



National Agency of Information Society

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NAIS is responsible for:



E-SERVICES



CREATION &
MANAGEMENT OF ICT
SYSTEMS



ELECTRONIC SEAL &
SIGNATURE



DATA CENTER



ORGANIZATION AND
MANAGEMENT OF IT STRUCTURE
IN THE PUBLIC ADMINISTRATION



DECISIONMAKING
OF THE DIGITAL AGENDA

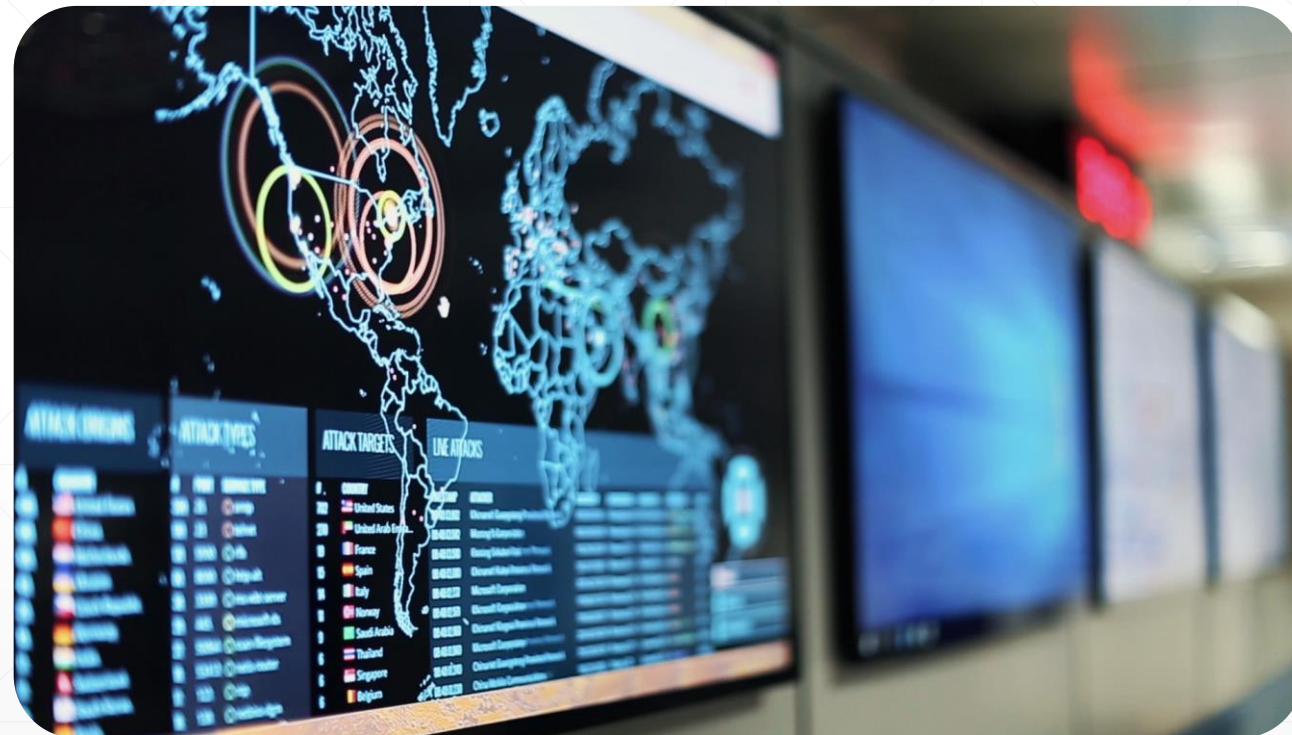


ALL THE CONTRACTS REGARDING
NEW ICT PROJECTS, OR
MAINTENANCE OF EXISTENT ONES

Governmental Data Center



- Is **set up at NAIS premises** in accordance to modern standards;
- Serves as a **key point** in the information technology infrastructure of the public institutions;
- Has a total area of **672 m²** and includes **11 facilities** for technical infrastructure, monitoring and security of electronic services;
- Provides each ministry/agency **optimization of costs**, by using a better infrastructure, avoiding unnecessary single expenditures.

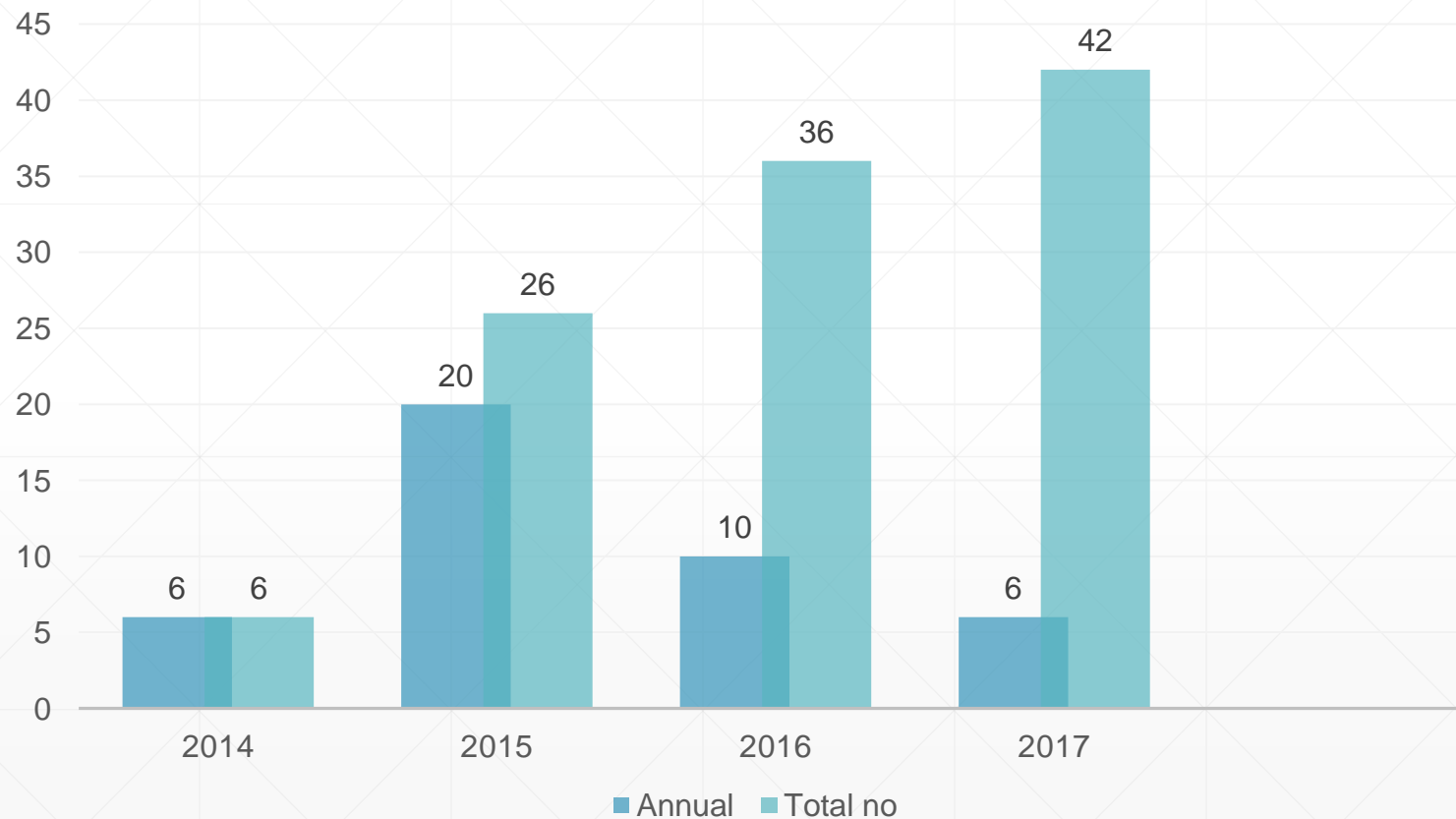


State databases



- NAIS is responsible for the registration of state databases, as well as carries out their auditing.

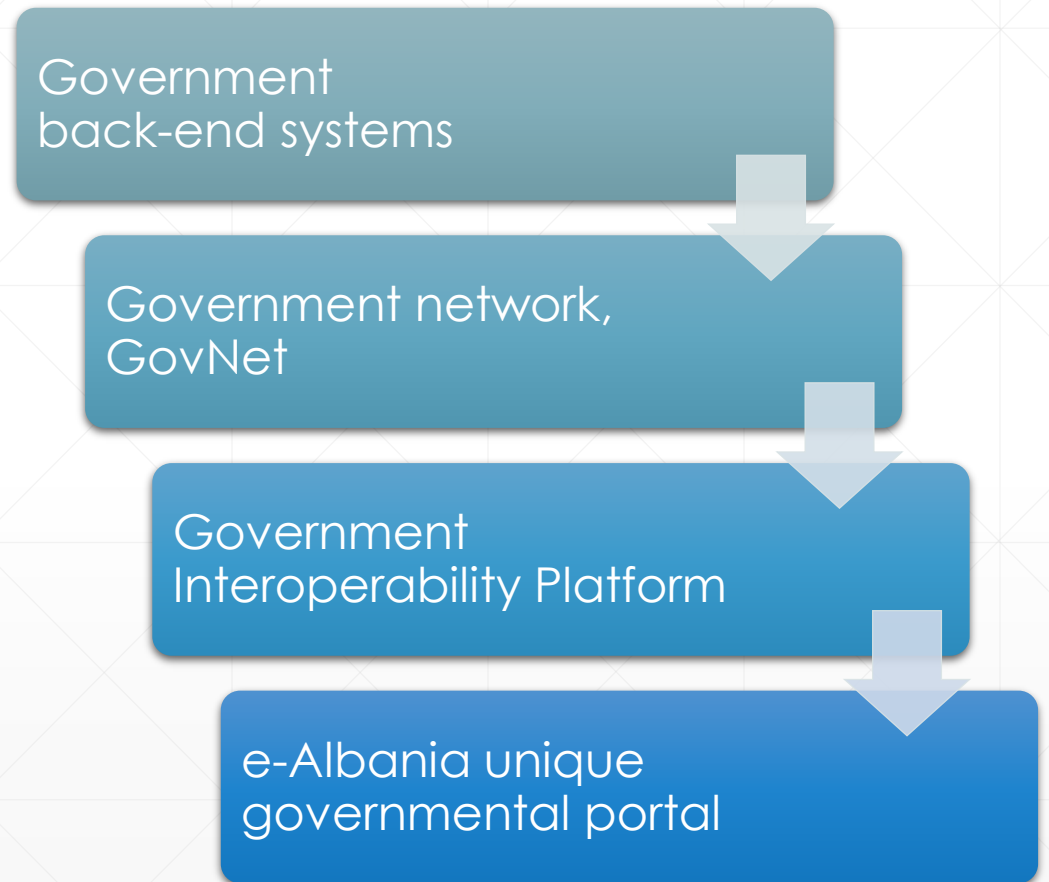
Registered databases



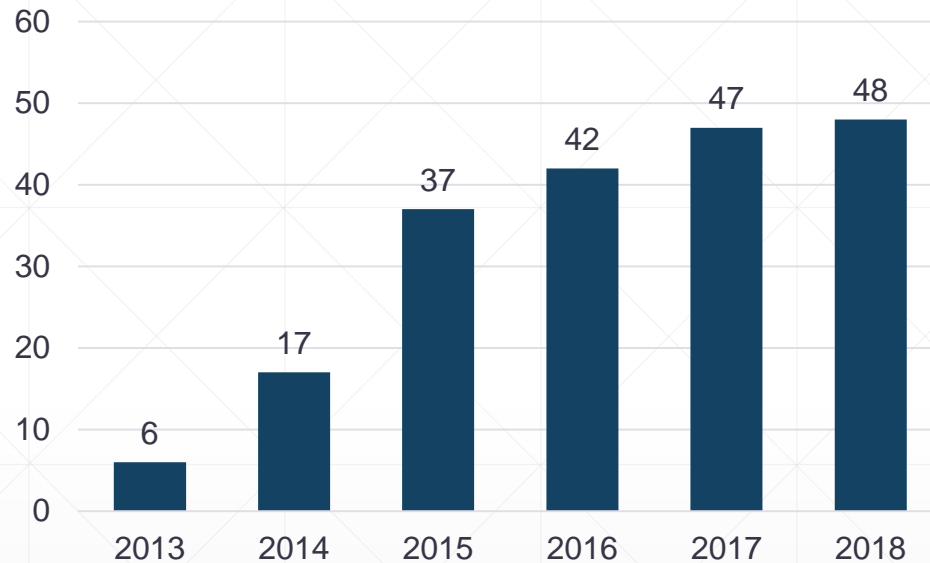
The infrastructure of e-government service providing



- The Government Interoperability Platform (GG) is the core architecture that allows the interaction between 48 electronic systems of public institutions.

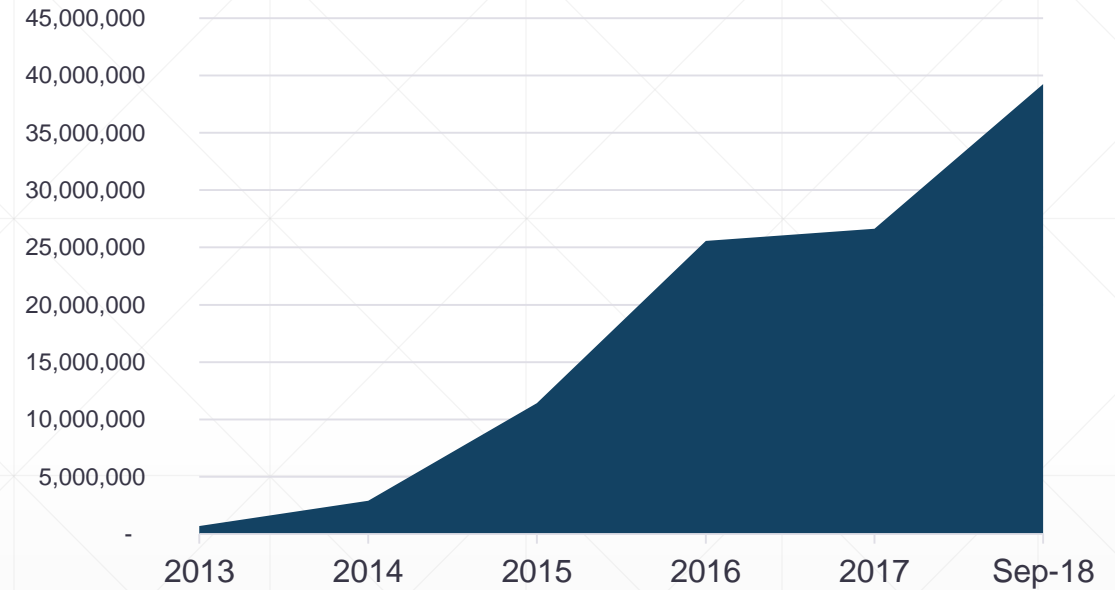


No of electronic systems connected



8 times more systems connected than in 2013

No of transactions 2013 – 2018



End of 2018: We expect 50 times more transactions than in 2013

GG enables:

- **Elimination** of associated documents, thus not requesting them anymore from citizens
 - **60%** prefilled application forms on the e-Albania portal
 - **Real time verification** of citizens data for public employees

Electronic signature and trusted services

- NAIS is a **qualified provider** of electronic signatures.
- Provides electronic signatures to public and private entities in the framework of the **“e-Permits”** system as well as to physicians in the framework of the **“e-Prescription”** system.
- NAIS has also started to issue e-signatures to businesses using Custom e-services.



	2016	2017	Jan-Aug 2018	TOTAL
E-Permits (total)	1,735	1,900	1,878	5,513
○ Public Administration	1,035	700	500	2,235
○ Private entities	700	1,200	1,378	3,278
e-Prescription	-	2400	1,649	4,049
Total (for both projects)	1,735	4,300	3,528	9,563
e-Seal	-	68	38	106

Document management system



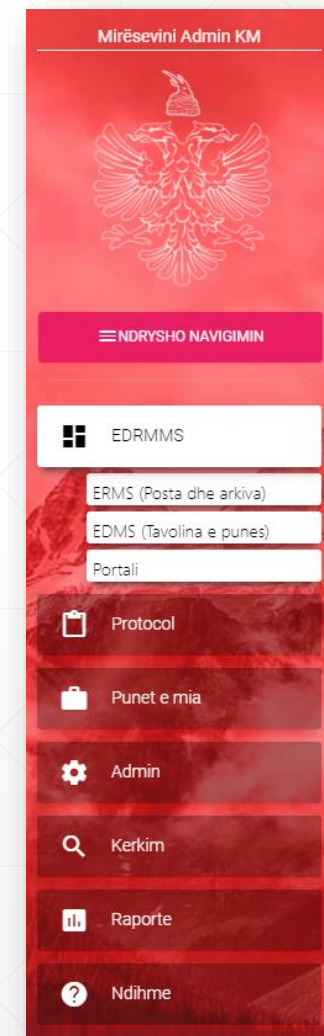
- **EDRMS (Electronic Document and Records Management System) is intended to:**

- Digitalize inter-institutional correspondence by avoiding letter correspondence;

- **The system offers:**

- ✓ Electronic delivery of incoming documents;
- ✓ Fast communication between departments

The system is accessible only on **GovNet**, with authentication via Active Directory.



Open Data Portal



- It will serve as an **information resource** and as a **consultation place** among citizens and decision-making institutions in Albania.
- The portal will provide **standardized and reliable data**, on: budget and government spending, health system performance, education, land ownership, crime statistics, etc.
- The portal will be available within a few months



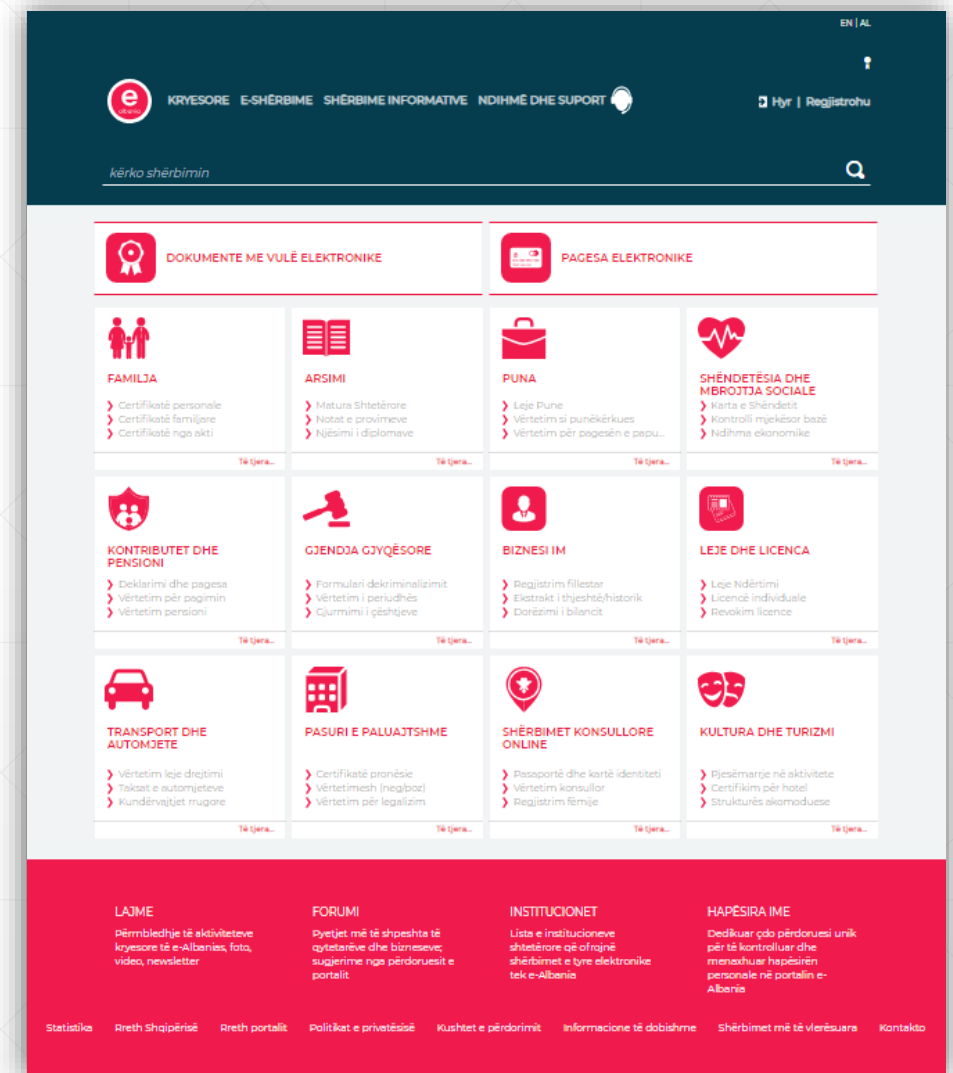
open data



e-Albania

A story of success

- The Albanian unique governmental portal that **offers public services** for citizens, businesses and government employees – *redesigned in 2018*;
- The portal is **connected to the Government Interoperability Platform** (Government Gateway – GG);
- Online bill payments such as traffic fines, electric energy consumption, document fees etc.
 - ✓ Worldwide **VISA** and **MasterCard** cards supported;
- Feedback (rating) mechanism available
- **60%** of online forms on e-Albania are be prefilled





Registration and identification on e-Albania (single sign on)



The registration process:

- Carried out through GG
- The data provided by the user during the registration process is verified electronically in real time with the National Civil Registry for individuals and National Business Registry for businesses

Identification, 3 type of users:

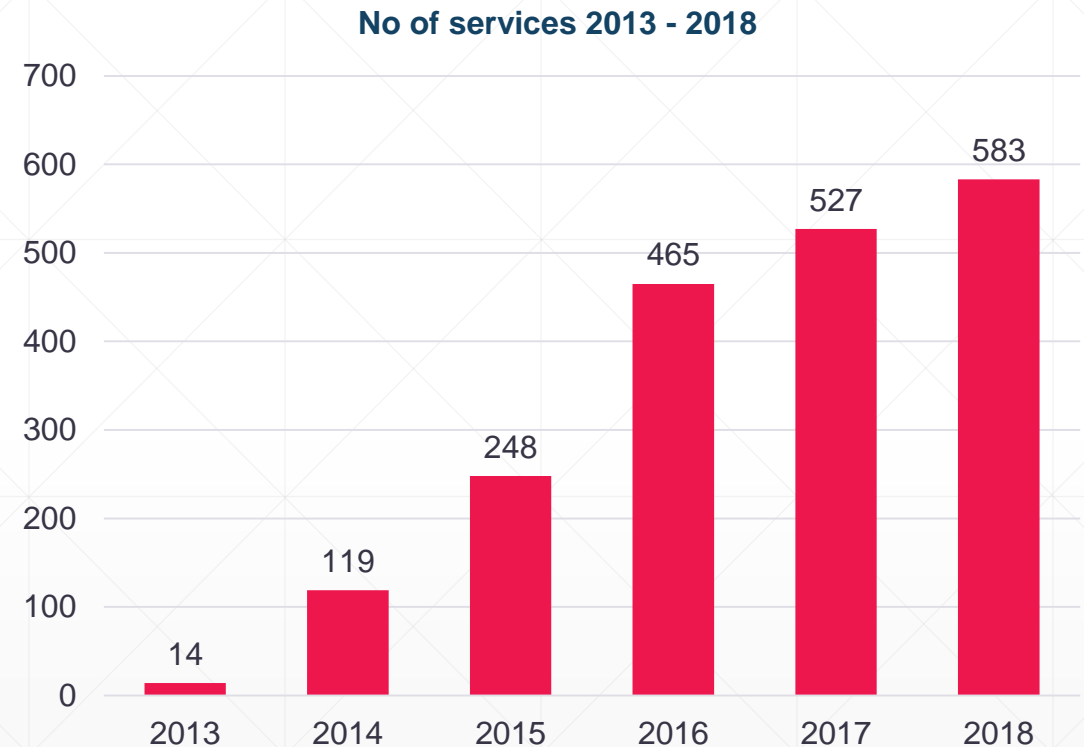
- Citizens
- Businesses
- Government employees

The screenshot shows the registration page on the e-Albania portal. At the top, there is a navigation bar with the e-albania logo and menu items: KRYESORE, E-GHËRBIME, SHËRBIME INFORMATIVE, NDIHMË DHE SUPORT. A search bar and a 'Hyr | Regjistrohu' link are also present. Below the navigation bar is a red header with the text 'Regjistrohu në e-Albania'. The main content area is titled 'Plotësoni të dhënat e përdoruesit' (Fill in user data). It contains several input fields: 'Kodi i përdoruesit (NID/Numri personal i identifikimit):' with the value '30254587U', 'Fjalëkalim:', 'Pozicioni (zakalim):', 'Fjalëkalimi parësor:', 'E-mail:', 'Numri i celularit:', 'Pjesë e sigurimit:', 'Vendndërsa e nënës:', 'Përzgjedhje e pjesës së sigurimit:', and 'Emri:'.

The screenshot shows the identification options page on the e-Albania portal. At the top, there is a dark blue header with the e-albania logo and the text 'e enjte, 30 gusht 2018'. Below the header, the text reads 'Ju lutem zgjidhni mënyrën e identifikimit:' (Please select the identification method:). There are five options listed, each with a plus sign and a small icon:

- + Identifikimi i punonjësve qeveritarë (GOV)
- + Identifikimi i qytetarëve/bizneseve me fjalëkalim
- + Identifikimi i punonjësve qeveritarë me certifikatë
- + Identifikimi i qytetarëve me lexues karte identiteti
- + ONE STOP SHOP për nëpunësit qeveritarë

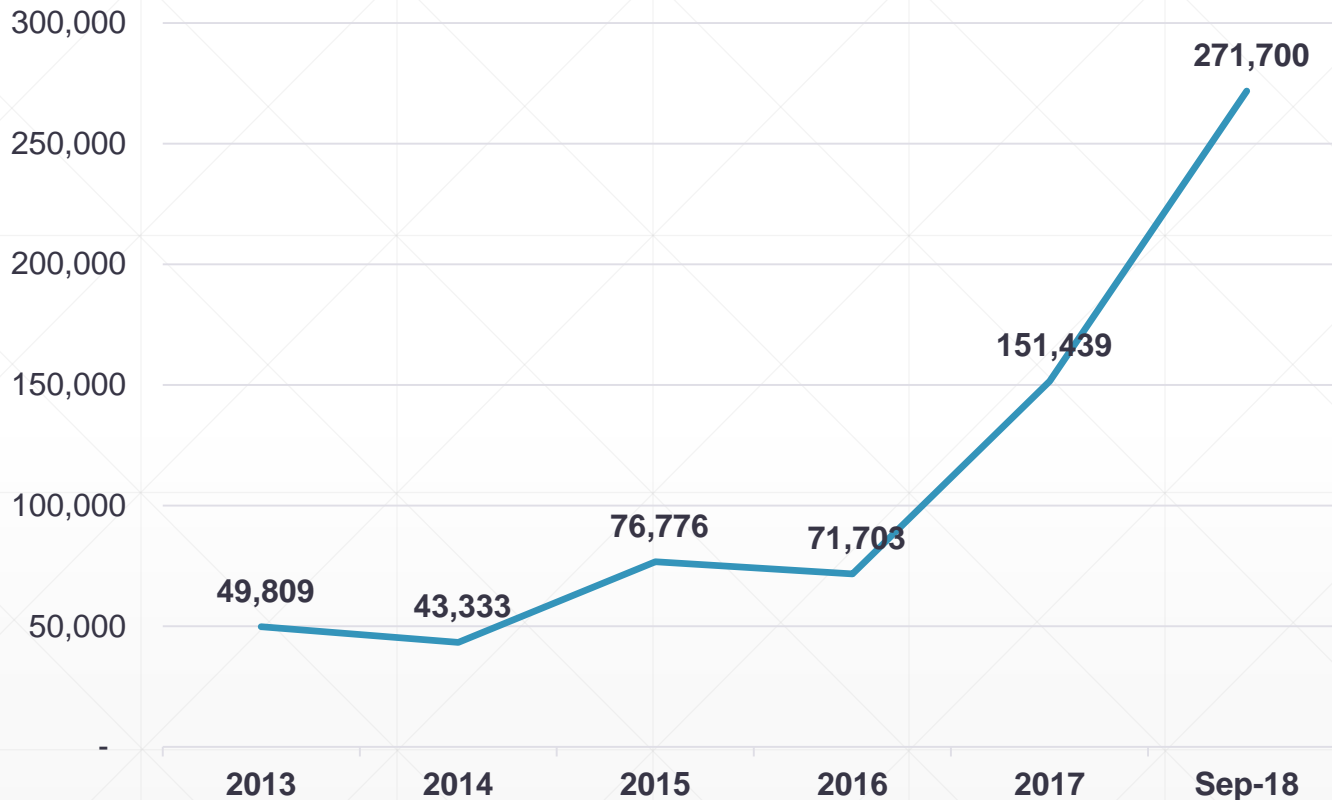
- Classification of electronic services according to UNPAN 2014:
 - 4 levels of automation (1,2,3 and 4)
- Currently: **eeee**
 - **583** electronic services (of level 3 & 4)
 - **775** informative services (of level 1 & 2)
- **112** e-services bear legal value:
 - **54** e-sealed
 - **68** with e-signature



41 times more e-services than in 2013

New registered users, annual data

Registered users



Currently: more than **660,000** registered users

- Following the changes on the legal packet on electronic services delivery, the **electronic seal has been implemented** on the portal.
- The Council of Ministers decision in 2017 gave full legal value to the implemented seal on the e-albania portal.
- It gave legal value to every generated document (certificates, attestations etc.) from the portal, hence taking a crucial step towards one gateway paperless service.





Adaptation of the e-Albania portal for usage by the public administration employees

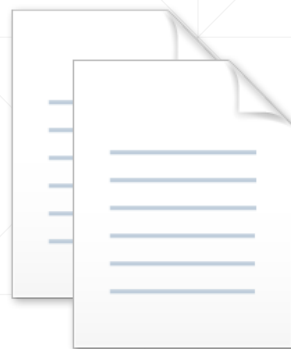


- e-albania is used by public administration employees to obtain certificates and other associated documents of public services **on behalf of the citizen/business**;
- **Quality and transparency** of public services has been improved,
- **Time** of obtaining public services and bureaucracies have been reduced;
- Access is given to **124** institutions and **6000+** public employees;
- More than **50%** of the e-sealed documents have been generated by public employees.



33 E-SEALED DOCUMENTS

AVAILABLE FOR DOWNLOAD BY
CITIZENS/BUSINESSES CAN



3 TIMES

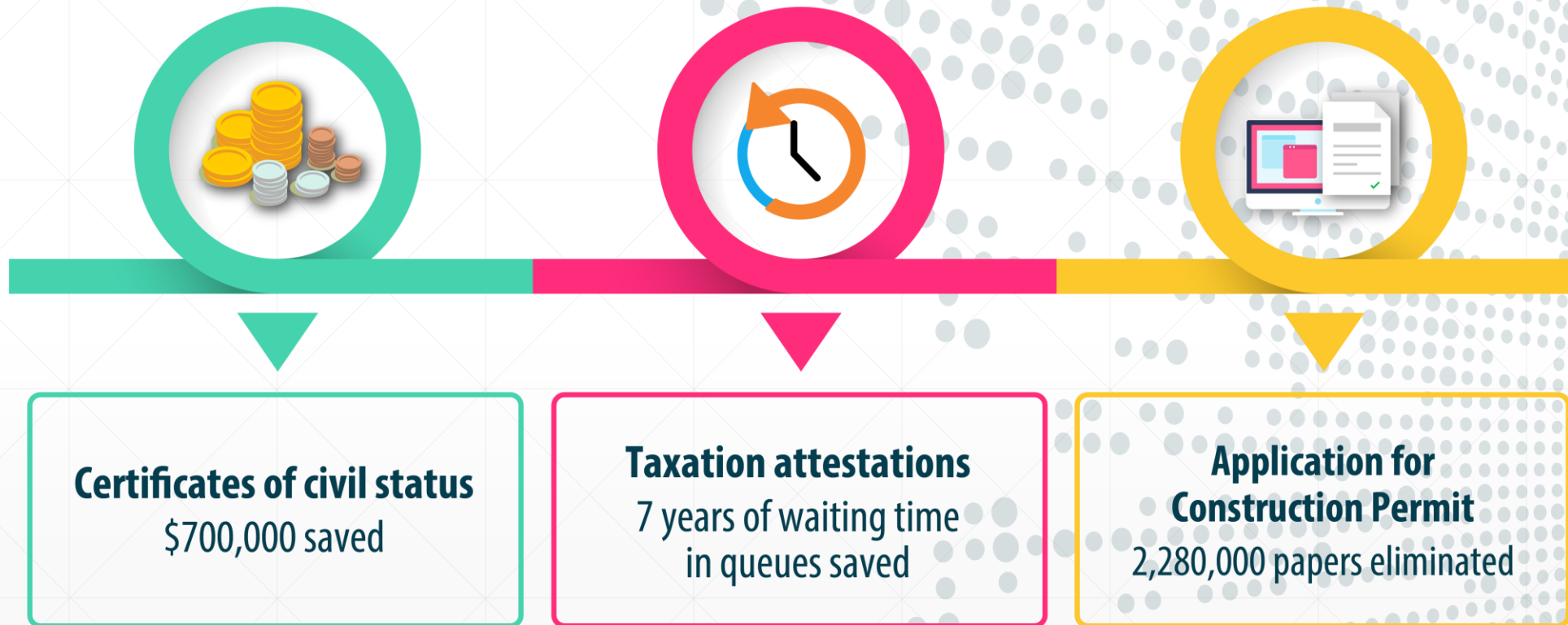
LESS HARDCOPY
DOCUMENTS



60 YEARS

WAITING TIME
IN QUEUES SAVED

- **2.4 million** electronically sealed documents generated in 11 months



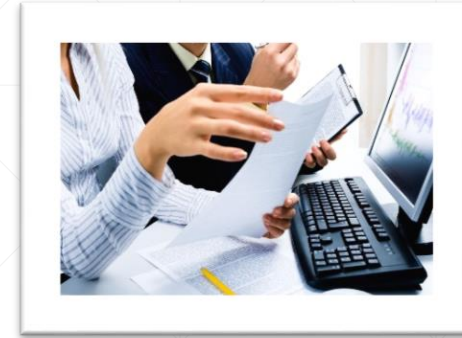


Civil status certificates

Since Sep 2017

1.4 million downloads

Enabling Albanians to **save up to \$60,000** monthly



Taxation attestations and business extracts

Since Sep 2017

450,000 downloads

Almost a year worth of time in queues is saved each month for businesses





E-PERMITS:

since Sep. 2016

200,000+ uses

20,000+ applications

- **100% paperless system**
- **One of the most advanced state systems in the country**
- 1647 system users (public employees)
- 5 required documents eliminated for applicants due to interoperability
- Each uploaded document, as well as the construction permit bear **legal value** due to the electronic signature
- **230,000 papers** eliminated monthly
(10 vans full of paper)





38 consulate e-services for Albanians abroad



E-CONSULATE:

Since Jan 2017

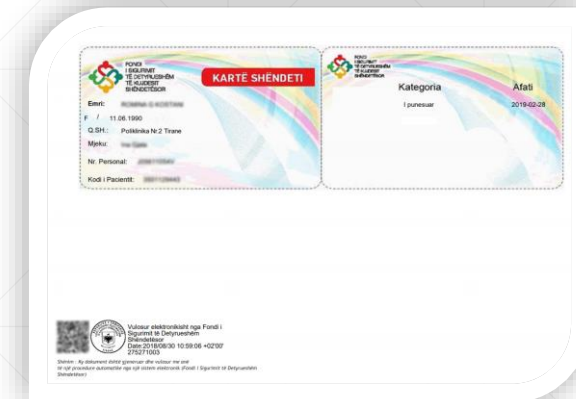
300,000+ uses

80,000+ applications

- Enable Albanians abroad to **save** up to several days of their time, as well as hundreds of euros as a result of transport and other expenses.
- They **eliminate documentation errors** by giving citizens the opportunity to re-upload the correct document to the same application due to e-mail notifications by embassies/consulates.
- Assure monitored **transparency** and aid in corruption reduction.

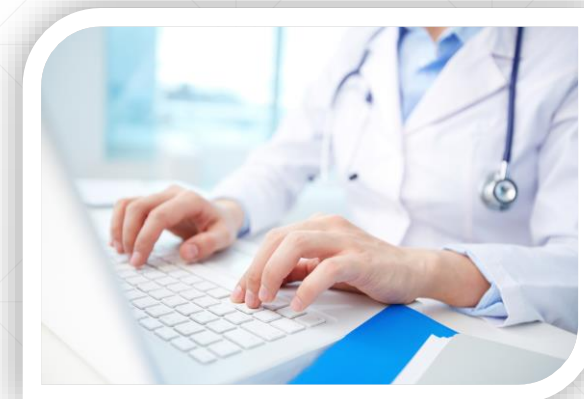
The online Health Card

- **50,000+** applications and **270,000+** downloaded e-cards in 2.5 years;
- 100% **paperless** service;
- Guaranteed authenticity via the e-seal.



The e-Referral Medical System and e-Prescription

- **Digitalization of the referral system** from primary to tertiary care as well as **electronic prescription** by physicians;
- Enables physicians to refer patients from the family doctor to specialists/examination doctors via the e-system;
- **Dedicated e-services on e-Albania** enabling citizens to view their e-Health files.





NATIONAL SCHEMES:

Feb-March 2018

6,000+ applications

- Online applications with **0 documents** to benefit from the support schemes provided by the Agricultural and Rural Development Agency;
- Carried out through the **e-Albania Module** by the authorized employees;
- During the application, **4** electronic registers were consulted, enabling 65% of the fields of the form to be prefilled;
- Farmers came to “Agropikas” only with their identification document and the farmer NUIS.



E-MATURA:

6th year in a row

40,000+ applications

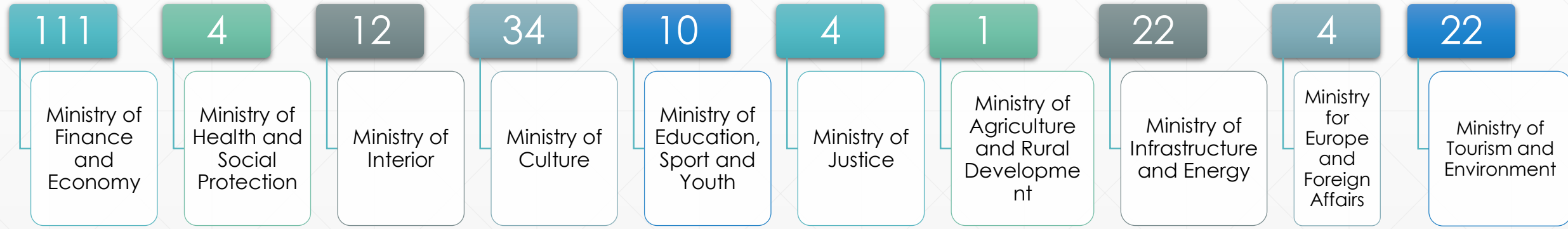
- Online application for high school pupils selecting their elective exams in order to graduate high school;
- Other e-services: diploma recognition, attestation of high school exam grades;
- Working on improving legacy education systems and designing new ones.

Title of the e-service	Providing institution	No of ratings	Average rating
Family certificate	General Directorate of Civil Status	12,414	9
Declaration of contributions by the employer	General Directorate of Taxation	5,223	9
Health card	Compulsory Healthcare Insurance Fund	5,134	9
Annual balance sheet deposit	National Business Center	4,882	8
Personal Certificate	General Directorate of Civil Status	3,863	9

1 – 10 stars rating mechanism available;
47,000 ratings given; **8.5** average rating.

Together with the public institutions, we have identified more than 240 services that can be implemented online, out of which:

- **80** e-services have been technically developed and are undergoing final improvements;
- For the rest of the services, NAIS is waiting for the final approval by the providing institutions.





Thank You!