



DG DIGIT

Unit.B2 (Interoperability & Digital Government Unit)

Open Source Software Country Intelligence Report

Kosovo

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Kosovo

Executive summary

Kosovo's EU integration ambitions have been a key driver of its digital transformation, which has shown tangible results. The country has successfully implemented a wide-ranging digital infrastructure, extending internet access to remote villages and digitising significant portions of its public administration. Recent legislation and projects demonstrate the country's commitment to further digitalisation and development goals, with the adoption of EU standards and promotion of interoperability serving as guiding principles for aligning Kosovo's information technology systems with European frameworks.

However, explicit policy support for open source remains limited, and open source software is not systematically prioritised in current public-sector digitalisation initiatives. Regardless, existing policies create opportunities for positive future developments. The new Digital Agenda and Education Strategy include provisions concerning open source, while other strategies emphasise principles conducive to its adoption, particularly interoperability and sustainability.

These opportunities are reinforced by the presence of an active open source community. One of them is FLOSSK, a civil society organisation with the aim of advancing open source technologies. It actively advocates for open source technologies within society and public administration, opening the way for collaboration between the public sector and NGOs.

Although Kosovo's digital transformation is progressing, it is also facing some challenges. For example, the e-Kosova platform, while representing progress in online public service accessibility, faces implementation issues, with some services remaining non-functional due to coordination gaps with stakeholders and capacity constraints. Nevertheless, Kosovo's digital transformation continues to advance, and greater integration of open source solutions could provide opportunities to accelerate progress while enhancing sustainability and interoperability with European systems.

Actors

This section presents the key governmental bodies and strategic players influencing awareness and uptake of OSS within Kosovo's government and the public sector.

Policymakers

- Ministry of Internal Affairs¹: As part of its core role of ensuring public order and security, the ministry is responsible for developing an effective and efficient public administration, and promoting cooperation with all relevant EU agencies and organisations. With regard to digital affairs, the Ministry of Internal Affairs is responsible for the e-Government Strategy, which aims to digitise public administration and services.
- Agency for Information Society² (ASHI): ASHI is a government executive agency placed under the responsibility of the Ministry of Internal Affairs. It is responsible for the development and implementation of Information and Communication Technology (ICT) for government institutions. Its activities include managing the e-Kosova platform and the national open data portal, both of which play a key role in the government's digitalisation process.
- Ministry of Economy³: The ministry is responsible for ensuring the development of the telecommunications and information technology sectors, and for guaranteeing the efficient management of publicly owned enterprises. The Department of Information and Communication Technology (ICT)⁴ implements the ministry's role in ICT and the digital economy. The department's mission is to develop the electronic and postal communications, information technology, and digital economy sectors, and to represent Kosovo within the European Commission's "Sub-Committee on Innovation, Information Society and Social Policies".

Strategic players

- Free Libre Open Source Software Kosova (FLOSSK)⁵: Established in 2009, FLOSSK is a non-governmental organisation that aims to support, promote and develop free and open source software in Kosovo. Its projects include organising events, conferences, workshops and meetups, as well as actively participating in public policy development, with the aim of bringing Kosovo's IT community closer to free and open source projects. Its flagship event is the annual Software Freedom Kosovo conference, which provides an opportunity to promote open source to the public sector and beyond.
- Open Data Kosovo⁶: Open Data Kosovo is an NGO established in 2014 to foster a culture of transparency and innovation in Kosovo. It is actively involved in data collection and analysis, as well as advocacy, primarily focusing on using data governance to promote transparent

¹ <https://mpb.rks-gov.net/f/3/Mission>

² https://www.facebook.com/ASHI.agjencia/?locale=sq_AL

³ <https://me.rks-gov.net/en/home/>

⁴ <https://me.rks-gov.net/en/department-of-post-telecommunications-and-information-and-communication-technology-2/>

⁵ <https://flossk.org/>

⁶ <https://opendatakosovo.org/>

decision-making and optimise institutional processes in Kosovo. Open Data Kosovo also runs mentoring and training programmes, and develops digital solutions for a range of partners, including NGOs, government bodies, and private enterprises, to enhance operational efficiency at local and international levels, thereby contributing to the country's digital transformation.

Policy and legal framework

This section summarises the main digital and public services policies relating to digital transformation in Kosovo that could enable the future development of open source software in the country, including landmark strategy documents and implementation frameworks. The list is presented in a chronological order, starting from the most recent milestone.

- Digital Agenda 2030, 2023⁷: The Digital Agenda outlines Kosovo's digital development strategy and is supported by the e-Government Strategy and the National Cybersecurity Strategy. Based on the EU's Digital Decade of Europe and Digital Compass programmes, it aims to transform Kosovo into a "gigabit society" with a competitive digital economy. The Digital Agenda has five objectives: 1) establishing an advanced secure digital infrastructure, 2) driving the digital transformation of businesses, 3) digitalising public services, 4) training a digitally skilled workforce and improve R&D, and 5) strengthening the cybersecurity framework. Notably, the third objective includes a provision for software developed using public money and incorporating public sector intellectual property to be published under an open source licence. Additionally, it aims to strengthen interoperability between government systems by implementing the European Interoperability Framework guidelines. The fifth objective focuses on sustainability, awareness, protection and resilience, and the development of the regulatory framework to improve the national cybersecurity maturity framework.
- e-Government Strategy 2023-2027, 2023⁸: This strategy supports the implementation of the Digital Agenda 2030. Focusing on the digital transformation of the public sector, it aims to maximise the well-being of Kosovo's citizens, improve the effectiveness, transparency, and accountability of the public sector, and promote the country's sustainable economic growth. The strategy outlines nine principles for the digitalisation of public services, including 'open innovation', which calls for collaboration between government agencies, the private sector, academia, and citizens. The principles also include 'digital by design', 'data-driven', 'interoperability by design', 'user-driven and inclusive', and 'trust and security', all of which support the development of open source solutions.
- National Cyber Security Strategy 2023-2027, 2023⁹: The strategy complements the Digital Agenda in the field of cybersecurity. Its main objective is to create a safe and resilient online environment by reducing vulnerabilities and developing the necessary skills and capabilities to address

⁷ <https://arkep-rks.org/desk/inc/media/82582FB3-CD31-4D3D-AAA-F7CC21ACADCA.pdf>

⁸ [e-Government Strategy 2023](#)

⁹ [National Cyber Security Strategy](#)

cybersecurity issues, while preventing and minimising damage. Specifically, it establishes goals to raise public awareness, enhance infrastructural and legal capabilities, and support businesses in developing cybersecurity resources. The strategy is centred around six goals: 1) creating legal and institutional cybersecurity capacities; 2) promoting cybersecurity awareness and culture; 3) supporting the development of the private sector in cybersecurity and cross-sectoral information sharing; 4) building sustainable and beneficial national and international cybersecurity cooperation; 5) developing lasting cybersecurity capacities for government and the private sector; and 6) advancing investigative and military cybersecurity capabilities. The strategy includes guiding principles for the government, the private sector and the community.

- Education Strategy 2022-2026, 2022¹⁰: This strategy includes the objective of digitalising education. It sets out principles for using digital technology to improve the quality and delivery of educational services, in line with digital transformation trends. It also aims to promote the use of 'open source' software among teachers and students due to its low cost.
- Public Administration Reform Strategy 2022-2027, 2022¹¹: This document sets out the government's overarching strategy for the next five years to develop a modern public administration that serves the public interest, meets the needs of citizens and businesses, and successfully completes the EU membership process while supporting democracy and the rule of law. The document outlines four objectives, including improving the accountability and transparency of public services, that would create an environment conducive to future open source developments.
- Strategy for Training of Civil Servants 2016-2020, 2015¹²: Adopted in 2015, this strategy aimed to build information technology capacities through training, with the goal of improving the use of electronic administrative platforms among public servants. It outlined a plan to create a critical mass of civil servants and trained professionals with the necessary knowledge and skills to advance the country's digital transformation and integration into EU structures. The overarching goal was to establish a modern, professional and competent central and local administration that would provide citizens and legal entities with quality public services. While the strategy itself does not address open source or related concepts, it has contributed to the development of a digital infrastructure in Kosovo.
- Public Administration Modernisation Strategy 2015-2022, 2015¹³: The aim of this strategy was to create conditions that would make the administration more responsive to the specific needs and interests of citizens and businesses. It set out actions to reduce procedural and administrative barriers and costs, and to reduce the time taken to receive administrative services, while ensuring proper access for disabled people. Notably, it recommended enabling citizens to use inclusive

¹⁰ <https://kryeministri.rks-gov.net/wp-content/uploads/2023/01/Strategjia-e-Arsimit-2022-2026-Eng-Web.pdf>

¹¹ <https://kryeministri.rks-gov.net/wp-content/uploads/2023/01/PUBLIC-ADMINISTRATION-REFORM-STRATEGY-2022-2027.pdf>

¹² [Strategy for Training of Civil Servants 2016-2020](#)

¹³ <https://kryeministri.rks-gov.net/wp-content/uploads/2022/07/Strategy-for-Modernisation-of-PA-2015-2020.pdf>

information technology services. The strategy also included provisions for greater transparency in public administration and the accountability of institutions and officials. Its principles led to the creation in 2021 of the e-Kosova platform, a one-stop shop for digital services. The document was followed by the Public Administration Reform Strategy 2022-2027.

- Interoperability Framework, 2013¹⁴: This framework outlines all the elements and necessary actions required for institutions across the country to establish interoperability, drive economic development and raise living standards. It describes interoperability as being essential for EU integration, particularly in terms of European interoperability. The framework centres on three objectives: 1) cooperation between public administration institutions to provide efficient public services; 2) exchange of information between public administration institutions; and 3) sharing and reuse of information within the public sector to increase administrative efficiency and reduce administrative burdens for citizens and businesses. Notably, it includes a provision for institutions to create an environment conducive to the use of open software. It also recommends establishing interactions through new IT projects based on open standards. Furthermore, many of the twelve principles outlined in the framework are closely aligned with open source, including user centricity, transparency, openness, reusability, technological neutrality and adaptability, and effectiveness and efficiency.
- Digital Agenda 2013-2020, 2013¹⁵: This was Kosovo's first national digital strategy. It aimed to develop digital infrastructure, promote the production and use of electronic content, and enhance citizens' digital literacy. In particular, it defined the priorities, objectives and tasks of ICT development to maximise the social and economic benefits of new technologies, particularly the internet, which it viewed as a vital tool for economic and social activities. The strategy outlined the development of electronic communications in the public sector as a powerful tool to promote government transparency, accountability and efficiency.

Open source software initiatives

This section presents an overview of the main open source software-related initiatives in Kosovo. The list is presented in chronological order, starting with the most recent initiative.

- Digital Europe Programme, 2024¹⁶: In January 2024, the Ministry of Economy announced Kosovo's participation in the €7 billion Digital Europe programme. Developed by the European Commission, the programme aims to advance five areas through grants: supercomputing, artificial intelligence, cybersecurity, semiconductors, advanced digital skills and ensuring the wide use of digital technologies across the economy and society. Kosovo's participation in the programme aims to be a step toward integrating the country into the EU economy. Specifically, it seeks to increase Kosovo's digitisation for the benefit of citizens, businesses, and institutions.

¹⁴ <https://mpb.rks-gov.net/ap/desk/inc/media/15ADEA30-72EF-41FD-BD2A-2B41810371E7.pdf>

¹⁵ https://kryeministri.rks-gov.net/wp-content/uploads/2022/07/Electronic_Communication_Sector_Policy_2013-2020.pdf

¹⁶ Information on the DEP [here](#). See this [article](#), this [link](#) and this [report](#) for more information on Kosovo's participation

- Digital Transformation Centre Kosovo, 2021¹⁷: The Digital Transformation Centre (DTC) Kosovo is a one-stop shop for developing the digital ecosystem, integrated into the structure and activities of the Innovation and Training Park (ITP) in Prizren. Established in 2021 and coordinated by GIZ, the centre is funded by the German Federal Ministry for Economic Cooperation and Development (BMZ) and the EU through the co-financed Action #Digital4Business¹⁸. The centre aims to advance the digital transformation of SMEs and the tech ecosystem to promote sustainable economic development in Kosovo.
- e-Kosova, 2021¹⁹: Launched in 2021 and managed by the Agency for Information Society, the platform offers electronic public services. Through this platform, the public administration seeks to become more effective, reduce public expenditure, facilitate access to public services, and simplify procedures. It aims to integrate services in various fields, including health, family and taxation. It has also continued to integrate services related to property, the police, subsidies, municipal payments, education and the judiciary. By 2024, 195 services were offered on the platform.
- National Open Data Platform, 2019²⁰: This platform is the government's open data portal. It is managed by the Agency for the Information Society (ASHI) and was developed in collaboration with Open Data Kosovo on open source data management system CKAN. It allows government officials to publish datasets, thereby promoting transparency, and is an important part of Kosovo's open government initiatives.
- Kosovo Digital Economy (KODE) Project, 2018²¹: In 2018, the Ministry of Economic Development secured \$20.7 million from the World Bank to launch the Kosovo Digital Economy (KODE) project. The project aimed to improve citizens', public institutions' and academic institutions' access to high-quality, high-speed broadband services and online knowledge sources, services and labour markets. The objective was to ensure that all citizens had equal access to digital opportunities for work, education, social services and entertainment²². Notably, the KODE project provided one-off matching grant payments to internet operators to help them build networks in unconnected villages. Over five years, it delivered connectivity to the remaining unserved areas, with the last village being connected to high-speed internet in 2023.
- e-Procurement Platform, 2016²³: The portal provides the public with unlimited access to all information related to public procurement in Kosovo. It was established in 2016 following the publication of Kosovo's Law on Public Procurement No.04/L-042, which deals with the development, functioning, and general supervision of the public procurement system. According to a 2023 report, 99% of the application-contracting process has taken place through this platform

¹⁷ <https://itp-prizren.com/digital-transformation-center/>

¹⁸ <https://www.bmz-digital.global/en/initiatives/digital-transformation-center-kosovo/>

¹⁹ <https://www.rks-gov.net/#>

²⁰ <https://opendatakosovo.org/portfolio/open-government-data-portal/>

²¹ <https://documents1.worldbank.org/curated/en/249951531020771941/pdf/Kosovo-KODE-PAD-06132018.pdf>

²² <https://blogs.worldbank.org/en/digital-development/kosovos-digital-revolution-success-story>

²³ <https://e-prokurimi.rks-gov.net/HOME/ClanakItemNew.aspx>

since 2021²⁴.

- Open Street Map, since 2009²⁵: Since 2009, FLOSSK has made contributions to OpenStreetMap, an initiative to create and provide free geographic data. It is managed by the international not-for-profit organisation OpenStreetMap Foundation. In 2019 and 2020, FLOSSK worked on developing geographic information systems skills and data in Kosovo through a grant from the government of Luxembourg. This included acquiring and releasing 2,000 km of street view imagery under a free license, training on OSM and GIS, and organising events. In September 2020, FLOSSK became an OpenStreetMap Foundation local chapter covering Kosovo, known as OSM Kosovo.

²⁴ [Kosovo in the Digital Agenda of the Western Balkans](#)

²⁵ <https://flossk.org/projects/openstreetmap-kosovo/>

