



Digital Albania

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Agenda

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Measuring the Information Society in Albania

■ ICT Development Index (IDI) – ITU

Indicators\Year	2002	2007	2008	2010	2002 – 2010
IDI	1.92 93 / 154	2.74 84 / 159	2.99 81 / 159	3.61 78 / 159	88 %

■ Price Baskets

Indicators as a % of GNI per capita.	Rank 2008	2008	Rank 2010	2010	Change
Price Basket	92 / 161	7.7	89 / 161	4.3	-44.2%
Fixed telephone sub-basket		1.3		1.9	+46.2%
Mobile cellular sub-basket		12.6		7.7	-63.6%
Fixed broadband sub-basket		9.2		3.2	-65.2%

Source. International Telecommunication Union (ITU)

ICT market in Albania – General Overview

- ❑ **Telecommunication market is fully liberalized.**

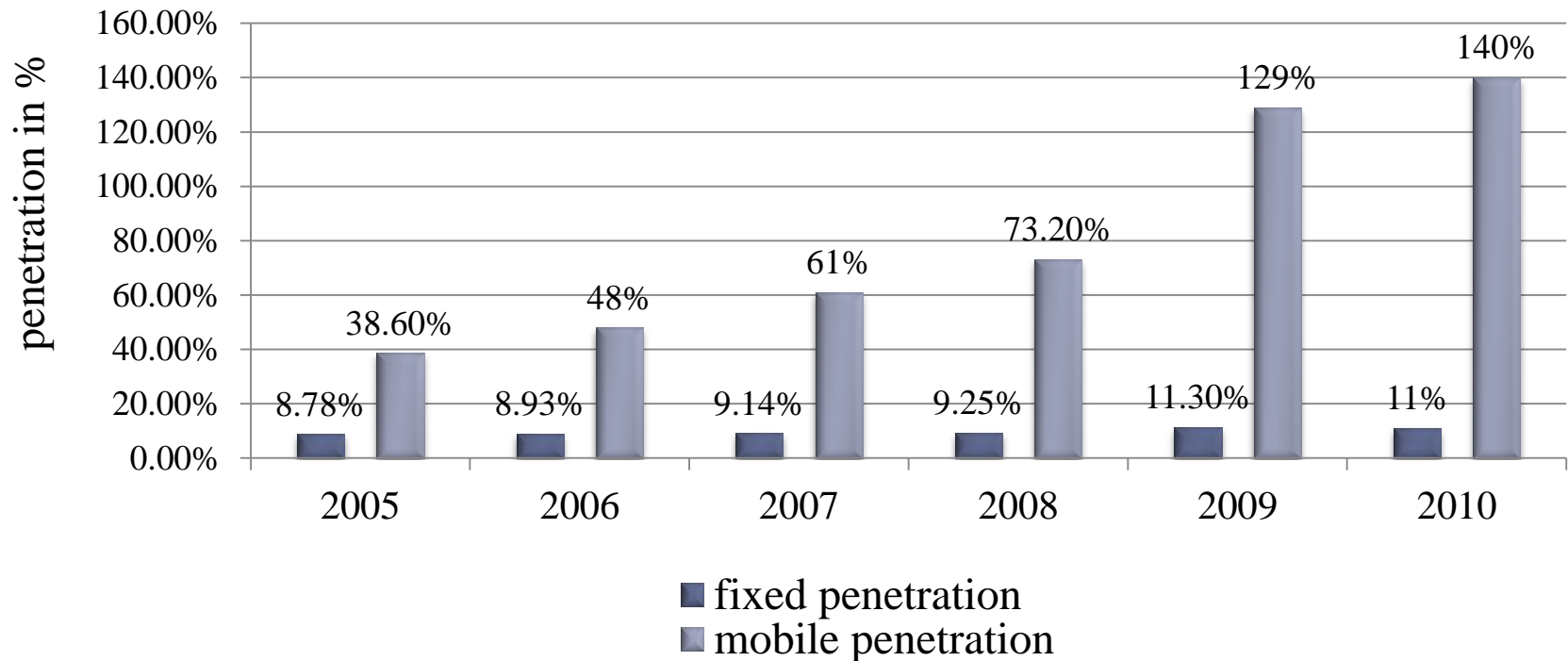
 - ❑ **State-owned telecommunications companies are privatized:**
 - August 2000 – AMC, State-owned mobile operator was privatized.
 - October 2007 – Albtelecom, State-owned incumbent operator was privatized.

 - ❑ **New law on electronic communications approved in 2008.**
- ❑ **Mobile telephony:**
 - The only country in the Balkan region with four mobile operators:
 - AMC, Vodafone Albania, Eagle Mobile and Plus Communicaton.
 - First 3G Individual Authorization issued in November 2010 to Vodafone Albania, and the second 3G Individual Authorization issued in September 2011 to AMC.

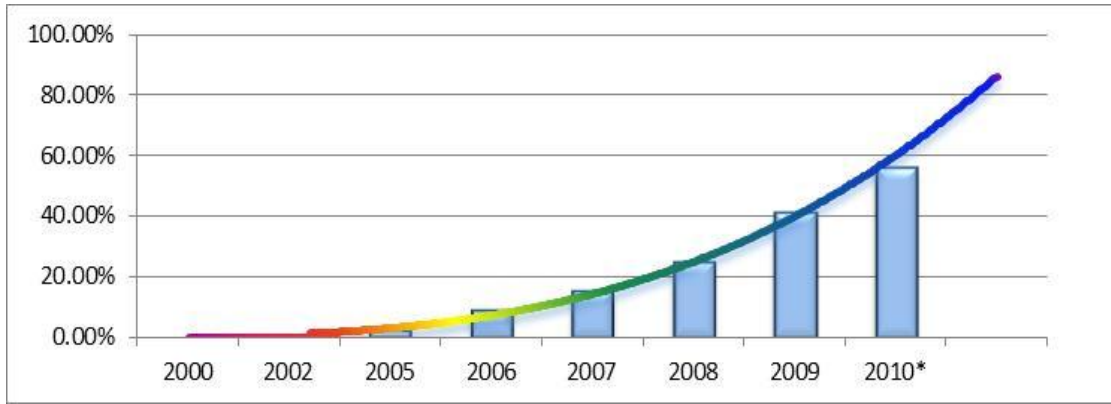
 - ❑ **Fixed telephony:**
 - Albtelecom – incumbent operator.
 - Approximately 80 alternative operators (regional or local).

 - ❑ **Internet Access:**
 - > 90 Internet Service Providers.
 - International Internet Bandwidth 20 Gbps.

ICT in Figures – Fixed and Mobile Telephony

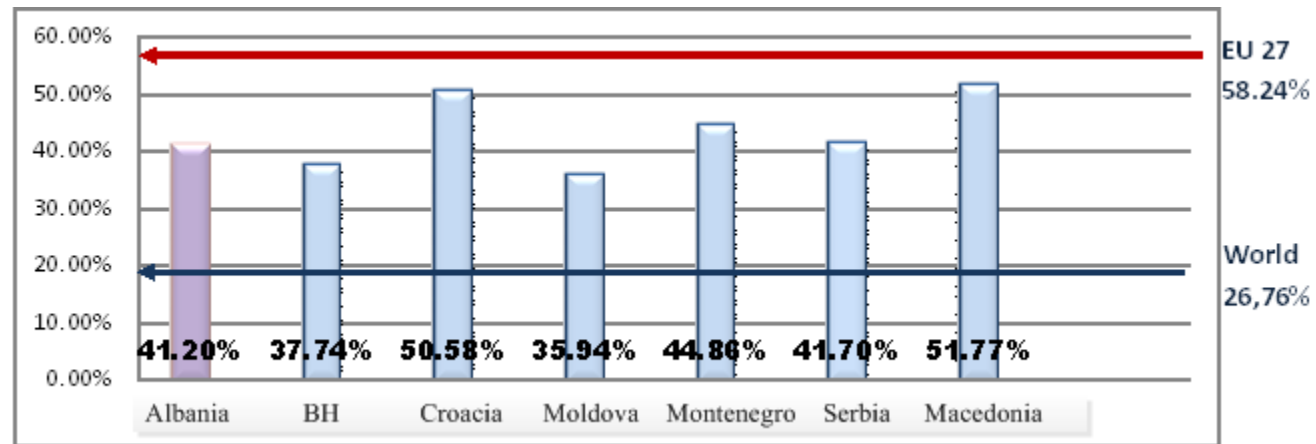


ICT in Figures – Internet Users



Today Internet penetration is calculated at round 50%:

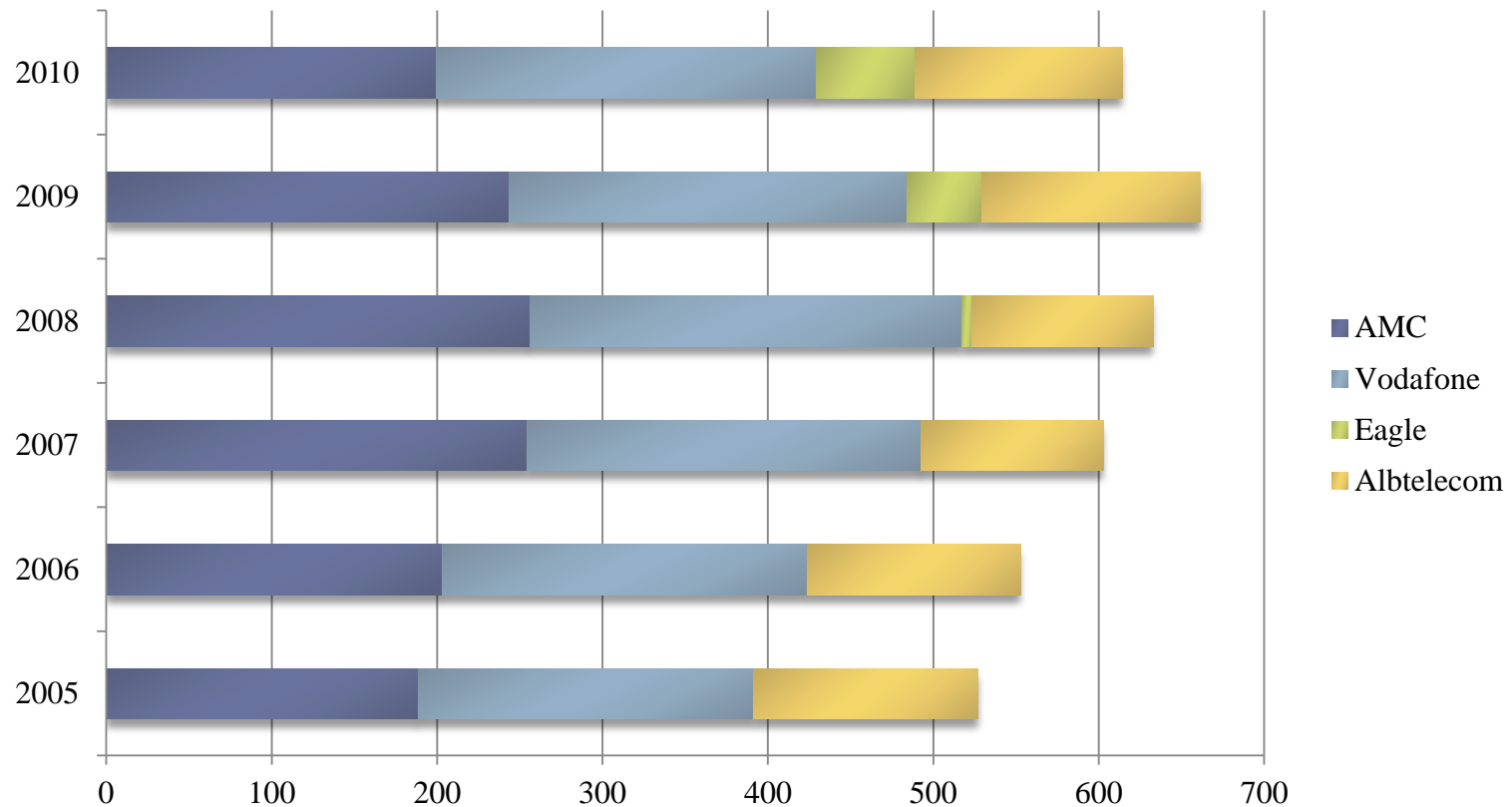
- 110K Fixed Broadband Connections, or 3,5 % Penetration Rate.
- 60% Mobile Connections



Source: International Telecommunication Union (ITU) 2009

ICT in Figures – Revenues of Telecom Sector

Incumbent and mobile operators revenues
(2005 – 2010 in Million USD)



“Albania in the Digital Age” Project

- ❑ “Albania in the Digital Age” projects started in 2005 as part of the electoral program of the Democratic Party.
- ❑ Today, Digital Albania is not slogan anymore, but a reality. For this reason the Government, has decided to use the ITC in all the administrative institutions not only for the internal day to day work, but mainly in offering direct online services to the citizens and businesses.

Government Program 2009-2013

- ❑ Based on the GoA Program and IS Strategy the Government is focused on:

“Development of the environment of e-services that are user-centred, scalable, easy integrated with other services, easy accessible, comprehensive, easy to understand in terms of language and structure from all members of the intended target groups, safe, confidential and in no way harms the privacy of either parties”.

- ❑ with the objective to:

“build an e-Government Infrastructure possible to integrate all existing information systems into a single logical environment fully interoperable at national and international level”.

Legal and Institutional Reforms

Legal Reform:

- 2000 – Old Law 8618 on «Telecommunications» based on the 1995-1998 EU Regulatory Framework.
- 2008 - New Law 9918 on «Electronic Communications» based on the 2000-2003 EU Regulatory Framework.
 - Market entry is based on general authorization regime.
 - Individual authorization is required for networks based on usage of frequencies.
- 2011 – Expected amendmends on Law 9918 will reflect the new 2009 EU Regulatory Framework.

Legal and Institutional Reforms contd.

Institutional Reform:

- Minister for Innovation and ICT – Policy-maker on electronic communications and postal services. (<http://www.mitik.gov.al>)
- National Agency on Information Society (NAIS) – Technical body for state information systems. (<http://www.akshi.gov.al>)
- National Authority on Electronic Signature (AKCE). (<http://www.akce.gov.al>)
- Agency on Research and Innovation Technology (ARTI). (<http://www.akti.gov.al>)
- Electronic and Postal Communication Authority (AKEP) – Independent regulatory body on electronic communication and postal services. (<http://www.akep.al>)
- National Council on Radio Television (KKRT) – Independent regulatory which regulates the activity of the public and private radio and television. (<http://www.kkrt.gov.al>)
- ALCIRT - Albanian Computer Incident Resposne Team. (*Recently Planned*)



Cross-Cutting Strategy on Information Society 2009-2013

NAIS, based on the Albanian National Strategy for Social and Economic Development, prepared the Cross Cutting Strategy on Information Society, which includes an Action Plan for the development of the ICT in Albania.

- ❑ The Strategy is approved by Government of Albania on January 2009.
- ❑ Main objectives of the Strategy are:
 - Development and Improvement of Information Society's Infrastructure;
 - Improvement and Completion of Legislation relevant to IS;
 - Encouragement and Support for the development of the IS;
 - Encouragement and support for the development of the ICT private sector;
 - Increase the level of knowledge and information in relation to the information Society and coordinate joint action among State and citizens.
- ❑ The strategy is based on e-Europe Action Plan. EU i2010.

Regulatory Measures

AKEP has taken several decisions to foster competition and reduce prices in the telecom market:

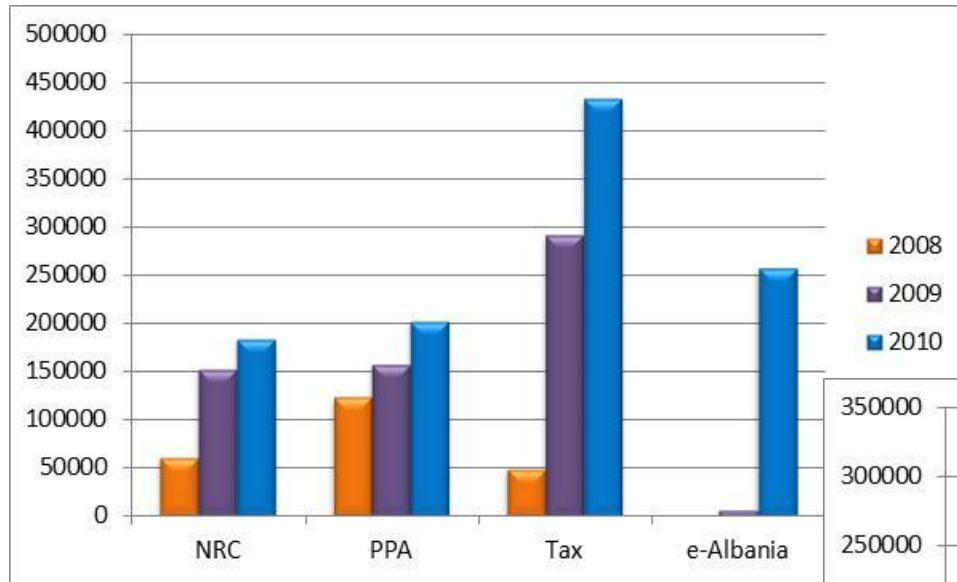
- ❑ Tariff rebalancing on wholesale call termination on individual mobile networks based on BU-LRAIC model.
- ❑ Tariff rebalancing on wholesale SMS termination on individual mobile networks based on BU-LRAIC model.
- ❑ Local Loop Unbundling (LLU).
- ❑ Leased Lines.
- ❑ Number Portability Service.

Main ICT developments in Albania

Information society and ICT development has been one of the main priorities of Albanian Government:

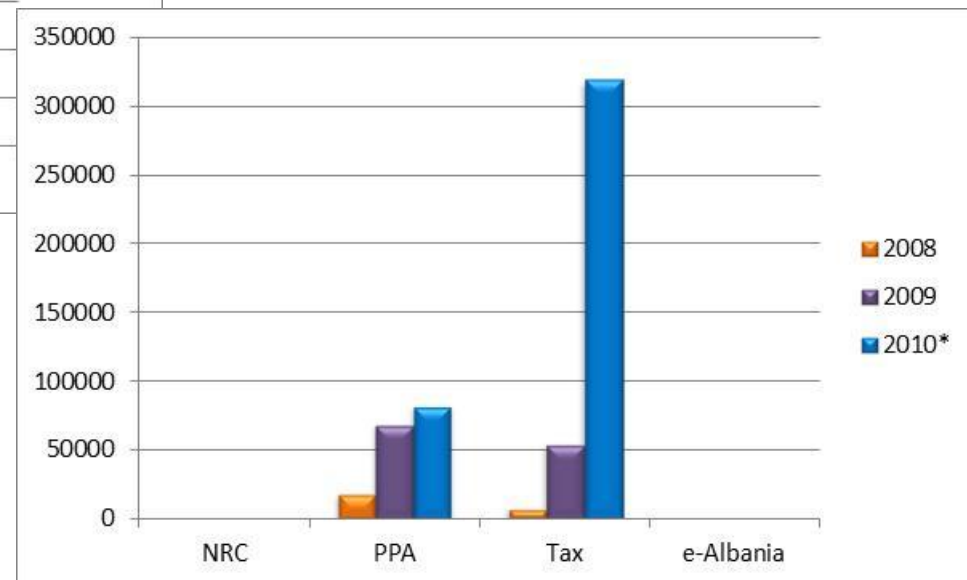
- Master plan for e-schools approved on 2005. All 2000 Public schools are equipped with PC laboratories (27014 PC+Laptops) and connected with broadband Internet connections. ICT curricula are also adopted;
- National Civil register was digitalized and biometric documents issued in 2008;
- All public procurements are realized with electronic means since 2009;
- Electronic taxes services are offered since 2008;
- Business registration is offered based on “one stop shop” principle since 2007;
- All 510 Post Offices offer free broadband Internet access throughout Albania;
- National Center of Licensing is offering services based on “one stop shop” principle since June 2009;
- E- Customs;
- E-Cabinet;
- E-government services are offered at least in first and second level.

e-Government Service Usage

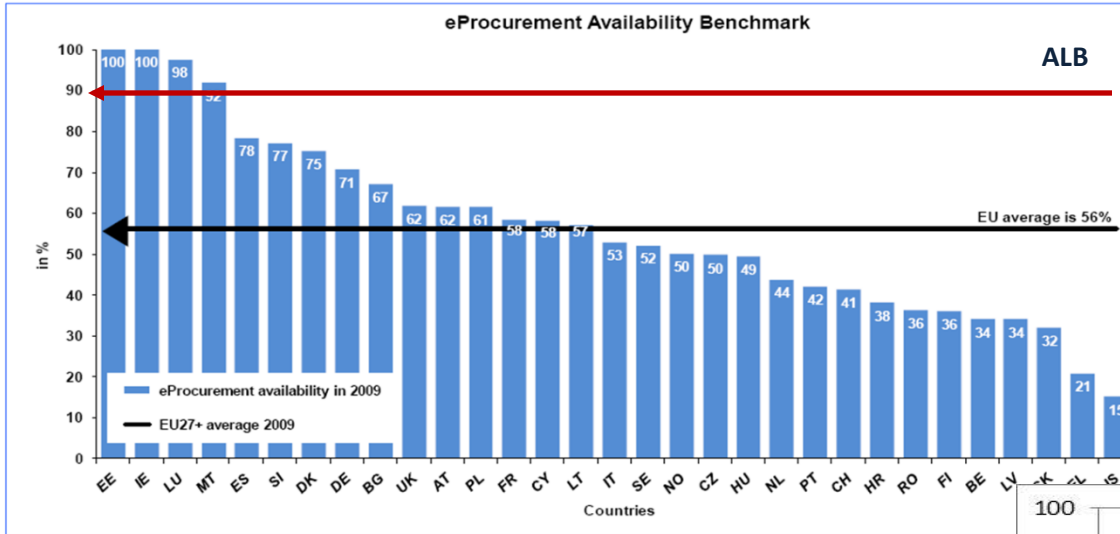


Data on Level 1-2 usage of the systems

Data on Level 3 usage of the systems



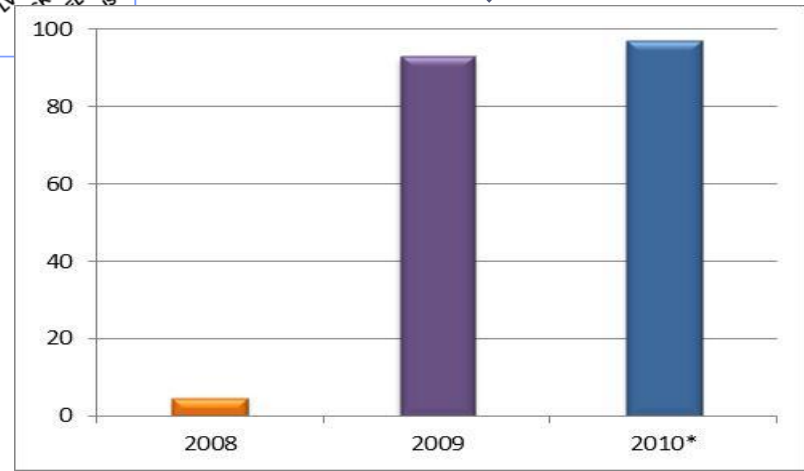
e-Procurement Service Usage



The e-procurement platform was introduced in 2008, and within that year it was procured 2% of GDP.

Starting from 01.01.2009 all the public funds are procured using this platform.

This is a new benchmark that has start in 2009 for the first time in EU



2nd Place UN award for the e-Procurement System

United Nations  Nations Unies

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DPADM/10/972

7 May 2010

Dear Ms. Cankja,

I am pleased to congratulate your organization on winning the 2010 United Nations Public Service Award in the category of "Improving transparency, accountability and responsiveness in the Public Service" for the "Public Procurement Agency", as a second-place winner. Your institution's outstanding achievement has demonstrated excellence in serving the public interest and I am sure it has made a significant contribution to the improvement of public administration in your country. It will be an inspiration and encouragement for others working for the public service.

Yours sincerely,



Haiyan Qian
Director



Ongoing ICT projects ...

I

- Establishment of national broadband network- REKAB in the process; drafting a policy paper for broadband development..

II

- Issuing new 3G authorizations;

III

- Implementation & Development of services with a high impact, increase level of sophistication of e-gov services;

IV

- Development of GovNET, establishment of Interoperability layer, establishment of data centre;

V

- Approve the Digital switchover strategy.



Thank you for your attention

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