



Information and Communication Technology – for a better governance in Albania



Empowered lives.
Resilient nations.

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Resilient nations.*

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1

UNDP's role in the area of Information and Communication Technology in Albania

UNDP has developed over many years a close cooperation with the Government of Albania to support the country's transition to an Information Society through the development of Information and Communication Technology (ICT) and has provided a valuable support in this regard.

The support has included: specialized technical assistance in drafting two National ICT Strategies (in 2003 and 2008); the e-Schools initiative; establishment of the National Agency for Information Society (NAIS); design and construction of the Government Electronic Network (GovNet); the introduction of E-accounting in the Ministry of Finance; drafting of a set of key policy papers such as the Information Security Policy, Intranet and Internet, the Rights of Way (ROW); National Broadband Network and National Spatial Data Infrastructure etc..

Thanks to this successful contribution, the Government of Albania requested UNDP to continue its assistance in the ICT sector.

The Government's overall trust places UNDP in a strategic position to help strengthen capacities of the lead government institutions in the area of ICT, including the Ministry of Innovation and ICT and the National Agency for Information Society (NAIS), and support them to effectively coordinate various stakeholders and partners towards achieving results.

This is being materialized through UNDP Albania assistance in the following areas:

- High-level consultations to advocate for more strategic support for the development of ICT in Albania;
- Support for the Ministry of Innovation and ICT in improving the ICT infrastructure and e-services in Albania;
- Expansion of ICT use at the Local Level and improving the interface between Local and Central level;
- Forging cooperation and partnership among a large array of stakeholders such as private sector, academia, civil society in order to optimize their contribution in the area of ICT.



2

Overview of UNDP projects in the Information and Communication Technology area

2.1 Supporting the Government of Albania to Improve ICT Infrastructure and e-Services in Albania (2011 - 2013)

■ Objectives:

This project aims to provide direct support to the Ministry for Innovation and ICT and the line ministries, with the view to: better manage the national information society agenda; establish the national broadband network; enhance the availability and use of e-services by citizens. In addition, the project aims at supporting and improving ICT infrastructure and electronic services in order to enhance government's interaction with the citizens and businesses.

■ Results:

- Increased ICT sector effectiveness through deployment of e-services and system modernization;
- A transparent and accountable government, developing and implementing effective policies in ICT sector;
- Improved ICT infrastructure in Albania.

■ **Beneficiaries:** Ministry for Innovation and ICT, National Agency for Information Society, line Ministries and the Albanian society at large.

■ **Partnership:** This project is being implemented in close partnership with the Ministry for Innovation and ICT, the National Agency for Information Society and other line ministries.

2.2 e-Accounting (2006 - 2008)

■ Objectives:

This project aimed at providing: Technical Assistance for a Draft Public Accounting Law, Technical Assistance for Migration to International Public Sector Accounting Standards (IPSAS) and E-Accounting Pilot Project.

■ Results:

- Public Accounting Law produced;
- The Review of the Chart of Accounts (CoA) in compliance with IPSASs;
- Software Pilot Project for the implementation of the IPSASs for a Section of the Chart of Accounts.

■ **Beneficiaries:** Ministry of Finance, all line-ministries and government agencies and the Albanian public.

■ **Partnership:** This project was implemented in cooperation with the Ministry of Finance and Italian government.

2.3 e-Schools in Albania (2005 - 2009)

■ Objectives:

The project is aimed at providing primary and secondary schools in Albania with modern computer laboratories, equipped with high-speed and reliable internet connectivity. It also addresses the needs and capacity of teachers to use ICT through a number of practical training courses and developed ICT curricula.

■ Results:

- Modern computer laboratories with unified standards and a set number of computers for secondary and primary schools in Albania established;
- All schools connected to fast and reliable internet;
- Teachers of computer sciences and school administration trained in using computer laboratories for education purposes;
- ICT curricula for primary schools well developed;
- Revised and improved ICT curricula for secondary schools;
- Sustainable environment for computer labs operation and maintenance ensured;
- Communities' access and benefit from computer labs in schools ensured.

■ **Beneficiaries:** The main beneficiaries of the e-Schools project were the citizens of Albania: children, students, teachers, and local communities. The business community will benefit from a better educated labor market.

■ **Partnership:** The project was implemented in close partnership with the Ministry of Education and Sciences, Government of Italy, Government of China, World Bank, private sector companies and banks.

2.4 Technical Assistance and Capacity Building Support to the National Agency for Information Society (2008 - 2009)

■ Objectives:

The project aimed at offering assistance to the National Agency for Information Society (NAIS) in the overall enhancement of knowledge and skills of key staff, in order to benefit from the best European practices in the field of e-government, e-service delivery, consequently increasing public administration effectiveness.

■ Results:

- Established ICT organizational, policy and action planning and implementation, auditing and benchmarking in-line with EU relevant benchmarks;
- Standardized ICT curricula for Government technical staff and ICT architecture;
- Document management and digital archiving strategy and implementation;
- GovNet security and management;
- Trained staff on demand and public awareness activities.

■ **Beneficiaries:** National Agency for Information Society (NAIS), line ministries, central state institutions and the public administration.

■ **Partnership:** This project was implemented in partnership with the National Agency for Information Society, the European Union Delegation to Albania and the E-Governance Academy in Estonia.

2.5 Government Electronic Network (GovNet) (2004- 2009)

■ Objectives:

The GovNet project aimed at supporting the establishment of the Government Electronic Network for exchanging and utilization of the data at the central government level in Albania, as well as improving the quality of governance by expediting the exchange of a broader range of information within the government, while also increasing public access to information.

■ Results:

- GovNet established and functioning, including the central state institutions, main government agencies, the parliament, office of president, and pilot prefectures;
- Improved accessibility and communications among line Ministries through the establishment of an Intranet system and IP telephony system;
- Government e-service (E-mail) launched;
- Improved accessibility of information for local government and the general public;
- Trained staff in ICT.

■ **Beneficiaries:** State and government institutions and public administration.

■ **Partnership:** The project was implemented in partnership with Albanian government, European Union Delegation, USAID, and the World Bank.

2.6 Support to implementation of Free/Open Source Software (FOSS) Initiatives in the Government and Education Sector in Albania (2006)

■ Objectives:

This project aimed at enhancing the understanding of, and providing show-cases as to how FOSS can be beneficial to the Albanian government, education sector and IT industry, and contribute to the overall development situation in the country.

■ Results:

- Increased awareness and expertise in applying FOSS solutions as e-government tools at the central and local level;
- Improved competency and skills of key project stakeholders;
- Enhanced awareness, understanding and penetration of FOSS in the pilot academic institutions.

■ **Beneficiaries:** Albanian universities and academic institutions, Albanian government.

■ **Partnership:** This project was implemented in close partnership with the Albanian government and the academic institutions.

2.7 Support to formulation of the National strategy of ICT Strategy (2002 - 2003) and Support to formulation of the National strategy for Information Society (2007)

■ Objectives:

This project aimed at supporting the formulation and adoption of National Strategies for the development of IT and Information Society in Albania. These strategies have identified national priorities in the area of ICT and information society, and have adopted action plans for their implementation.

■ Results:

- National strategy of ICT Strategy approved in 2003;
- National Cross Cutting Strategy on Information Society approved in 2007.

■ **Beneficiaries:** Albanian government, local government, civil society, universities and business community.

■ **Partnership:** The project was implemented in partnership with Open Society Institute Albania, the Albanian government, UNDESA and GIPI/Internews.

3

Introducing ICT Applications at Local Level & Enhancing Citizens' Participation (2010-2012)

■ **Brief Description:** This project aims to provide direct support for increasing the capacities of local administrations in two municipalities of Albania, i.e. Elbasan and Kamez, to: ensure better delivery of their services; enhance the interaction between local governments and citizens increase involvement and participation of citizens in decision-making. This project has directly influenced the transformation of government institutions' operations through the introduction and use of innovative ICT.

■ **Beneficiaries:** The beneficiaries are the administrations and the citizens of the Municipalities of Elbasan and Kamez.

■ **Partnership:** The project is implemented in collaboration with Municipalities of Elbasan and Kamez, National Agency for Information Society.

The project has enabled the establishment of the following ICT tools in both municipalities:

A. Electronic Document Management System

The Electronic Document Management System has been successfully introduced in the municipalities of Elbasan and Kamez. With this new system, the Municipality staff can deliver in a more efficient way by performing some of the daily tasks through the IT system and computers. Many processes at the Municipality level can be carried out using this tool, such as the registry and handling of correspondence, archiving, citizens' requests and complaints,

communication with the citizens, etc. EDMS is a Web-based System and it can resolve the issues of citizens, as well as their requests and complaints in a more speedy, organized, and systemic way. EDMS can modernize and improve the services to citizens and the level of local governance, as it is actually taking place in the Municipalities of Elbasan and Kamez.

www.elbasani.gov.al/kerkese & www.kamez.gov.al/kerkese

B. E-Participation Portal

This portal was designed to address the E-participation concept, which will enable the citizens at the municipality level to participate in the consultation processes such as: budgeting, urban planning, service delivery, etc. In addition, it offers more information for the citizens, while representing another instrument to interact with them. It is a tool that can help increase the transparency to the citizens; Citizens in the respective municipalities have one more important alternative to get involved in processes that concern administration, policy-making, decision-making, through various functionalities of the Portal: polls, questionnaires, forums, e-voting, etc.

www.e-pjesemarrje.gov.al

C. E-Portals of Municipalities

The project has supported the development of E-portals for the municipalities of Elbasan and Kamez and the establishment of an E-participation tool. The portals are now 'citizen centric' designed, aiming at ensuring citizens information and interaction. The elements of Social Media such as Facebook and Twitter are incorporated in the portals.

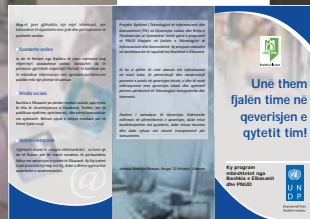
www.elbasani.gov.al & www.kamez.gov.al

www.e-pjesemarrje.gov.al/elbasani & www.e-pjesemarrje.gov.al/kamez

D. Public Information and Communication Campaign

A public information and communication campaign was implemented to inform the citizens of Kamez and Elbasan about ways that they can engage more directly in policy-making processes of their municipalities and using the new portal tools.

A number of public information and awareness raising activities targeting the citizens and high school students included: dissemination of information materials such as: posters, flyers, TV shows and presentations of E-participation tools to inform the citizens.



4

Government of Albania – United Nations Programme of Cooperation 2012-2016

This program has identified UN/UNDP's support to capacity development, reform of Public Administration, good governance, and ICT as important directions for Albania to succeed in the implementation of the National Strategy for Development and Integration. With regard to ICT, this assistance is being materialized in the following results of the Government of Albania – United Nations Programme of Cooperation 2012-2016:

Result 1. Public administration will be supported to enhance capacities, practices and systems for effective delivery of national development priorities and international obligations;

Result 2. Legal and technical foundation for reform, innovation and Information and Communications Technology, including infrastructure and e-services will be in place.

■ Indicators:

1. Availability of national broadband network;
2. Number of basic eservices for male and female citizens as well as businesses;
3. Availability of legislative and regulatory framework for Geographic Information System and "Rights of Way".

5

UNDP's future support for “Digital Albania”

The Government of Albania has moved to an advanced stage of ICT implementation across the country. However challenges lie ahead in the implementation of the Digital Agenda. UNDP Albania will remain a partner of the Government in the implementation of Albania Digital Agenda and will work to rally other partners around this cause.

