation;
- Reviewing funding proposals from donors and development partners, to ensure that they are aligned with the government's priorities;
- Supporting the DTC and the Technical Committee for Digital Transformation in organizing meetings and preparing relevant documentation; and
- Carrying out other tasks related to the digitalisation process, according to the request of the DCT.

Agency for Information Society

According to Law No. 04/L-145 on Information Society Government Bodies, the Agency for Information Society (AIS) is an executive agency under the Ministry responsible for public administration. The AIS is tasked with implementing information and communication technology policies in public institutions of the Republic of Kosovo, executing the electronic governance strategy and relevant action plan, as well as managing and overseeing the implementation of information technology projects in public institutions of the Republic of Kosovo.

Kosovo Institute for Public Administration (KIPA)

The Kosovo Institute for Public Administration (KIPA) was established in 2003 as a central state administration body under the Ministry of Public Administration (MPA). It operates in accordance with Laws No. 04 / L - 221 on KIPA and No. 03 / L-149 on the Civil Service of the Republic of Kosovo. KIPA's primary responsibility is to implement policies and strategies concerning training, vocational training, and capacity building for the civil service.

Ministry of Economy

The Ministry of Economy of the Republic of Kosovo plays a vital role in driving economic growth and stability through the drafting and implementation of policies, adoption of legal and sub-legal acts, and establishment of mandatory standards. These initiatives aim to promote local business development, enhance economic cooperation to attract foreign investments, ensure market competitiveness and security, and foster sustainable development of energy and mining resources. Additionally, the Ministry focuses on the development of the telecommunications and information technology sector and ensures efficiency in the management of publicly owned enterprises.

Subnational (Federal, Regional and Local)

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).

Last update: July 2024

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 Lulezon Jagxhiu, Arben Damoni, Ali Krasniqi.

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

An action supported by Interoperable Europe

The ISA² 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 ISA² 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*.

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