






Open Data Kosovo Strategy 2023-2028

NURTURE A DATA-DRIVEN SOCIETY IN KOSOVO



Contact Information

 www.opendatakosovo.org
 info@opendatakosovo.org
 +383 (0)49 962 656

Content

1. **INTRODUCTION**
 - a. AIM
 - b. SCOPE
 - c. BACKGROUND
2. **DEVELOPMENT FRAMEWORK**
3. **GOALS, TARGETS, AND INDICATORS:**
4. **STRATEGY IMPLEMENTATION PLAN**
 - a. Gov-tech lab
 - b. Product packages and branding
 - c. Education
 - d. Promotion
5. **STRATEGY IMPLEMENTATION TIMELINE**
 - a. ASSUMPTIONS:
 - b. RISKS AND MITIGATION MEASURES:
 - c. MONITORING AND EVALUATION

Executive Summary

AIM

The purpose of the Open Data Kosova (ODK) strategy 2023-2028 is to outline the organization's goals, objectives, and action plans to effectively leverage technology for social, environmental, and economic development in the next five years. It provides a roadmap for ODK to achieve its mission, serve its beneficiaries, and make a positive impact in the community. Additionally, the strategy helps align the ODK's resources, activities, and partnerships to maximize efficiency, effectiveness, and sustainability in delivering its programs and initiatives. Ultimately, it aims to drive innovation, promote digital inclusion, and empower individuals and communities through the use of technology.

SCOPE

This document outlines the goals, targets, and implementation plan of the ODK strategy, particularly focusing on fostering a data-driven society in Kosovo through open data initiatives. It includes ODK's vision, mission, and core values, as well as specific goals and targets to be achieved within the next five years. The strategy implementation plan encompasses four main pillars of action: the Gov-tech lab, product packages, branding, education, and promotion. Additionally, it highlights assumptions, risks, and mitigation measures, along with monitoring and evaluation mechanisms to ensure the effectiveness and impact of the development framework.

BACKGROUND

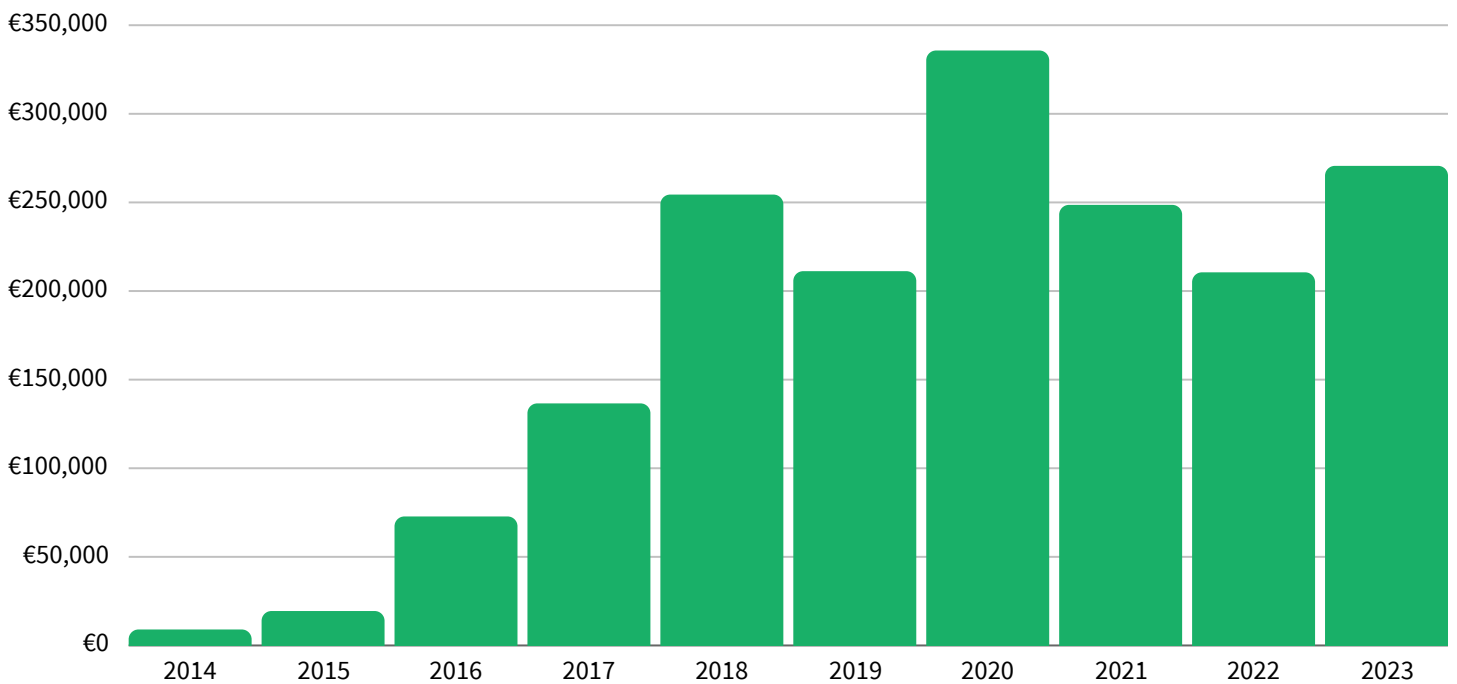
Open Data Kosovo (ODK) is a pioneering civic-tech non-governmental organization established as a foundation on October 9th, 2014. Committed to fostering a culture of transparency and innovation, ODK actively engages in data collection, analysis, and advocacy, with a primary focus on leveraging open data to drive informed decision-making, promote transparent governance, and optimize institutional processes in Kosovo.

Embracing the digital age, ODK spearheads initiatives aimed at facilitating the creation, dissemination, and utilization of data to catalyze socio-economic development. Through strategic development and astute management, the organization has cultivated a vibrant community of more than 6,000 coding enthusiasts and open data advocates, fostering collaboration and knowledge exchange on a local and global scale.

In a testament to its efficacy and impact, Open Data Kosovo has successfully secured over 2.5 million euros in development funding, enabling the realization of groundbreaking projects and initiatives. This substantial

investment underscores the organization's capacity to deliver tangible outcomes and drive meaningful progress in Kosovo's digital landscape.

One of Open Data Kosovo's crowning achievements lies in its facilitation of 50+ fully-fledged government digital solutions, all powered by Kosovo's open data infrastructure. Through meticulous project management and strategic partnerships, the organization has spearheaded the development of innovative tools and platforms that enhance government efficiency, foster citizen engagement, and promote transparency.



The yearly turnover of Open Data Kosovo for the past 9 years.

Central to its mission is the empowerment of public officials, youth, and open data enthusiasts through comprehensive capacity-building initiatives in the Information and Communication Technologies (ICT) realm. From its inception, ODK has championed collaboration and coordination among stakeholders across sectors, recognizing the pivotal role of partnerships in advancing its objectives. It maintains robust collaborations with a diverse array of local, regional, and international organizations, including the Balkan Investigative Reporting Network (BIRN) Hub, Metamorphosis Foundation, e-Governance Academy Estonia, IREX Kosovo, Development Gateway, Levizja FOL, Balkan Green Foundation (BGF), Germin, Crimson Capital Corp. (Crimson), Save the Children, among others.

Moreover, ODK has cultivated strong relationships with governmental institutions and the donor community, securing support for its efforts to advance prosperity and equality. Key partners include the Prime Minister's Office, Assembly of Kosovo, Ministry of Education, Science, Technology and Information, Ministry of Local Government Administration, Information Society Agency (ASHI), various Municipalities across Kosovo, as well as esteemed donors such as the World Bank, European Union, USAID, UN Agencies, and numerous embassies including the Kingdom of the Netherlands in Kosovo, The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and the US State Department, among others. Comprising a

talented team of experts in open data, e-governance, and digital innovation, ODK is steadfast in its commitment to realizing its ambitious agenda.

Recognized for its leadership and impact, ODK's achievements include being honored with the Forbes Europe 30 Under 30 Award in the Law & Policy category in 2018 and recognized with the Decoration, the Prize for Innovation, Research, and Development by the President of the Republic of Kosovo, Mrs. Vjosa Osmani, for its significant contribution to programs promoting data access, transparency, and digital transformation in 2023. In essence, Open Data Kosovo continues to drive positive change through its unwavering commitment to openness, collaboration, and innovation in Kosovo and beyond.

Development Framework

- **Vision:** Nurture a data-driven society in Kosovo, where open data is widely accessible, utilized, and valued as a catalyst for positive change.
- **Mission:** To promote transparency, accountability, and innovation in Kosovo through the use of open data initiatives. ODK strives to empower citizens, government agencies, and businesses with accessible and actionable data, driving informed decision-making, fostering civic engagement, and catalyzing socio-economic development.
- **Core Values:** The core values of ODK encapsulate its guiding principles and beliefs, which form the foundation of its operations and interactions. These core values include:

● INNOVATION	<ul style="list-style-type: none">● Encouraging a culture of continuous improvement and creativity;● Embracing new ideas and technologies to stay ahead of the competition.
● INTEGRITY	<ul style="list-style-type: none">● Upholding high ethical standards in all business activities.● Building trust with stakeholders through honesty and transparency.
● COLLABORATION	<ul style="list-style-type: none">● Fostering a collaborative and team-oriented environment.● Recognizing and valuing the contributions of individuals and teams.
● ADAPTABILITY	<ul style="list-style-type: none">● Embracing change and being agile in response to market dynamics.● Learning from experiences and adjusting strategies accordingly.
● ACCOUNTABILITY	<ul style="list-style-type: none">● Taking responsibility for actions and outcomes.● Holding individuals and teams accountable for meeting strategic objectives.
● SUSTAINABILITY	<ul style="list-style-type: none">● Considering the environmental and social impact of business activities.● Integrating sustainable practices into the overall business strategy.
● EMPOWERMENT	<ul style="list-style-type: none">● Empowering employees to take ownership of their work and contribute ideas.● Providing opportunities for professional growth and development.

GOALS, TARGETS & INDICATORS:

Utilizing technological innovation responsibly for social, environmental, and economic development;

1. Develop and implement innovative digital solutions to address pressing social challenges, including but not limited to education, healthcare, poverty, and safety benefiting at least 10,000 individuals within the next five years.
 - The adoption rate among the targeted population;
 - User's satisfaction rate;
 - I3: Impact assessment;
2. Deploy technology-driven initiatives aimed at promoting environmental conservation and sustainability, resulting in a measurable reduction of carbon emissions (or plastic waste and air pollution) in targeted communities within the next five years.
 - Pollution reduction rate;
 - Adoption rate of sustainable practices;
 - Impact assessment;
3. Facilitate entrepreneurship and economic empowerment for aspiring entrepreneurs, leading to the establishment of 20 sustainable businesses and the creation of at least 80 new jobs within the next five years.
 - Business establishment rate;
 - Job creation;
4. Develop and promote guidelines and ethical frameworks for the responsible design, deployment, and governance of artificial intelligence (AI) technologies, ensuring transparency, accountability, and fairness in AI systems.
 - Compliance assessment;
 - Policy initiatives;

Advance open data initiatives to promote transparency, innovation, and informed decision-making in local communities;

1. Support and/or facilitate the launch of at least one open data portal providing access to government data, public records, and other relevant information;
 - Portal accessibility;
 - Dataset coverage;
 - User engagement;
2. Support the institutionalization of at least one community technology solution leveraging open datasets that address pressing societal challenges and support improved public services;
 - Solution deployment;
 - Impact assessment;
3. Promote active civic engagement throughout the digital transition process;
 - Stakeholder engagement;

Cultivate enduring and sustainable partnerships for seamless digital transition;

1. Establish strategic partnerships with central and local government agencies, other public institutions, and non-profit organizations in Kosovo, to collaborate on technology infrastructure development within the next five years.
 - Number of partnerships
 - Depth of collaboration;
 - Project milestones;
2. Contribute to a cross-sectoral coalition (strengthened collaboration) comprising representatives from government, industry, academia, and civil society to coordinate efforts and share resources for promoting digital inclusion and innovation across Kosovo, within the next five years.
 - Hosted cross-sectoral events;
 - Collaboration effectiveness;
 - Joint initiatives on digital inclusion and innovation, locally and/or regionally;
3. Enhance regional cooperation by establishing partnerships with organizations and institutions in the region to promote and advocate for digital transformation, within the next five years.
 - New partnerships established ;
 - Participation in regional forums, conferences, and events;
 - Collaborative projects or initiatives with regional partners that result in tangible outcomes;
 - Feedback and testimonials from regional partners highlighting the effectiveness and value of the partnership with ODK.

Foster an active society by enhancing professional capacities through digital skills training, leadership development, and community engagement initiatives.

1. Provide digital skills training to at least 250 individuals across diverse demographics in Kosovo within the next five years.
 - Training participation;
 - Skill acquisition;
 - Demographic diversity;
2. Engage with local communities through outreach events, hackathons, and collaborative projects, involving at least 500 participants within the next five years to foster a culture of innovation, collaboration, and civic engagement in Kosovo.
 - Training participation;
 - Demographic diversity;
 - Impact assessment;

STRATEGY IMPLEMENTATION PLAN

Four main pillars of action will enable the ODK to implement the presented development framework. This shall also be reflected in the organizational set-up of ODK. This framework invites a life-cycle approach to digital product development to ensure efficient use of resources and smart digital transition:

Pillars

1) Gov-tech lab

The gov-tech lab unit through participatory processes develops and tests digital products and markets. Some of the key actions that such a unit shall undertake are:

- Market demand assessments, needs, and priorities;
- Product design and development (for new digital products);
- Product revision, redesign, and upgrade (for existing digital products);
- Testing and quality assurance;

The professional profiles that are needed to support the successful implementation of the gov-tech lab scope of work are (but are not limited to) market analysts, programmers, and project managers.

2) Product packages and branding

The product package and branding unit evaluates and categorizes the available digital products and packages them accordingly. This section defines three product categories based on the product life cycle:

1. Institutionalization package: The first category includes digital solutions that have the potential or are developed in close cooperation with service providers to be fully integrated into the service provision system. Such products should in principle contain (1) a regulatory framework (2) the digital product, (3) the user's manual, (4) ToT and other training modules, (5) a promotional plan, and (6) maintenance.
2. Business package: The second category includes high-end digital solutions and project ideas that have the potential to turn into a business opportunity. Such products should in principle contain (1) a product overview, (2) market analysis and financial projections, (3) a business model, (4) product requirements, (5) marketing plan, (6) sales strategy, (7) support and maintenance plan, (8) legal compliance proof, (9) risk analysis.
3. Lonely bin: The third category includes digital solutions that were tested or developed throughout different project activities, but that do not present an opportunity for further growth.

3) Education

Building on the experience and knowledge collected since their establishment, ODK may accommodate a permanent capacity-strengthening structure/unit that will not only be responsible for providing skill development opportunities for tech enthusiasts, but could also foster research and innovation, entrepreneurship, and democratization of the access to education. The education unit (structure) should in addition inform, and benefit from the experience of the other pillars of ODK.

4) Promotion

ODK shall utilize various platforms to promote their vision, mission, and achievements reached through their work and inspire youngsters especially women to follow their dreams in the tech world. Some of the proposed platforms for the promotion and dissemination of ODK achievements are:

- ODK's Official Website
- Social media platforms;
- Webinars;
- Podcast;
- Online tech forums.

STRATEGY IMPLEMENTATION TIMELINE

Open DATA Kosovo shall engage efforts in two parallel fronts in terms of digital product development and management:

Timeline	Milestone
Q1 2024 to Q1 2024	Intensive review of the digital repository, categorization of standing digital products, and putting a plan in motion for product reactivation;
Q1 2024 to Q2 2028	Initiate and engage in the development processes of digital solutions as part of the digital transition through strong partnerships and active engagement of the community.
Q3 2028 to Q4 2028	Conduct the implementation and impact assessment of ODK strategy 2024 - 2029, developing the ODK strategy 2029 - 2033.

Assumptions:

- Availability of financial resources to implement the New Urban Agenda and Digital Transformation Agenda;
- Enabling legal and policy framework for seamless digital transition;
- Positive collaboration attitude across various governmental and non-governmental stakeholders;
- Accessibility to accurate and timely data;
- Has Financial and Human resources to implement the strategy;
- Has access to technology;
- Has positive stakeholder engagement and partnerships;
- Has the capacity to adapt to change;

Risks and Mitigation Measures

Financial constraints to develop and implement projects that will enable ODK to effectively reach the set goals;

- M1:** Diverse funding sources from local and international organizations including donations, grants, sponsorship, and partnership. Mainstreaming the SDGs, national policies, cross-border collaboration and the possibility for regional peer learning and exchange may increase the attractiveness of the projects.
- M2:** Alternative revenue through income-generating activities including services, training, and consultancy.

Questionable readiness of the project partners to collaborate in reaching the set objectives and targets;

- M1:** Strong partnerships through regular engagement and open dialogue with key stakeholders;
- M2:** Awareness raising and training of key stakeholders increases the understanding of the importance of the matter and shall encourage buy-in;

Unavailability of reliable data;

- M1:** Work closely with national and local governmental and nongovernmental organizations to set up data collection frameworks and data management protocols;

Limited technical capacities to ensure the sustainability of the digital transition, and manage complex joint initiatives;

- M1:** Tailored capacity strengthening modules through combined intensive training and on-the-job assistance;
- M2:** Invest in staff capacity strengthening and create space for personal and professional growth;

Monitoring and Evaluation

The ODK staff shall conduct an annual comprehensive report on the set indicators to ensure the effectiveness of the development framework presented above and assess the impact.

Also, ODK staff shall establish a common reporting framework building on the provided indicators that enable project teams to collect regularly relevant data to report on the set targets. Project teams shall provide an updated report on the common framework quarterly or every six months basis.