



e-DEMOCRACY

ICT - A DRIVER FOR IMPROVING DEMOCRACY

12-14 September 2010, Ohrid, Republic of Macedonia

Information Society in Albania

Ing. Endri HASA,
General Director



Government of Albania

National Agency on Information Society

nextsense





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12-14 September 2010, Civil Republic of Macedonia

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*



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Part 1: Albania & Information Society



Government of Albania

National Agency on Information Society

Republic of Albania

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.)

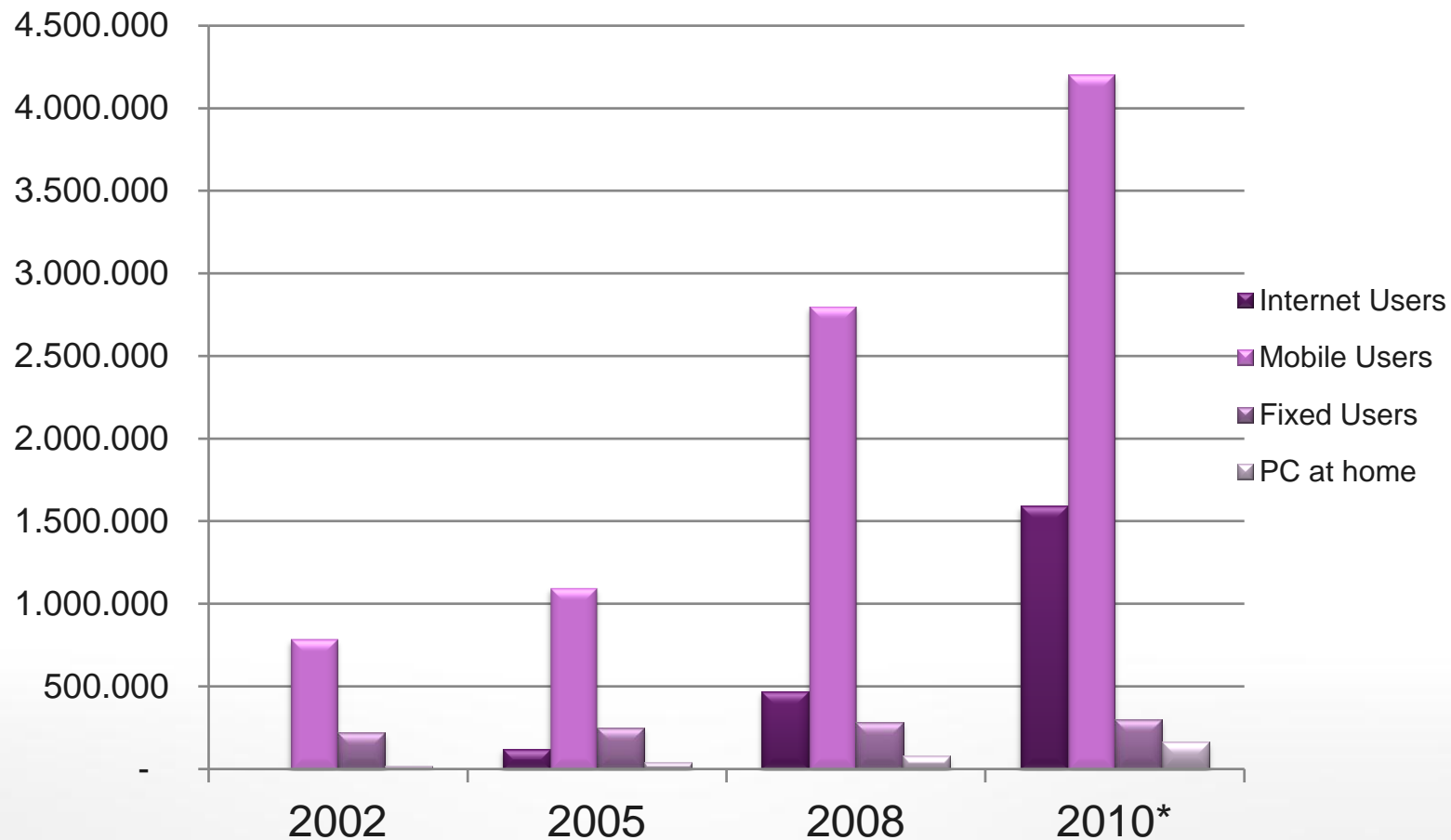


ICT Main Indicators

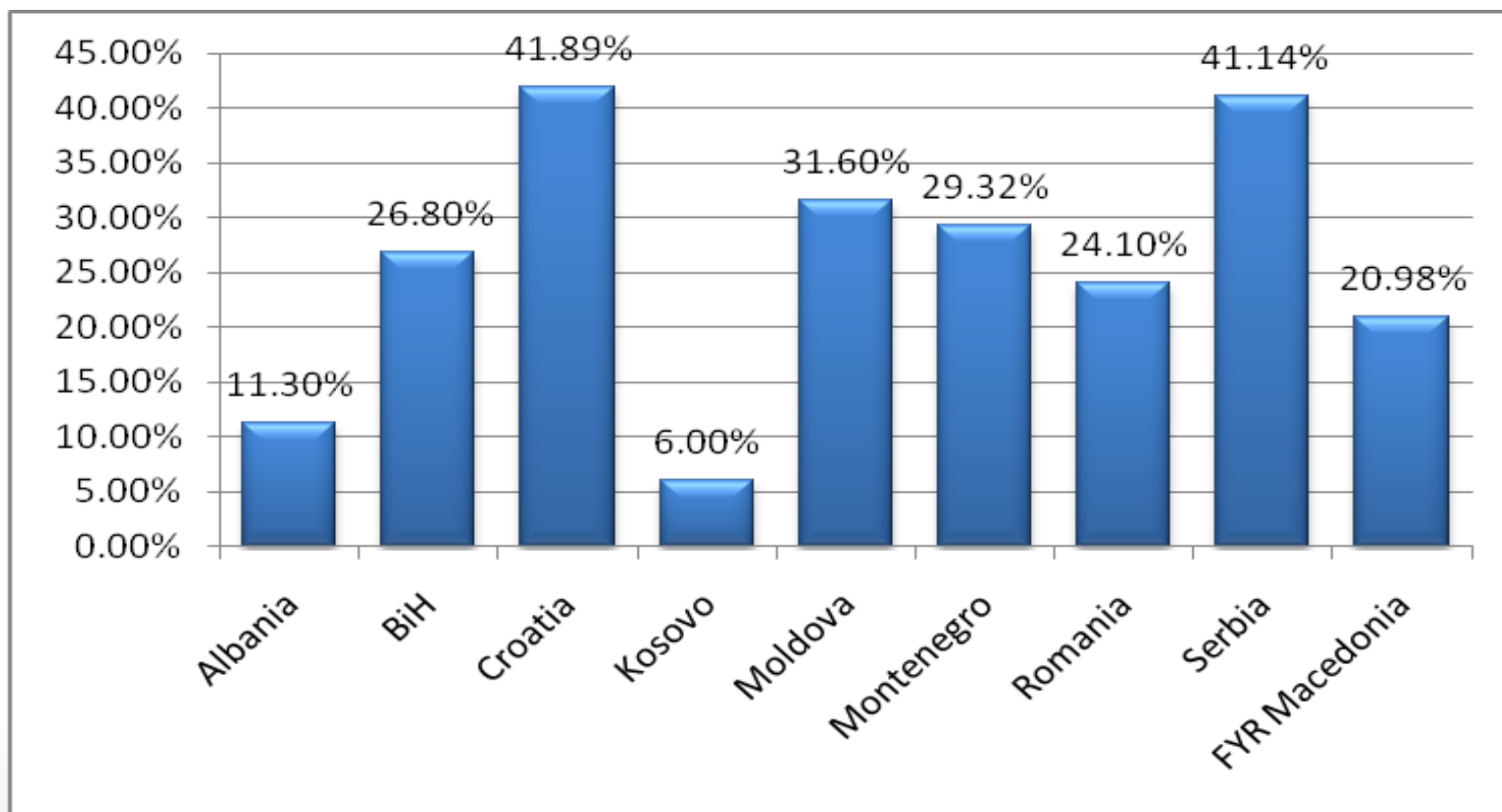
Title	2002	2005	2008	2010
PC/100 inhabitants	0.5	1.2	2.3	4.6
Telephone/100 inhabitants	7.1	7.8	11.3	10.9
Mobile/100 inhabitants	25.2	34.2	88.8	136
Internet penetration	0.5	2.1	28.4	45
Broadband connections	---	0.1	1.24	3.75
Mobile Internet penetration	---	0.7	15.7	31.5
e-gov. readiness index	N/A	37.32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



General ICT Data



Fix line phone penetration in South East Europe

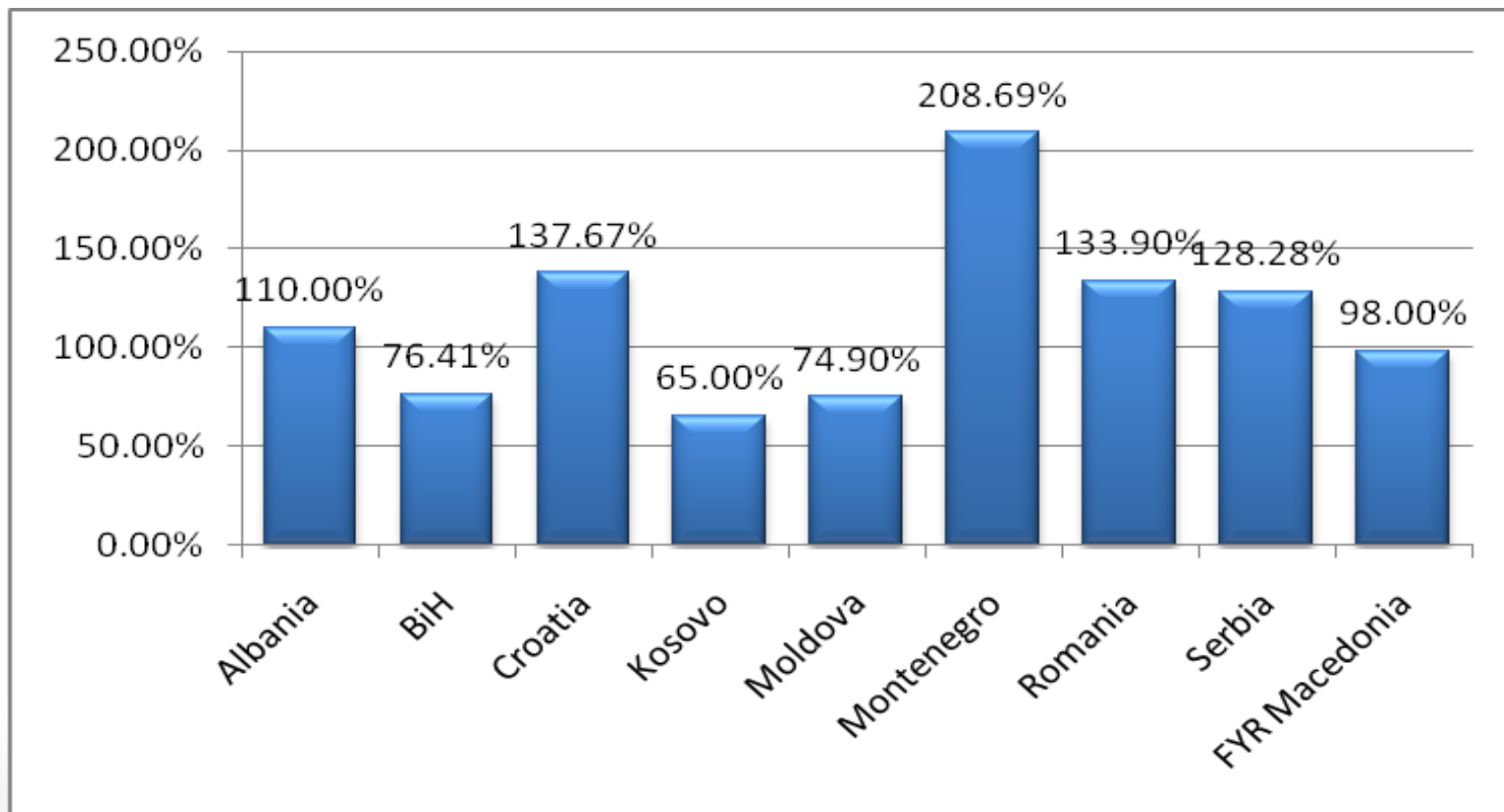


e-Governance and ICT Usage Report for South East Europe - 2nd Edition (July 2009)



Government of Albania
National Agency on Information Society

Mobile phone penetration in South East Europe



e-Governance and ICT Usage Report for South East Europe - 2nd Edition (July 2009)



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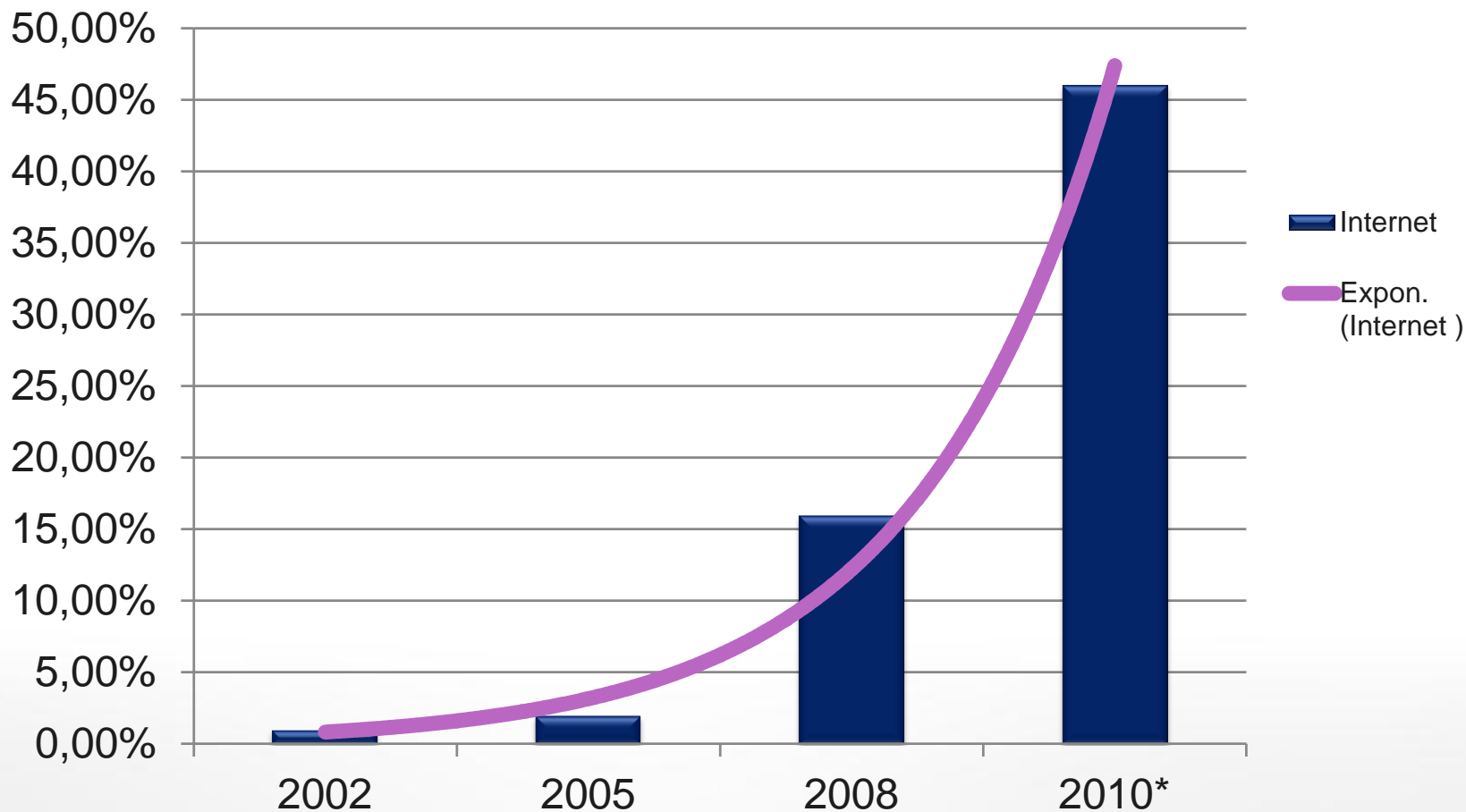
ICT Price Basket

Rank	Economy	ICT price Basket		Fixed telephony price sub basket % GNI/capita		Mobile telephony price sub basket % GNI/capita		Fixed broadband price sub basket % GNI/capita	
		2009	2008	2009	2008	2009	2008	2009	2008
92	Albania	4.30	7.11	1.86	1.58	4.18	8.28	6.86	11.47
Change		↘ 40%		↗ 17%		↘ 50%		↘ 41%	

http://www.itu.int/newsroom/press_releases/2010/pdf/PR08_ExecSum.pdf



Internet penetration in Albania





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Part 2: *National Agency on Information Society*



Government of Albania

National Agency on Information Society

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



Government of Albania

National Agency on 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





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Part 3: Albania in the Digital Age



Government of Albania

National Agency on Information Society

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”.



New e-Government Infrastructure & Services

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



e-albania

Për Qytetarët | Për Bizneset | Për Qeverinë | Për Vizitorët

Kreu ■ Foto ■ Pyetje-Përgjigje ■ Kontakt ■ Lajme

Kërko » Shqip | English



Lidhje të Shpejta

- Kuvendi i Shqipërisë
- Presidenti i Shqipërisë
- Këshilli i Ministrave
- Ministritë
- Sistemi i Drejtësisë
- Agjencitë Kombëtare
- Drejtoritë e Përgjithshme
- Bashkitë
- Avokati i Popullit
- Organizata Jo Fitimprurese
- Përfaqësitë Diplomatike Shqiptare Jashtë Vendlit
- Instituti i Statistikave
- Banka e Shqiperise

Ndodheni këtu: Kreu

Informacion për QYTETARËT



Arsimimi dhe Kualifikime
Shërbimi i Punësimit
Shërbimi Social
Shërbimi Postar
Publikime Zyrtare
Shërbimi i Pensionit
Instituti i Sigurimeve
Avokati i Popullit
Biblioteka
Shërbimet Spitalore
Numra Telefonik ...

më shumë...

Informacion për BIZNESET



Certifikimi Elektronik
Licencimi i Biznesit
Regjistrimi i Biznesit
Shërbimet Tatimore
Shërbime Doganore
Mardhëniet e Punës
Prona Publike
Prokurimet Publike
Avokati i Prokurimeve
Shërbimi Postar
Standardet Shqiptare
Patenta dhe Marka ...

më shumë...

Informacion për QEVERINË



Administrata Publike
Trajnimi i Punonjësve
Konsulencë Juridike
Përfaqsim ligjor
Prokurimet Publike
Publikime Zyrtare
Patenta dhe Marka
Prona Publike ...

më shumë...



Kërkoni të dish

- Si të pajisesh me kartë identiteti
- Si të pajisesh me pasaportë biometrike



Lajme

- KNi shqyrton 7 kapitujt e parë të përgjigjeve të pyetësorit të Komisionit Europian
- Konferencë për shtyp e Kryeministrit Berisha për 100 ditët e para të qeverisjes së mandatit të dytë



Shërbime të reja

- Shërbimet Tatimore
- Prokurimet Publike
- Regjistrimi i Biznesit
- Licencimi i Biznesit



Albania
A New Mediterranean Love

- Rreth Shqipërisë
- Trashëgimia Natyrore
- Trashëgimia Kulturorë



AGJENCIA KOMBËTARE E SHOQËRISË SË INFORMACIONIT

- Rreth nesh
- Strategjia Kombëtare për Zhvillimin e Shoqërisë së Informacionit

AKSHI | Kushtet e përdorimit | Përrjashtim nga përgjegjësitë | Përrshtypje | Indeksi ■ Bëje faqe startuese ■ Shko në krye

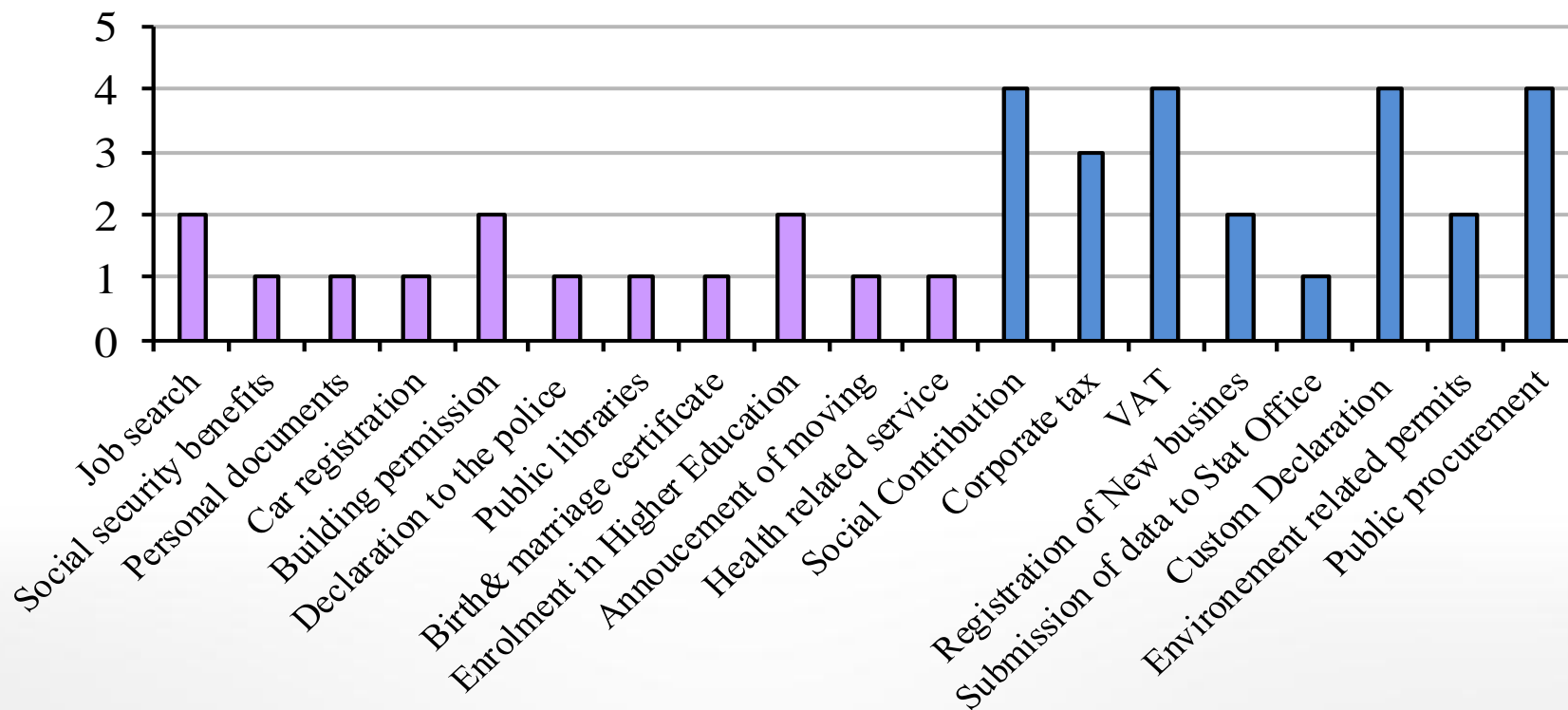
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Government of Albania
National Agency on Information Society

Situation of e-Government Services in Albania

Level of sophistication of e-government services



UN rank Albania at the IInd place in the world for Electronic Procurement

United Nations  Nations Unies

Office of the Director
Division for Public Administration and Development Management
Department of Economic and Social Affairs
Two United Nations Plaza, Room 1714, New York, NY 10017
Tel.: 1 (212) 963.5761 • Fax: 1 (212) 963.9681 • Email: unpan@un.org

DPADM/10/972

7 May 2010

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,



Haiyan Qian
Director



Government of Albania
National Agency on Information Society

Level of usage of electronic tax services

Years	No of employees 0-49	No of employees 49-250	No of employees 250-...
2007	---	---	---
2008	---	2.7%	8.2%
2009	5.0%	22.2%	28.4%
2010	30.6%	91.5%	97.8%





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Part 4: *Case study e-Cabinet for GoA*



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National Agency on Information Society

e-Cabinet System



“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 ...”

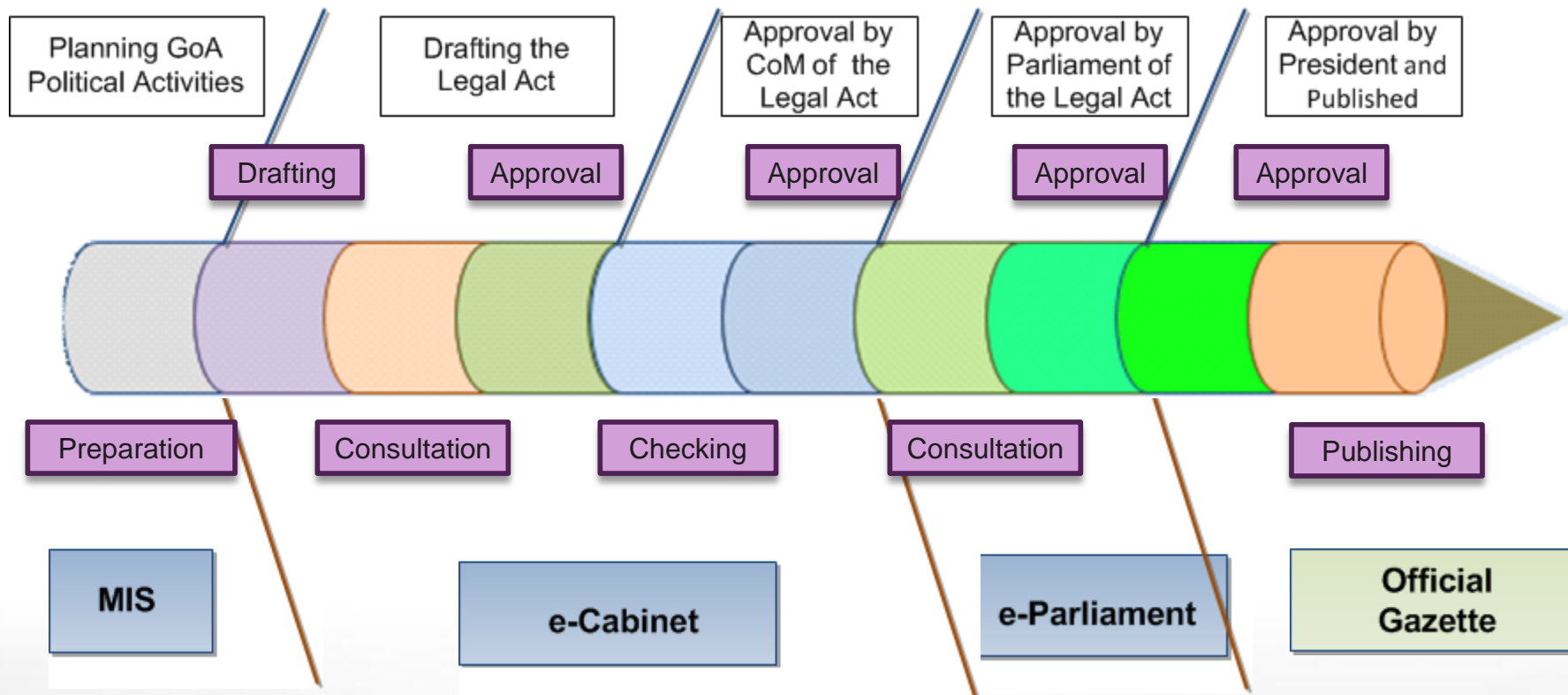
Sali Berisha, Prime Minister

Speech at the first meeting of the Albanian Cabinet at 15 September 2009

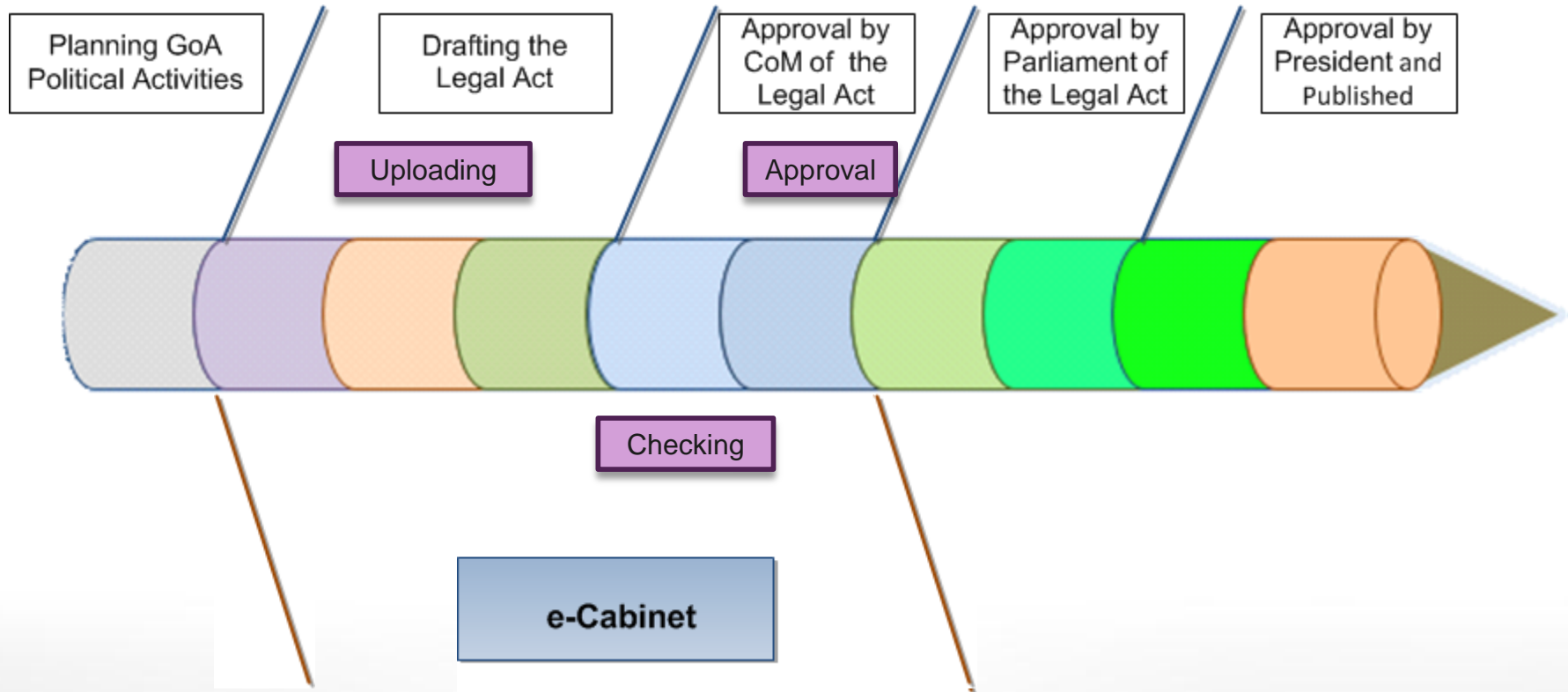


Government of Albania
National Agency on Information Society

Workflow of Political Activities for Legal Acts



Workflow of Political Activities for Legal Acts



e-Cabinet System Objectives

- ❑ Reducing of the time necessary for preparation of the materials for the sessions of the Government of Albania.
- ❑ 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.
- ❑ Reducing of the paper usage in the Government and Institutions.



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





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**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!



Government of Albania

National Agency on Information Society