



ICEDA

Increasing Civic Engagement
in the Digital Agenda

KOSOVO DIGITAL AGENDA OBSERVATORY 2022

Country Report and Roadmap
for the implementation of the
Digital Agenda in Kosovo



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The "Increasing Civic Engagement in the Digital Agenda – ICEDA" project is implemented by Metamorphosis Foundation (North Macedonia), Open Data Kosovo (Kosovo), e-Governance Academy (Estonia), Partners for Democratic Change Serbia (Serbia), NGO 35 MM (Montenegro) and Lëvizja MJAFTI (Albania).



Kosovo Digital Agenda Observatory 2022

Country Report and Roadmap for the implementation of the Digital Agenda in Kosovo

July, 2022

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Preface

The last two years have given us a deeper understanding why digitization is necessary to be a part of our daily duties. Digital processes/services are proven to be faster and save time, as well as assist in a more efficient work, be that individual or collective. Digitalization became a must for many (public) services during the COVID-19 pandemic, and it also brought more awareness for the lack of e-services in the country level. As the need for digitalization becomes more evident, supporting mechanisms towards this process are noted as well. Enhancing digital skills and understanding is also an important part of the digitization process as a whole.

The Digital Agenda (DA) is an extensive term referring to the development of the information society. In order to exemplify the current issues relating to the DA in the countries of the Western Balkans, as well as to place focus on the engagement of the civil society in this process, the project Increasing Civic Engagement in the Digital Agenda - ICEDA is currently being implemented. The ICEDA project is co-financed by the European Union (EU) and implemented by the Metamorphosis Foundation (North Macedonia) as a leading partner, then by the e-Governance Academy (Estonia), Partners for Democratic Change Serbia - (Serbia), NGO 35mm (Montenegro), Open Data Kosovo (Kosovo) and by Lëvizja Mjaft! (Albania).

In line with the topics within the DA, the activities and studies of the ICEDA project are focused on the implementation of: e-government, raising public awareness, digital literacy and e-participation. Within this framework, in the period March - May 2022, research consistent with the previous studies (conducted in 2020, and 2021) was conducted. The aim of the research is to provide a comprehensive overview depicting the progress made regarding the implementation of the DA in the country during the past few years, and incorporate the efforts made in terms of the ICEDA project.

Research methodology

The research methodology of the Digital Agenda Observatory (DAO 2022) follows the methodology of the previous editions of the DAO country reports and the Roadmap for Digital Agenda advancement in Kosovo. In this year's edition the methodology not only builds on what has been identified previously, but also focuses further on the topics that the local CSOs have contributed most during the period of 2021-2022 regarding the implementation of the Digital Agenda in the country. The research is conducted based on the key indicators as identified in the assessment questionnaire developed by the e-Governance Academy (eGA) as the project partner from Estonia. These indicators should enable a regional comparison between the selected countries from the Western Balkans, which will contribute to a positive competition and will be a motive for further implementation of the DA in the region.

The research consists of the desk research (review of conducted research; existing policy documents; national strategies; programs of the Government and central institutions of the Republic of Kosovo (RKS); publicly available reports and other relevant sources), then semi-structured interviews with persons directly involved and affected by the digitization process, as well as the testing of three electronic services (e-services).

Based on these research steps, the report has been compiled in order to provide a general overview of the implementation of the Digital Agenda (DA) in Kosovo, and as a result a roadmap with further recommendations has been prepared. Another significant part of the report consists of the insights given by the local CSOs that are a part of the ICEDA network, which played a role in the implementation of the DA in the country. The report and the roadmap as such should be seen as a basis for further research, and also serve as a fresh reference regarding the creation of strategic documents that aim to enhance the digital transformation in Kosovo.

This document also lists two annexes: 1. List of Interviewed Stakeholders and 2. Executive Summary of the report.





1. PRECONDITIONS FOR THE IMPLEMENTATION OF THE E-GOVERNANCE

1.1 Internet penetration

As noted in the two previous country reports, Kosovo has a high level of internet connectivity. According to the Agency of Statistics of Kosovo (ASK), the internet connectivity among the households in Kosovo is at 96.1% as reported for 2021¹. A rough similar percentage has also been presented previously in the other representative samples regarding the level of internet connectivity in the country². The high internet penetration in the country serves as a positive precondition for the implementation of e-governance.

In 2020, the internet connectivity among the households was reported to be at 96.4%, which shows a slight decrease when comparing to the figure from 2021. When comparing the type of access to the internet, a higher number of households are reported to have access to the fixed connection than the mobile connection. According to ASK, from 2020 to 2021, there has been an increase in the number of households reported to have access to the mobile connection by 8.3%.

While it is reported that Kosovo has an expanded level of internet connectivity, the state-institutions also work towards this aspect in order to deploy a high-speed infrastructure, and improve the accessibility and quality of the internet in the uncovered areas. The Ministry of Economy is directly placing efforts in this regard by implementing the KODE Project³ with the support of the World Bank. The implementation period of this project is from 2019-2023. As it was reported in the previous Observatory research for 2021, this project aims to deploy the infrastructure for the high-speed internet in the uncovered areas, as well as to support projects which aim to deploy 5G networks. In line with the key developments achieved previously, during 2021 the additional achievements have been noted:

- Covering the remaining 15 white areas (uncovered areas - villages) with FTTH⁴;
 - In total 203 villages (2019-2022) have been covered including school and medical centers - benefited access to internet;
 - Additional number of businesses and households have received access to the fixed broadband internet;
- 3 Calls for Applications to connect mobile towers - 5G ready (period of 2020-2022 regarding mobile infrastructure)
 - Current operators: Telekom i Kosoves, and IPKO;
 - A total of 22 mobile towers connected till now;
 - For 2022 new call for operators will be opened;
- Other types of infrastructure to be supported through the Grant Scheme:
 - Being under consideration during 2022

¹ Access the link: <https://bit.ly/3wlnWxg>

² Access the link: <https://bit.ly/3IHercx>

³ Access the link: <https://bit.ly/3MOboer>

⁴ FTTH: Fiber to the Home

1.2. Users of e-government services

The most significant change regarding the e-government services provided in Kosovo has been the creation of the national portal: e-Kosova⁵ by the Agency of Information Society (AIS) as part of the Ministry of Internal Affairs in Kosovo. Although the portal was launched a year ago - March 2021, during its first year of function, the portal enabled additional services in a timely-basis. From a very limited number of e-services provided at its time of launching, the e-Kosova portal now numbers more than 30 e-governmental services which are key to the citizens of the country. Below is the data behind the users and services of the e-Kosova portal as provided by the AIS (as of March 2022):

- +648,939 registered users (citizens and businesses);
- +1,300,000 platform visits;
- +693,109 citizens and businesses have received services (from 8 service categories);
 - 409,117 citizens received services (Health - regarding the COVID-19 vaccination)
 - 114,730 citizens received services (Family - new mothers)
 - 84,182 citizens received services (Taxes)
 - 64,219 citizens received services (Police)
 - 9,490 citizens received services (Public Administration)
 - 4,239 citizens received services (Residence Permit)
 - 2,998 citizens received services (Education)
 - 4,134 citizens received services (Public Grants)

As it was mentioned already, the e-Kosova portal is aiming to be the main and only address of the e-governmental services. For instance, a widely used category which has been added recently is the electronic payments of the public services that will be offered as a service in e-Kosova by the end of 2021. The AIS is currently working towards the process of launching another number of electronic services in the portal. According to the information provided by them, in the upcoming period, the services which relate to the civil status, registering vehicles, as well as the vaccination register (including all of the vaccines), will be offered through e-Kosova. It is expected that all the citizens of the country will benefit from these services, and as an expected result, 200,000 new users are expected to be registered in the e-Kosova portal. In addition to the list of services which are expected to be launched soon, services referring to the local NGOs, businesses, the judiciary, and other important stakeholders are expected to benefit among the citizens.

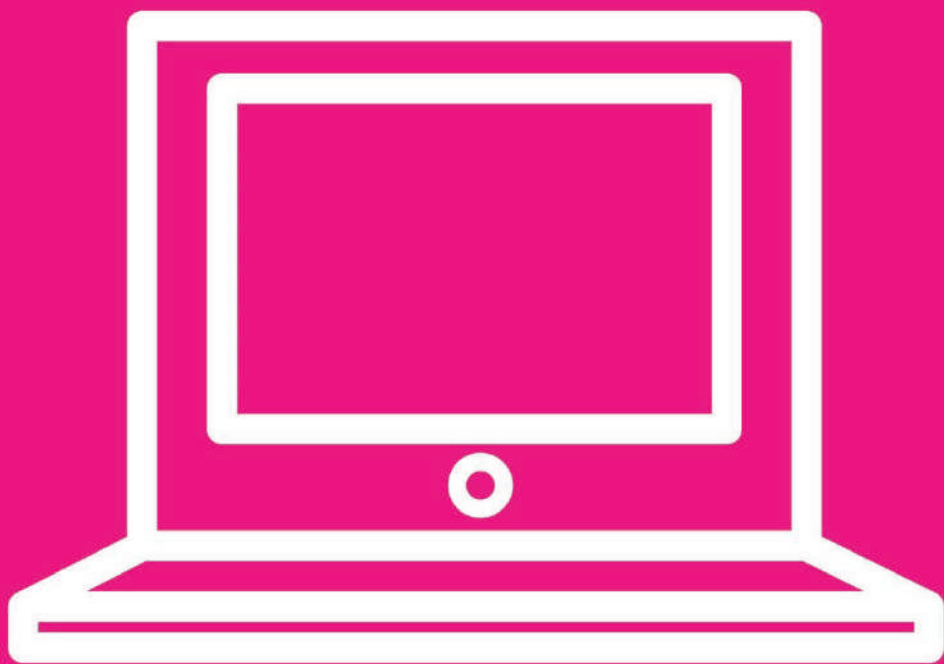
Although e-Kosova is becoming the main address of the provision of e-government services, many other public services remain under the website of the state-institutions, or agencies. As it has been reported in the previous DAO reports, key institutional platforms in Kosovo that continue to provide their services online remain the Tax Administration of Kosovo⁶, Kosovo Pension Saving Trust⁷, The Business Registration Agency⁸, to name a few. While there is no clear data on how many e-governmental services are provided online in the country, some of these services are met with technical issues during the process of obtaining them. More details regarding the testing of e-services will be provided in Section 5.

⁵ Access the link here: <https://ekosova.rks-gov.net>

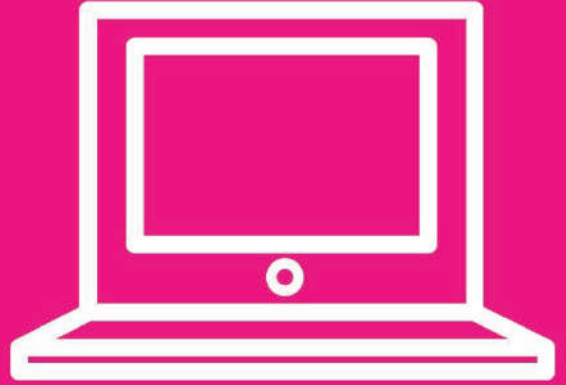
⁶ Access the link here: <https://www.atk-ks.org/en/>

⁷ Access the link here: <http://www.trusti.org/en/>

⁸ Access the link here: <https://arbk.rks-gov.net/page.aspx?id=2,1>



2



POLITICAL WILL AND STRATEGY

2. POLITICAL WILL AND STRATEGY

From the year of 2018, when Kosovo joined the EU Digital Agenda for the Western Balkans, it can be said that the country has demonstrated political will and commitment towards the digitization processes. This can be supported through the respective strategies and initiatives which have been prepared during this period.

As reported in the previous DAO report for 2020, the Ministry of Economy in Kosovo is the leading body for the implementation of the Digital Agenda in the country. Since 2013, Kosovo has adopted its own Digital Agenda Strategy which covered the period 2013-2020⁹, with the strategic priorities being the enhancement of the digital transformation through the Kosovar ICT sector: citizens, businesses, and the country's economy as a whole. The overall commitment through this strategy has been demonstrated in the first section of this report, as the internet connectivity is at a high level and serves as a positive pre-condition for the implementation and development of the ICT sector. Enabling access to the internet, and providing the infrastructure for ICT development has been at the center of the last strategy.

As for the current situation, the Ministry of Economy together with other institutional stakeholders have drafted the new Kosovo Draft Digital Agenda 2030 and the Action Plan¹⁰, which is to be expected for approval by the Government during 2022. Regarding the draft-strategy of the Digital Agenda 2030, it is reported to have five strategic objectives:

- Advanced and secure digital transformation (5g technologies, IoT, Artificial Intelligence, etc.)
- Digital Transformation of Businesses (as a cross-sectorial strategy);
- Digitalization of the public services (e-governance);
- Digital Skills and Innovative Ecosystem for R&D;
- Strengthening the cybersecurity system.

In terms of the national strategies that enhance the digital transformation in the country, political will also exists regarding the digitalization of the public services. As reported previously, the "Strategy of the Modernization of Public Administration (2015-2020)" was seen as a strategic commitment from the public institutions in order to enhance e-Government. A component of this strategy aimed to implement reforms in the public administration and as such support digitalization in this sector. The responsible department for monitoring the reforms of this department is the Department for Reforms of Public Administration which shared the information that there is a current Action Plan which came into force during the transitional period of 2021. This action plan consisted of the measures which have not been implemented during the previous strategy, and has been shared with all the relevant stakeholders. The launch of the platform e-Kosova has been a part of this strategic point, with AIS being the responsible party for its implementation. As the Department for Reforms of Public Administration reports, they are currently preparing the new Strategy 2021-2026 which also includes the goal of enhancing the digitalization of public services.

The switch of political powers during the year 2021 in the Kosovo government in both levels: central and local level, as well as the effects of the COVID-19 pandemic, have inevitably hindered the effective implementation of the strategic processes. This has caused a delay in the preparations of the new strategies

⁹ Access Strategy here: <https://bit.ly/3mjiiOu>

¹⁰ Access link here: <https://bit.ly/3MQojNg>

which refer to the implementation of the Digital Agenda in the country, since most of them were valid until 2020. It has been noted by the state-institutions that the strategies of the coming years will be more inclusive, where certain points such as e-Governance are considered to be as sub-strategic points of the strategies which are under preparation. Regardless, the roles of the responsible institutions which are set to implement the strategies should be clearly defined in order for each of them to incorporate e-governance into their work processes.

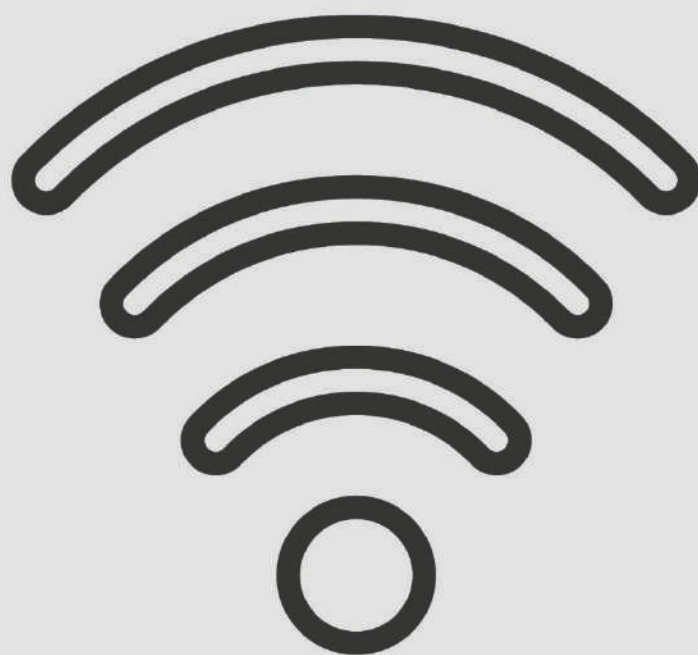
Although the previously mentioned situations have had an impact regarding the punctuality of the upcoming strategies, important efforts have been made by the Government of Kosovo towards its initiative to become a member of the Open Government Partnership (OGP)¹¹. Becoming a part of OGP contributes to a more open, transparent, and modern governance. The National Coordination Committee for drafting of Kosovo's National Action Plan (NAP) 2022-2024 in the framework of the OGP has been formed, consisting of representatives from Government Institutions, CSOs, the media and other relevant institutions. ODK is a member of this committee and a contributor to the preparation of the NAP. All the stakeholders that are part of this Committee will provide concrete proposals for actions that will be included in the National Action Plan of the Republic of Kosovo¹².

In line with such efforts, workshops and public debates were held with the aim of consulting with representatives of key state institutions, NGOs, businesses, academia and citizens on key pillars of NAP: anti-corruption, digital governance, data openness and civic participation in decision-making. The National Action Plan 2022-2024 will be a product of this co-creation process which aims to fulfill the principles of the OGP, envisaging concrete actions and broad results, and paving the way for cross-sectoral cooperation in decision-making. As the NAP plan is being developed, Kosovo aims to apply for membership in the OGP during the final months of 2022.

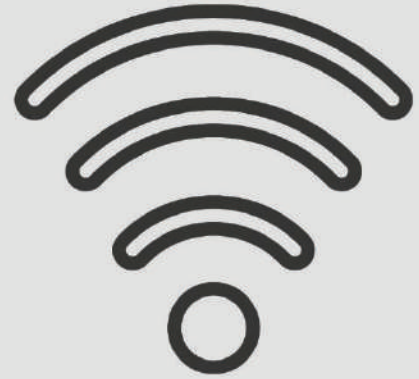
The current institutional plans and efforts demonstrate a political will and strategic commitment from their side towards the digital transformation in the country. Although the plans in place present a positive picture, concrete steps should be taken in terms of implementing the strategic commitments, which as a result will push forward e-governance and digitization processes. Digital Skills, Cybersecurity, Digital ID, etc, remain priority areas for Kosovo.

¹¹ Access the platform here: <https://www.opengovpartnership.org>

¹² Access the platform for OGP Kosovo here: <https://ogpkosova.org/>



3



COORDINATION FOR IMPLEMENTING E-GOVERNANCE

3. COORDINATION FOR IMPLEMENTING E-GOVERNANCE

As noted until now, the most significant institutions responsible for the implementation of the Digital Agenda in Kosovo are the Ministry of Economy, the Agency of Information Society (AIS), as well as the Ministry of Internal Affairs¹³. AIS is responsible for the technical implementation of the strategies which relate to e-governance, and is constantly in coordination with the other institutions which tackle the implementation of the Digital Agenda in the country. AIS used to operate as an agency under the Ministry of Public Administration which served as a separate institution during the previous governments, however, since March 2021 as part of the current government, the Ministry of Public Administration has become a part of the Ministry of Internal Affairs. AIS now operates as part of the joint ministry.

Since the strategy for e-government continues to be considered as a sub-strategy, it is included under the strategies relating to ICT as a sector. As reported in the previous DAO country report, a strategy referring to Electronic Governance has been a part of the "Kosovo's Strategy for IT", developed by the Ministry of Economy. This strategy however has been prepared to cover the period until 2020. Until now, a new updated version of the strategies relating to e-governance in Kosovo hasn't been adopted. AIS reports that it is preparing a draft where new activities are added in regard to the e-governance/digitalization of public services in the country.

What can be reported for now is that there's no stand-alone e-government strategy in Kosovo, since it is considered to be a part of a more extensive strategy. Considering the transitional period during the change of governments in recent years, there has not been a full commitment towards the advancement of the e-government plans in Kosovo. However, if taking into consideration the launch of e-Kosova platform, and the services being added to this platform, this can be taken as a promising indicator towards the digitalization of the public services.

On another note, it can be considered that most of the public institutions in the country, especially those responsible for the implementation of the Digital Agenda, have the human resources to support ICT processes within their ministries. The institutions have designated units, or public officials supporting this part, which are assigned based on the needs of their institutions.

¹³ Access the website here: <https://mpb.rks-gov.net>

4



4



LEGAL FRAMEWORK

LEGAL FRAMEWORK

As reported previously, Kosovo through the Stabilization and Association Agreement¹⁴ with the European Union (EU), aims to harmonize its legislation with the EU standards, which is considered as a precondition towards the process of joining the EU. The government of Kosovo is reported to have its legislation designed in line with the EU values. As mentioned in the previous sections, also the draft-strategies which are under preparation, take into consideration the strategic documents of the EU.

In the second section of this report, referring to the "Political Will and Strategy" it is mentioned that Kosovo continues to be working towards the new strategy for the modernization of the public administration, which foresees an advancement of the digitization process within the public administration. The finalization of this strategy and adaptation is expected to start during 2022.

The current legal framework which supports the implementation of e-governance is considered to lack a few important details which would ensure a proactive approach when referring to the implementation of the e-governance plans. For many public services available in the country, citizens are required to show up to the respective institutions in order to receive the wanted documents. The state portal of e-Kosova has in its plan to digitize important services, such as obtaining documents regarding the civil status; as well as the registration of vehicles, seen as one of the most required services among the citizens. Agency of Information and Society (AIS) is working towards this process, ensuring the technical infrastructure through e-Kosova. The administrative guidelines to regulate the provision of civil status online has been drafted already.

It has been reported previously that important details were missing in the legislative level which would enable the digitalization of public services in the country such as the electronic identification as well as cybersecurity regulations. However, during last year in 2021 after the initiating of the Draft-Law on Electronic Identification and Trusted Services in Electronic Transactions, this law has been approved by the Assembly of Kosovo¹⁵.

This is a huge step in the legal framework of the country in regulating the eID, and the rest of the digital services.

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

For the purpose of this research the recently adopted law on Electronic Identification and Trust Services in Electronic Transactions will be analyzed in terms of e-governance. According to the Official Gazette of the Republic of Kosovo, this law regulates the following:

- 1.1. identification method and electronic identification schemes;
- 1.2. the conditions on the use of electronic signature, electronic seal, electronic time stamp and equipment for creating them;

¹⁴ Access link here: <https://data.consilium.europa.eu/doc/document/ST-10728-2015-REV-1/en/pdf>

¹⁵ Access link here: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=51618>

- 1.3. electronic registered delivery service for judicial proceedings and other proceedings;
- 1.4. conditions for issuing and using qualified certificates for service certification and website authentication;
- 1.5. trust services in electronic transactions and electronic documents.

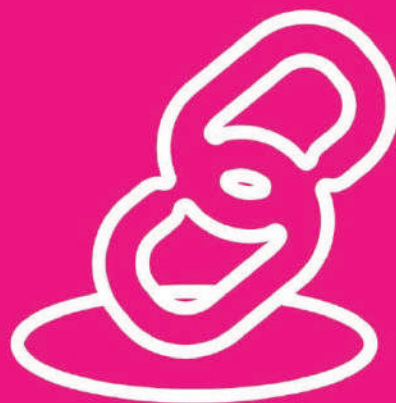
As the Article 2 of this law points out, electronic identification schemes and electronic transactions services providers will be beneficiaries of this law. In line with this, responsible institutions responsible for the provision of electronic transactions services now have the legal basis in conducting their practices for the provision of services which shall include the public ones as well. The law also regulates the Digital Signature which will enable even more convenience when it comes to obtaining the set of electronic services. In line with this, the Electronic Stamp, as well as the Electronic Documents are set to enable citizens easy access to services provided electronically, and shall save a lot of time.

Bearing in mind that this law has recently been adapted (July 2021), time will be needed in order to see the effects of its implementation among the relevant institutions, and the impact it will have towards the public services. The Ministry of Economy informs that through the IPA 2019, a project regarding the national e-ID system is set to be implemented , however not many details are provided for now, since the project is in the procurement phase. It should also be noted of the regulations and punishments set in case there is breach of this law. For more details, please refer to the full description of the law through footnote 12.

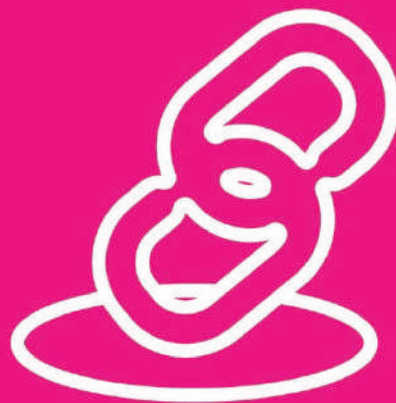
4.2. eIDAS regulations

Regarding the electronic services provided in a cross-border level, eIDAS regulation aims to provide a common legal framework for a recognition of electronic services in such a level. The Ministry of Economy informs that Kosovo has adopted its law on eIDAS regulations by the end of 2021. It is reported by far that Kosovo is committed to transform the eIDAS legislation and other corresponding standards set by the EU into its own legal framework. Now that the law on Electronic Identification and Trust Services in Electronic Transactions is in place, it is expected that the country will reach a readiness level for cross-country interoperability. The implementation of this part is expected to be monitored in the upcoming years.

5



5



STATUS OF E-SERVICES

5. STATUS OF E-SERVICES

5.1. Digital Databases, interoperability, secure data exchange

As reported by the Agency of Information and Society (AIS) most of the public institutions in the country have their own database consisting of collected data (electronic records). Additionally, some of the institutions have a well developed system which enables them the management of documents and the respective data. AIS oversees the server where the public data is stored. AIS is also set to support the institutions which lack the databases or digital processes in such terms. Institutions in the country which provide electronic services are reported to have their own databases, such as the Tax Administration of Kosovo (TAK)¹⁶; Kosovo Business Registration Agency (KBRA); Kosovo Pension Saving (KPST); Electronic System of Non-Governmental Organizations (ESNGOs)¹⁷, etc. Regarding the status (testing) of e-services, some of the mentioned institutions will be taken into consideration with an additional elaboration which will be provided in the Section 5.2.

The existing institutional databases, and the number of data stored in these databases should be linked through the interoperability platform in order to ensure data exchange between all institutions. The interoperability platform links together the electronic systems of institutions (currently counting 24 systems), which enables the data-exchange among them. For instance, the Civil Registration Agency (CRA), and other institutions which are key in the provision of digital services in the country, are already a part of this platform. The state portal of e-kosova functions through the interoperability platform. As stated by the representative of the AIS, the platform as such should list other institutions which are currently not a part of it, in order to foster communication and enable data exchange among all of them, because this would ease the process of data exchange from one source. Addressing the lack of interoperability among the institutions is an issue which continues to be tackled through the project funded by the World Bank. This is expected to advance the interoperability platform in place.

Regarding the secure data exchange, the Law on Data Protection¹⁸ allows citizens to access their data which is shared with the data controllers, as well as it legally binds the latter entities in providing additional information to the data subject (individual) about the processing of their data, in case it occurs. AIS informs that, all data that is gathered from the public institutions are those that are willingly shared by the individuals themselves. The agency responsible for the monitoring of the Law on Data Protection is the Agency of Information and Privacy (AIP)¹⁹. Since now the legislation regulating the Electronic Identification, including here the digital signature, is being adopted, personal data protection remains an important area to be considered with the adoption of this law. In this regard, the Ministry of Economy is also responsible to oversee the implementation of this law. Currently there is no major promotion of the law being adapted, however a monitoring report of its implementation should be made available soon.

5.2 Testing e-services in Kosovo: description of the cases by users

¹⁶ Access the link here: <https://www.atk-ks.org>

¹⁷ Access the link here: <https://ojq.rks-gov.net/Login2.aspx>

¹⁸ Access the Law: <https://qzk.rks-gov.net/ActDocumentDetail.aspx?ActID=18616>

¹⁹ AIP: <https://aip.rks-gov.net/en/aip-english/>

In continuation with the DAO country report from the previous year (2021), this year's edition of the DAO country report will also showcase three different e-services which are available in Kosovo, which the citizens are mostly exposed to. Two of the e-services are public, whereas one of them is an online service designated by a local CSO aiming to support the e-government services (at the local level).

5.2.1. Obtaining the Work Contribution Report through eTRUSTi

The Pension Fund of Kosovo (TRUST) has created its electronic platform enabling all the employable individuals in the country to easily access their account details, and be easily informed about their own work contributions. To access the platform you have to search the official e-Trusti platform²⁰, and as a first time visitor you are requested to register in order to access your account.

The registration steps consists of the following details:

- ID number
- Name
- Surname
- Email
- Confirm email
- Write password
- Confirm password

As a next step, you will receive a confirmation email on the email address which you have provided, which will confirm accessing e-Trusti. The confirmation email is timely since it might take up to two working days to be received.

To log-in the e-Trusti, a link is provided in the confirmation email. Through this link you're requested to then provide the credentials of your account which consist of the ID number as well as the given password. Then you can press Enter to check your account details.

On the mainpage you can see the general overview of your account. On the Transactions page you can check in detail all the transactions made in your account (referring to the work contributions). You can filter the list of transactions given the dates, your list of employees, or the kind of transactions (Contributions, Withdrawals, Transfers). Once you filter your request, you can download the report through the Download tab.

Accessibility	Yes	No	Comments
A government portal provides access to e-service	x	<input type="checkbox"/>	/
E-service is securely available on various e-channels and accessible with any device	x	<input type="checkbox"/>	/
Citizens can see the data that the government holds about them while using this e-service	x	<input type="checkbox"/>	/
Civil society is involved in service provision and design			/

²⁰ Access e-Trusti: <https://online.trusti.org/#/>

Backoffice			
The service is provided by a private company (if information available)	<input type="checkbox"/>	x	/
The service is provided by a state authority (if information available)	x	<input type="checkbox"/>	/
General			
CSOs or civil society actors are involved in e-service provision and designing this service (if information is available)	<input type="checkbox"/>	<input type="checkbox"/>	/
There have been any mayor campaigns to introduce and promote this e-service	<input type="checkbox"/>	x	/
e-services are organised around the life events (see Estonian example https://www.eesti.ee/en/)	<input type="checkbox"/>	x	/
User-friendliness			
Instructions for using the e-service are available and easy to follow	x	<input type="checkbox"/>	/
Every next step to use the e-service is logical	x	<input type="checkbox"/>	/
There is possibility to rank the e-service after using it	<input type="checkbox"/>	x	/

5.2.2. e-registration of Businesses - Business Registration System in Kosovo

Another widely used e-service is the Business Registration System. In order to access the system you have to go first to the website of the Kosovo Business Registration Agency (KBRA)²¹. On this website you can find the section of e-services provided, in which section is listed the e-registration of businesses²². Once you click over the hyperlink you can access the Business Registration System in Kosovo.

As a first time visitor, you are requested to register first. In the registration page you are given the option to provide details as a citizen of Kosovo, but also as a foreign citizen wanting to register your business in Kosovo. As a local citizen the first registration step is to provide the ID number. Once you do so, the Name and Surname as well as the Date of Birth are automatically linked. The next required info to be provided is as in the following:

- Email
- Confirm email
- Phone number
- Password
- Confirm password

Once you do so, a notification in the system pops up notifying you that the account has been created successfully, and you also receive the email with a link to confirm the created account. Then you are requested to provide the credentials in order to proceed to the mainpage of the system.

Once you are logged in, you can see the list of activities that have occurred. On the left side of the mainpage you are given the navigation bar: Apply for Business; Change the Business; Request for Certificate. As for the

²¹ Access the website here: <https://arbk.rks-gov.net>

²² Access the link here: <https://rbk.rks-gov.net>

Business Registration tab, you can click on the Apply for Business. As a next step you choose the kind of your business: Individual Business; General Partnership; Limited Liabilities Company, or other. If you choose to register as an Individual Business, on Page 1 you are requested to provide all the info relating to the business owner, where you can also attach documents proving the identity. On page 2. you are requested to provide info about the business; On page 3 you are requested to provide info about the representatives; On page 4 info about the Activities; Page 5 info about the Units; and Page 6 to attach the Documents.

Once you finish all the 6 steps, you can click on the tab Finish, from where you can go to the next window where you can confirm the application. Once the application is registered, you can follow the status of your application on the same system, and be informed by email once the status changes.

This online service is user-friendly, and doesn't contain any difficulties. In addition to the system being simple to use, in the mainpage you can also find guidelines on how to register and the following steps of using the platform. There is no possibility to rank this e-service after using it.

Accessibility	Yes	No	Comments
A government portal provides access to e-service	x	<input type="checkbox"/>	/
E-service is securely available on various e-channels and accessible with any device	x	<input type="checkbox"/>	/
Citizens can see the data that the government holds about them while using this e-service	x	<input type="checkbox"/>	/
Civil society is involved in service provision and design			/
Backoffice			
The service is provided by a private company (if information available)	<input type="checkbox"/>	x	/
The service is provided by a state authority (if information available)	x	<input type="checkbox"/>	/
General			
CSOs or civil society actors are involved in e-service provision and designing this service (if information is available)	<input type="checkbox"/>	<input type="checkbox"/>	/
There have been any mayor campaigns to introduce and promote this e-service	<input type="checkbox"/>	x	/
e-services are organized around the life events (see Estonian example https://www.eesti.ee/en/)	<input type="checkbox"/>	x	/
User-friendliness			
Instructions for using the e-service are available and easy to follow	x	<input type="checkbox"/>	/
Every next step to use the e-service is logical	x	<input type="checkbox"/>	/
There is possibility to rank the e-service after using it	<input type="checkbox"/>	x	/

5.2.3. Fix your community through ndreqe.com

Ndrege.com²³ is a platform developed by the local CSO, Democracy Plus (D+)²⁴, aiming to support e-government services at the local level. As part of the EU co-funded project of ICEDA, D+ through this platform has targeted three local municipalities: Fushë Kosovë, Vushtrri, and Obiliq, urging the local citizens to utilize the platform in order to fix infrastructural issues in their municipalities. In collaboration with the local institutions from these municipalities, the reported issues by the citizens in this platform are then addressed and fixed by the responsible departments. The platform is expected to be co-administered by these targeted municipalities.

As a first time user of the platform, in order to make your first report you are requested to register first. In the registration step you can choose to register via email, or also through your Facebook account. The registration form is quick, regardless of the option, all that is needed is your email address. In order to register your reported issue, you can go to the respective tab which brings you to the mainpage, where you can provide the address of the location where you have come across the infrastructural issue. Once you do so, on the next page the map of that location is shown (made available through fix my street maps). On the left side of this page you have the list of previous reports made in that area, and also the status of it, if it has been fixed or not.

To register the reported issue, you can pin the map on the exact location, and as a next step you're required to attach a picture of the issue, and next you can choose the category of the issue, and then you can submit the reported issue. The reports as such are submitted anonymously, however, in case you want to disclose your info, you can do so. Regarding the chosen location, the reported issue gets linked to the respective municipality.

As you continue to use the platform, through your account details you can check the list of your reports, as well as their status. In this part you can also check the additional comments which have been provided by the municipality.

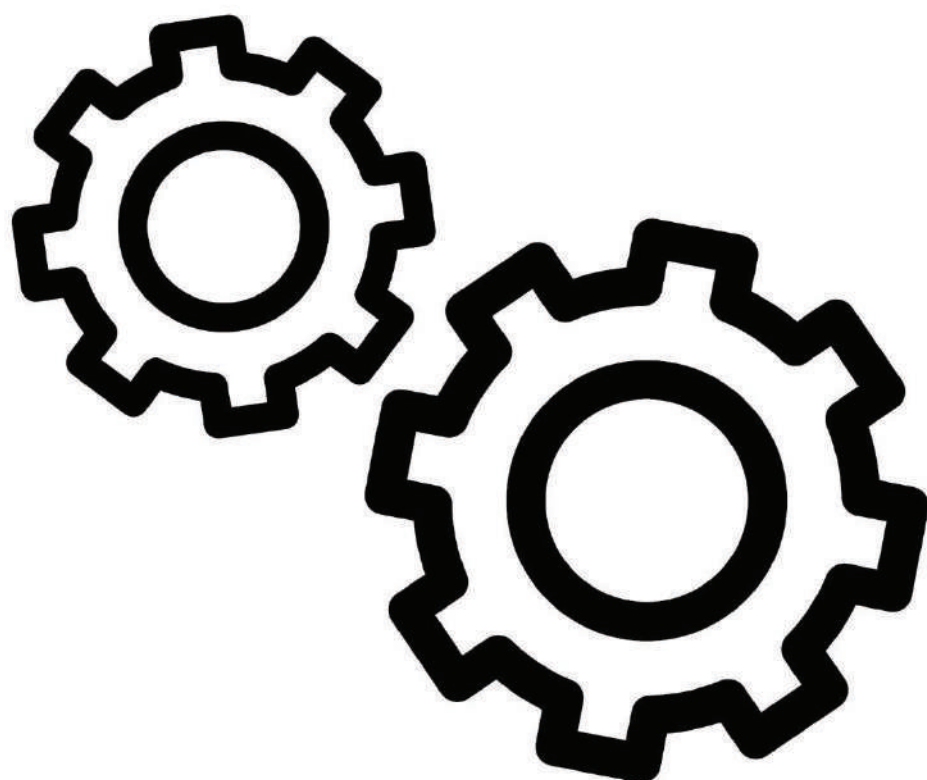
Since there is no state portal which enables such reporting from the local citizens, the supporting platform of ndrege.com serves as a link between the citizens and the respective institutions. There is no possibility to rank the use of this platform after using it.

Accessibility	Yes	No	Comments
A government portal provides access to e-service	<input type="checkbox"/>	x	/
E-service is securely available on various e-channels and accessible with any device	x	<input type="checkbox"/>	/
Citizens can see the data that the government holds about them while using this e-service	x	<input type="checkbox"/>	/
Civil society is involved in service provision and design			/
Backoffice			
The service is provided by a private company (if information available)	<input type="checkbox"/>	<input type="checkbox"/>	Platform is maintained by a CSO.
The service is provided by a state authority (if information available)	<input type="checkbox"/>	x	/
General			

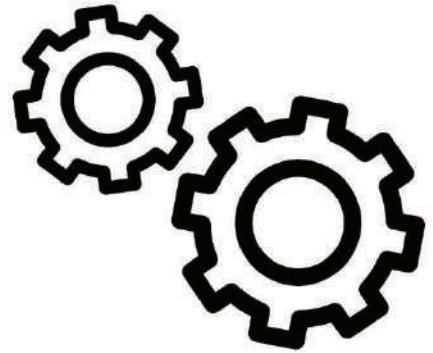
²³ Access the platform here: <https://ndrege.com>

²⁴ Access the link here: <https://dplus.org>

CSOs or civil society actors are involved in e-service provision and designing this service (if information is available)	x	<input type="checkbox"/>	/
There have been any mayor campaigns to introduce and promote this e-service	x	x	/
e-services are organized around the life events (see Estonian example https://www.eesti.ee/en/)	<input type="checkbox"/>	<input type="checkbox"/>	/
User-friendliness			
Instructions for using the e-service are available and easy to follow	x	<input type="checkbox"/>	/
Every next step to use the e-service is logical	x	<input type="checkbox"/>	/
There is possibility to rank the e-service after using it	<input type="checkbox"/>	x	/



6



DIGITAL LITERACY

6. DIGITAL LITERACY

Digital literacy among the public officials is considered to be sufficient according to the Kosovo Institute for Public Administration (KIPA)²⁵. KIPA is the responsible institutional body to provide such training aiming to increase the capacities of the public officials in areas such as: Public Policy; Modernization of Public Administration; Managing Public Finances, etc. KIPA functions within the Ministry of Internal Affairs and Public Administration.

In terms of the Modernization of Public Administration, IKAP offers a range of training related to IT management. The training is designed for the responsible officials from the respective departments from the public institutions. During 2021, the following training topics have been covered by KIPA in terms of Information Technology (IT):

- Electronic System for the Management of Requests (system operating within AIS);
- Microsoft Excel 2013;
- Data Analysis with SPSS²⁶;
- Cybersecurity and Data Protection;
- Foundations of ITIL 4²⁷;
- Managing IT project

Through the data provided by KIPA, a total of 382 public officials have been beneficiaries of such training.

Whereas in the general training topics, the following data is provided by IKAP:

- Increase of Capacities in Public Policy - 872 officials trained;
- Increase of Capacities regarding european integration - 223;
- Modernization of Public Administration - 1415;
- Improving Management of Public Finances - 1446;
- Supporting Local Governance - 488

Regarding the evaluation of these trainings, KIPA reports that the average grade provided through the evaluation processes which takes into consideration the performance of the trainer as well as of the participants is at 4.79 from the scale of 1.00 - 5.00. This score remains in the same trend as for the past years.

In addition to the institutional efforts in providing capacity building training to advance the digital skills of the public officials, efforts are being done in regard to the capacity building of other stakeholders as well. ICT training is provided by different CSOs, including Open Data Kosovo, which aim to equip many youngsters with important digital skills, but also provide capacity building activities from the sector of open data to institutional stakeholders.

Another institutional effort in regard to digital skills is being tackled through the KODE²⁸ project, which is being implemented by the Ministry of Economy. Part of this project is foreseen to provide Training for unemployed and under-employed young people through the Youth Online and Upward (YOU) Program. This

²⁵ Access KIPA website: <https://bit.ly/3NBbTc0>

²⁶ SPSS: Statistical Package for the Social Sciences

²⁷ ITIL 4: Information Technology Infrastructure Library

²⁸ Access the project here: <https://bit.ly/3wlctiy>

program in particular is set to be implemented during the 2020-2030 period, through which 4,000 youngsters are expected to benefit from the specialized training in the area of technical skills (software development).

From the CSOs perspective, it is considered that public officials should be provided with additional capacity building activities in order to advance their digital skills. The set of training referring to the CSOs should be updated with additional topics which match the digital needs of the current activities.



7



ACCESS TO SERVICES AND RAISING AWARENESS

7. ACCESS TO SERVICES AND RAISING AWARENESS

The creation of the state portal of e-Kosova is a major development regarding the centralized e-services provided in the country. During the past year, many citizens of the country could access the portal and make use of the available services provided online. As the number of users have increased, more services are also being added. Now with the law in place regarding the electronic identification and digital signature, even more crucial services can be made available through e-Kosova. However, this will take time.

Another very important detail when it comes to the access to online services is the advocating part for the existing services. Through the ICEDA project, a network of 8 CSOs from Kosovo have made a direct contribution to the support and the advocacy of the e-governmental services.

The first group of CSOs engaged through the project, are currently implementing their 18 month project initiatives to support the e-government services. Serving as support centers to the institutional stakeholders responsible for the provision of different e-services, these CSOs have also utilized their own capacities and expertise in providing support to the implementation of the Digital Agenda.

7.1. "Fix your community through ndreqe.com"

As already mentioned in the 5th section of this report, this project initiative is being implemented by the local CSO - Democracy+. D+ has managed to establish a collaboration with three different municipalities in the country (as part of ICEDA), in utilizing the use of the ndreqe.com platform to report infrastructural issues as spotted in these municipalities. Citizens from these areas can register a report in this platform, and the respective municipalities will be informed of the report, thus, it will be aware of the existing issue and it will make it easier to locate it and to fix it. The platform is a good example of how such a service can be digitized. During the past two years, over 110 issues have been reported so far in the platform in terms of these municipalities, and over 60 of them have been fixed by the municipality.

7.2. "CSOs going digital"

The other CSO which tackled the digital skills of the local CSOs is the Forum for Civic Engagement²⁹ which shares an experience in the capacity building activities, and the advancement of different organizations. During this period, over 20 organizations have benefited from the set of training provided by FIQ which have supported their digital advancement. Additionally, FIQ has been able to guide these organizations towards the electronic system of the local CSOs³⁰ as part of the Department for CSOs within the Ministry of Internal Affairs.

²⁹ Access the website: <https://fiq-fci.org>

³⁰ Access the platform here: <https://ojq.rks-gov.net/Login2.aspx>

7.3. "Sporteli24"

This platform has been developed by the CSO - Kosovo Youth Council (KYC)³¹ in partnership with their partner organization edIT. The platform as such provides first-hand information on e-government services. Two of the e-services described in section 5.7. are also addressed as part of this platform. The guidelines provided in this platform enable users to get the necessary information where they can access the e-services and what are the necessary steps. This aims to increase the demand for e-services, and also serves as a supporting platform to the e-Kosova portal.

In line with the elaborated project-initiatives implemented by the first group of CSOs, another group of CSOs as part of the ICEDA project have implemented their advocacy initiatives in order to promote the use of e-services among the citizens. During a 6-month period, this group of CSOs managed to implement promotional campaigns and prepare policy recommendations for the responsible institutions.

7.4. "Advocacy for Digital Integration in the Education System"

The CSO - Kosovo Center for Distance Education (KCDE)³² is committed to promote the importance of e-learning in the education system in the country. Through policy-briefs, it managed to address the gaps in the current Legislation which supports Online Learning and Digitalization. During this period, KCDE also prepared policy recommendations for the Ministry of Education which are responsible for the implementation of the e-learning practices. KCDE is also part of the working group for the Digital Summit in the Western Balkans within the Ministry of Economy.

7.5. "Increasing Awareness and Data Gathering on the platform e-Kosova"

The CSO - Next Gen Networks³³, implemented a promotional campaign for the e-services provided in the state portal of e-Kosova. Their campaign reached a number of citizens, which were closely informed about the current services which are available in e-Kosova. Additionally, NGN prepared a national level report including recommendations about the use of e-services and digital literacy among the citizens which aim to contribute to the preparation of the National Digital Agenda Strategy from the Ministry of Economy. They also managed to discuss their recommendations with the representative of the Agency of Information and Society (AIS), responsible for the e-Kosova platform.

7.6. "Implementation of the Digital Agenda in municipalities"

The local medium, Internews Kosova³⁴ managed to promote the Digital Agenda in their periodic live-events with the political candidates running for mayor in the last local elections held in Kosovo (November 2021). Part of the efforts made by Internews Kosova regarding the monitoring process of the elected mayors, it was to submit recommendations to the Ministry of Local Government Administration in order to reaffirm the

³¹ Access the website: <https://kyc-ks.org>

³² Access the website: <https://kcde-ks.org/>

³³ Access website here: <https://ngn-ks.org>

³⁴ Access website here: <https://internewskosova.org>

pledges made by the current mayors regarding the Digital Agenda in the respective municipality. In line with these efforts, Internews Kosovo also submitted a set of recommendations regarding the draft-law for Cybersecurity in the country³⁵.

7.7. "Promoting digital services in the local level"

Another CSO which promoted the use of e-services at the local level is Democracy for Development (D4D)³⁶, which held many discussions in the three targeted municipalities to discuss the importance of e-services in the public administration. As a result of this, and focus groups, D4D issued a policy paper³⁷ which proposes improvements regarding e-services in those targeted municipalities, which aim to address the new Strategy of Modernization of the Public Administration in the country.

As the promotion of the existing digital platforms, which enable the e-services in the country is very important, it also has been noted by an independent researcher who tackles elements of e-governance, openness of institutions, and engagement of citizens in such processes. According to them, the citizens should be made aware through different promotional campaigns regarding the existence of the state platforms, such as e-Kosova, and the e-services which are available in the country. Additionally, citizens should also be provided with clear guidelines on how the e-services work, so that there is a general awareness referring to the use of e-services. Such efforts have been taken by the network of the CSOs as elaborated above, through the regional project of ICEDA.

³⁵ Access the article here: <https://bit.ly/3wLgzFf>

³⁶ Access website here: <https://bit.ly/3yUsR0Q>

³⁷ Access the paper here: <https://bit.ly/38J7XXZ>

8



CYBER SECURITY

8. CYBERSECURITY

While using e-services is a goal in itself, important elements such as Cybersecurity should also be taken into consideration. The Agency of Information and Society (AIS) contributes in this part as well, through their Directorate of Operation and Security³⁸. The Directorate is responsible for drafting policies and standards related to the Information Technology (IT) in the country. AIS also informs that there is no stand-alone strategy regarding cybersecurity in the country, since it is included within the Digital Agenda Strategy 2030. Another information shared by AIS with importance to the state portal of e-Kosova, is that the portal is considered very safe, after passing all the security tests.

Currently there is a draft-law on cyber security which aims to consist of simple terms and also places an emphasis on the penalties towards the misuse of this law. The draft-law aims to regulate and ensure all internet service providers with cybersecurity communications. The law provides penalties for operators providing internet services which are not safe, i.e. there is lack of personal data protection. Penalties also address the individuals misusing the internet which results in unauthorized practices. Overall, the draft-law puts stricter punishment through imprisonment as well as fines.

The law provides for the establishment of the State Cyber Security Agency which will be responsible for overseeing, controlling, and setting cyber security standards. In addition to this, the draft-law also foresees the creation of a contact point in the Kosovo Police which will be committed 24/7.

As the law is currently under preparation, the above mentioned points aim to ensure a better cybersecurity regulation in the country. However, as indicated previously, there's a set of recommendations provided by the local CSO, Internews Kosovo, regarding the legal penalties under this law. Considering that some of these legal penalties are similar to those under the the Civil Code, it is recommended that the legal penalties under the draft-law of cybersecurity to be removed and adapted to those under the Civil Code³⁹. This and the other two recommendations address the necessary changes in the draft-law, as seen from the legal perspective.

³⁸ Access website here: <https://bit.ly/3k3Myu5>

³⁹ Check footnote 30.

9



E-PARTICIPATION AND E-DEMOCRACY

9. E-PARTICIPATION AND E-DEMOCRACY

As for the citizen engagement in the institutional activities, there is lack of a proper implementation of e-participation. Although many legal acts support such engagement, citizens of the country continue to favor in-person engagement with the work of the institutions. From the legal perspective, the Law on Local Self-Government⁴⁰ and the Regulation for Minimal Standards of Public Consultation⁴¹, obligates the municipalities, and the rest of the institutions to hold a number of public consultations during the year.

The latter regulation has resulted in the development of the e-Consultation Platform⁴² within the Prime Minister's Office. This platform is reported to be widely used by the citizens who want to be closely informed and engaged with the work of this institution. Many important information is published in this platform which enables access for citizens to strategic documents and other announcements made. The platform invites all the relevant stakeholders to consult with the government regarding the legal initiatives, as well as strategies.

Despite the institutional efforts, CSOs also place their contribution in the implementation of e-Participation and e-Democracy. Many CSOs are directly involved in the working groups which contribute to the preparation of Action Plans within different Ministries in terms of their strategic goals. Open Data Kosovo (ODK) has a direct involvement in the process of e-Participation. Through the project "Boost Good Governance" supported by National Endowment for Democracy, it is developing the 'e-Participation' platform for the Kosovo Assembly, which aims to be the space through which citizens can engage and participate in the activities lead by the Assembly.

Another important portal which was developed from ODK, is the Open Government Data Portal⁴³ which enables citizens and other stakeholders to access public datasets uploaded by different institutions. The portal is managed by the Agency of Information Society (AIS). The number of datasets uploaded in this portal remains limited considering the lack of updates, however it serves as an important point to foster e-democracy and to promote open data practices among the institutions.

⁴⁰ Access the Law here: <https://bit.ly/3k1kbwy>

⁴¹ Access the Regulation here: <https://bit.ly/3iWH2tW>

⁴² Access the portal here: <https://konsultimet.rks-gov.net/index.php>

⁴³ Access the portal here: <https://opendata.rks-gov.net/>

10



ROADMAP FOR DIGITAL AGENDA ADVANCEMENT IN KOSOVO

Roadmap for Digital Agenda in Kosovo

Based on the findings of this report (Kosovo Digital Agenda Observatory Report 2022), reflecting upon the indicators regarding the implementation of the Digital Agenda (DA) in Kosovo, the following is recommended as a roadmap for DA in the country:

1. The Government of Kosovo is expected to finalize the new **Digital Agenda Strategy** during 2022, which is set to cover the period until 2030. Among the strategic objectives, great importance should be given towards **e-governance**: digitization of the public services. The new strategy for the **Modernization of the Public Administration** also is expected to be finalized during the year 2022. As such, the Government of Kosovo and the responsible institutions should further increase the number of e-services provided through the state portal of **e-Kosova**. Since e-Kosova works based on the once-only principle, the rest of the institutional platforms/portals should be developed on the basis of the once-only principle. The once-only principle allows for the citizens a simple use of the platforms/portals.
2. The public institutions should be coordinated towards the implementation of **e-governance**. As an important part of the Digital Agenda, e-governance requires all the public institutions to engage and play their role in its implementation. Defining the roles of the institutions regarding e-governance should be stated clearly in the Digital Agenda Strategy. Clear objectives towards e-governance should be set within a period for each of the institutions, and a spokesperson should be assigned in order to monitor the implementation of e-governance.
3. Another important part regarding the implementation of e-governance is the **interoperability platform**, which enables the institutions to store and exchange their data among each other. This platform should be advanced further so it enables an additional number of institutions to utilize it. This way the communication and the coordination between the institutions will be more effective. Since at the moment only a number of institutions utilize the interoperability platform, more institutions that work with public data are expected to start using the platform.
4. With the approval of the **Law on Digital Identification and Trust Services in Electronic Transactions**, the Government of Kosovo and the other responsible institutions should make the **necessary preparations** for:
 - a. the electronic identification methods/schemes;
 - b. the conditions for the use of electronic signature, seal, time stamp, and the relevant equipment;
 - c. electronic registered delivery service for the judicial proceedings;
 - d. conditions for issuing and using qualified certificates for service certification and website authentication;
 - e. trust services in electronic transactions and electronic documents.

In order to support the necessary preparations for the implementation of this law, **capacity building** of the respective public officials is also required, as well as extensive promotion and awareness raising. In this part, a close attention should also be given towards **data protection**, which should be ensured through a well developed **cyber-security** strategy. The current draft-law on cyber security

should aim to place an emphasis on the penalties towards the misuse of the law which aims to regulate cyber attacks.

5. **Digital skills** among the public officials should be enhanced further through different ICT trainings which are currently provided by the Kosovo Institute for Public Administration (KIPA). In addition to the current training which covers many topics related to ICT, new topics regarding e-governance as well as cybersecurity should be added, which should aim to give a better understanding of the implementation of e-governance among the public officials, and the importance of cyber-security.
6. **Promotional campaigns** should be implemented by the institutions, as well as **CSOs** in order to raise the **awareness** among the citizens regarding the existing e-services, and e-participation platforms. CSOs should be considered as a key stakeholder to the implementation of e-governance. The local CSOs should continue to be part of the working groups towards the drafting of the strategies concerning the Digital Agenda. CSOs also should be invited to partake and continue to provide their extensive contribution towards the promotion of e-governance.

Annex 1. List of Interviewed Stakeholders

- Agency of Information and Society (AIS)
- Democracy+ (D+)
- Democracy for Development (D4D)
- edIT
- Forum for Civic Initiative (FCI)
- Internews Kosova
- Independent Researcher
- Kosovo Institute of Public Administration (KIPA)
- Kosovo Youth Council (KYC)
- Kosovo Center for Distance Education (KCDE)
- Ministry of Economy, Department for the implementation of the KODE project
- Ministry of Internal Affairs, Department for the Modernization of the Public Administration (DMPA)
- Next Gen Networks (NGN)

Annex 2: Executive Summary of the DAO Country report and findings 2022

The Digital Agenda Observatory (DAO) Country report 2022 is a comprehensive overview of the implementation of the Digital Agenda (DA) in Kosovo which follow ups with the findings of the two previous DAO country reports 2020⁴⁴ and 2021⁴⁵. The indicators enable the annual comparison over the topics regarding DA, and also share a focus over the CSOs as contributors to the implementation of the DA. Below you may find summaries for each of the indicators included in this report:

1. Preconditions for the implementation of e-governance

The access to the internet by households in Kosovo remains high at 96.1%. In addition to the high internet penetration, the Ministry of Economy is implementing the KODE project through which high-speed broadband connection has been delivered to uncovered areas: households, public schools, and health institutions. The users of e-services in Kosovo, can be depicted through the data deriving from the e-Kosovo state portal. Until March 2022, after a year of its launch, the portal had more than 648,939 users, 1,300,000 visitors, and a total of 693,109 citizens and businesses that have received services from the 8 service categories.

2. Political Will and Strategy

The Government of Kosovo remains committed to implement the Digital Agenda. Currently, the new Digital Agenda Strategy 2030 is under preparation, waiting to be finalized during 2022. This strategy is considered to be an extensive one including important sub-strategies such as e-governance, and cybersecurity. The new strategy for the Modernization of Public Administration is also under preparation during this year.

3. Coordination of e-government implementation

The responsible institutions for the implementation of the Digital Agenda such as the Ministry of Economy, Ministry of Internal Affairs - Agency of Information and Society, cooperate over the joint implementation of DA, as well as for the preparation of the relevant strategies. The current draft-strategies as mentioned under 2. aim the digitalization of the public services, as well as enhancement of the digital skills.

4. Legal Framework

The Law on Digital Identification and Trust Services in Electronic Transactions and Law on Cyber Security has been adopted as of 2021, which is an important addition to the the rest of the legislation in place relating to DA such as: Law on Protection of Personal Data, Law on Access to Public Documents, Law on Information Society Governmental Bodies, Law on Electronic Communication, Regulation on Electronic Databases, Law on Local Self-government, and Regulation for Minimal Standards of Public Consultation.

5. State of e-services

⁴⁴ Access Report here: <https://bit.ly/3k78q7N>

⁴⁵ Access Report here: <https://bit.ly/38Ph5Kv>

All public institutions have their own electronic records and document management systems, and in certain situations datasets are exchanged among the institutions of the country. However there is still a lack of interoperability between the institutions. As reported by AIS, this area is being tackled by a World Bank-funded project aiming to enhance the interoperability among the institutions. The platform which is developed ensures interoperability or data exchange between various institutions such as: The Kosovo Business Registration Agency, Civil Registration Agency, Tax Administration of Kosovo, Customs, Kosovo Cadastral Agency, etc. In order to exemplify the state of e-services, three of them are tested and elaborated: 5.2.1. Obtaining the Work Contribution Report through eTRUSTi; 5.2.2. e-registration of Businesses - Business Registration System in Kosovo; and "fix my community through ndreqe.com".

6. Digital Skills

The Kosovo Institute for Public Administration within the Ministry of Internal Affairs is responsible for delivering training for public officials, including training on ICT-related topics such as: Security in IT and Data Protection, e-Governance & m-Governance, Planning and Managing Projects through MS Project, ICT Project Management, amongst others. Based on data provided by KIPA, a total of 382 individuals have been trained in IT-related topics. Such training needs to be updated based on the needs of public institutions.

7. Access to Services and Raising Awareness

The e-Kosova Portal is considered as a major development which enables access to e-services. During its first year from launching, the responsible body for the portal which is AIS is also promoting the portal and informing the citizens about it. However, a great addition regarding the advocacy and support in raising awareness towards the access and use of e-services has been the direct engagement of the CSOs and their efforts to cooperate with the line ministries in improving the state of e-services. 7 different project initiatives as part of the ICEDA network have been noted which have had a direct contribution in the implementation of DA in the country.

8. Cybersecurity

Currently, there is a draft-law on cyber security which is aiming to provide simpler terms as well as more legal punishments towards those that misuse the internet and are considered a threat towards online security. Recommendations have been prepared by a local CSO in order to complement the draft-law especially from the legal perspective regarding the legal punishments.

9. E-participation and e-democracy

A few e-participation activities take place in Kosovo, however the citizens continue to be engaged in the work of the institutions through physical presence. Legal acts support the e-participation activities which oblige the responsible institutions to hold periodic public consultations with the citizens. In line with this, the e-Consultation Platform has been developed within the Prime Minister's Office, which provides a chance for the citizens to access the work and many important documents which relate to this institution. ODK also provides its contribution through the digital solutions which aim to increase the engagement of citizens through open data - creation of the Open Data Portal; and e-Participation, a platform developed to enable citizens to initiate a discussion relating to the work of the Assembly.

Open Data Kosovo is a nonprofit organization that believes in using civic-tech and digital humanitarianism to open government. This initiative promotes the idea that public data should be made freely available for everyone to use and republished as they wish, without restrictions from copyright, patents or other mechanism of control.

The programs of ODK include:

- Open Data
- Digital Transformation
- Capacity-Building
- Community

Project Partners:

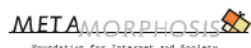
- e-Governance Academy (Estonia) – www.ega.ee
- NGO 35mm (Montenegro) – www.nvo35mm.org
- Metamorphosis Foundation (North Macedonia) – www.metamorphosis.org.mk
- Partners Serbia (Serbia) – www.partners-serbia.org
- Levizja Mjaft! (Albania) – www.mjaft.org



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