REPUBLIKA E SHQIPËRISË

KËSHILLI I MINISTRAVE

MINISTRI PËR INOVACIONIN DHE ADMINISTRATËN PUBLIKE

INFOFEST
ITU REGIONAL DEVELOPMENT FORUM FOR EUROPE
ICT-s FOR SUSTAINABLE DEVELOPMENT

27-28 SEPTEMBER 2016

BUDVA, MONTENEGRO

Entrepreneurship, youth and Innovation Albanian experience

❖ Digital Agenda and innovation

  ➢ Main developments in Albania

❖ Legal regulatory framework on innovation

  ➢ SMEs, Innovation and start up Fund, ERP for innovation

❖ ICT innovation ecosystem – Case Study

  ➢ Lessons learned and recommendations

ALBANIAN DIGITAL AGENDA

2015 - 2020

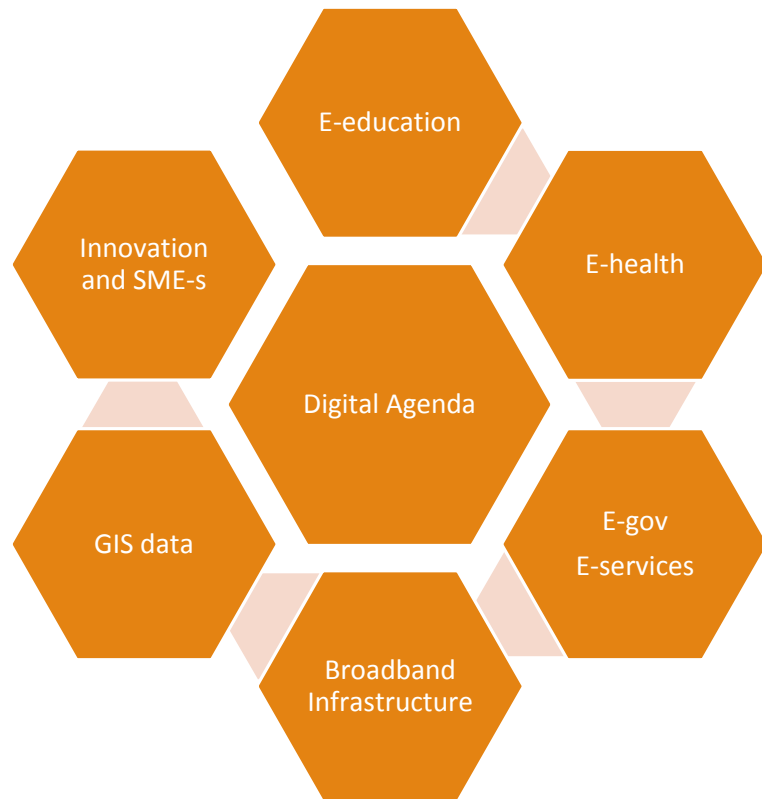MAIN DEVELOPMENTS

Approved on 1 April 2016

Vision

"A society based in knowledge and information, through the consolidation of digital infrastructure in the whole territory of the Republic of Albania; improvement of the quality of online public services and increase of governance transparency".

Priorities

➢ the improvement of national infrastructure of information and communication technology;

➢ the development of electronic governance and

➢ the establishment of a multi-purpose Cadaster.

Digital Agenda and innovation

E-education

Innovation and SME-s

E-health

Digital Agenda

GIS data

E-gov E-services

Broadband Infrastructure

The Digital Agenda Strategy, includes different directions to follow:

- Innovation support for businesses by stimulating the human capacity growth in the auditing of technology in general and specifically, for the ICT;

- Establishment of incubators for ICT;

- Cluster support for ICT businesses, pursuant to Pillar 52 of the European Digital Agenda 2020, for the increase of the value chain for ICT products and services;

- A better utilization of the Information and Communication Technology (ICT) in order to assist future business development;

- Strengthening and supporting start-up businesses in relation to the digital and online services, as well as offering alternative of financial support, such as the innovation scheme ICT voucher.

Population: 2,886,026

Average age of population: **34.7 years**

Fiber optic infrastructure:
5000 km

International Internet
bandwidth: **77 100 Mbit/s**

Households with fixed
broadband internet:**33%**

Facebook users:**42.6 %**
of population

Internet users:
60.1%

Mobile phone
users: **117.5 %**

Mobile Broadband
users: **49%**

Main figures on ICT usage in Albania

Sources:
INSTAT - Institute of Statistics of Albania
AKEP - Authority of Electronic and Postal Communication
ITU - International Communication Union

INNOVATION - E-COMMERCE & E-BANKING

e-Commerce in Albania

During **2015** online buyers reached to **703 050** compared to **480 510** online buyers during **2014**

Number of postal parcels increased **4 times during 2013 - 2015**

Payment Methods

1.404.052 transactions of Home banking in **2015**

12.39% increased of Home banking transactions in **2015**

71.89% increased of Home banking value

66,54% of home banking is Internet banking

86.75% of total transactions in Internet Banking from individuals

207.206 transactions through M-Payment during **2015**

INNOVATION IN PUBLIC SERVICE DELIVERY

One Stop Shop

The Agency for Delivery of Integrated Services (ADISA) was created on October 2014 to improve public service delivery based on "customer care" principles.

Good Governance
Building an innovative citizen centric service delivery model

Front Office/
Back Office

Online

Business Process Re-engineering — Digitization & Automation — Standartization of procedures → **CITIZEN CUSTOMER CARE**

Achievements:
- Integrated all public services in a national catalogue
- Classification/coding of **1400 services** for **134 central public institutions**
- Standardization of the application forms and grouping according categories
- Standards definition for the public services Front Offices
- Simplify the process of the Public Services Delivery (re-engineering)

ADISA reduces the administrative barriers for citizens, increases efficiency, transparency, quality of services and offers services through multiple channels

ADISA aims to provide public services through different channels of communication

- Front office - back office separation
- Integrated service Centers (one - stop - shops)
- Call centers
- Online platforms

Digital economy and innovation through ICT supported from legal and regulatory framework:

- E-communication law
- E-commerce
- E-signature
- Data protection
- E-document
- E-ID and trust services
- E-procurement
- E-taxes
- Open data policy
- GIS data according to INSPIRE Directive
- Etc.

DIGITAL ECONOMY

We are working to build a digital economy to be integrated to the **EU Digital Single Market**

e-commerce	e-health	e-trust
e-business	e-Gov	e-education
e-custom	e-taxes	e-licenses

e-business
e-procurement
e-tax
e-custom
e-license
Geoportal
e-learning
e- health card
e-albania updated
e-pharmacy
e-medicine
e- permissions
HRMIS

TRANSFORMATION OF EDUCATION

We are creating a new education system in Albania by introducing ICT into education process to improve the quality of education, develop digital skills and reduce digital divide of our students and create a culture of innovation and efficient use of information technology

- Implement digital strategy at educational level and use of ICT in teaching-learning process
- Use digital media to expand educational opportunities
- Improve educational management through ICT usage
- Improve digital culture through **e-learning** and usage of digital libraries

We ran the first phase of education system digitalization by **implementing 120 high schools digital classes**
Implement **e-learning** system (SITOS)
Implement pre-university management system **SOKRATES**

TRANSFORMATION OF **EDUCATION**

120 digital laboratories implemented

60 high public schools beneficiary

2,5 million euro invested for digital laboratories in 2015

30 new digital laboratories to be implemented within **2016**

4800 Tablets distributed during 2015

450 tablets with specific software **for children** with special needs

400 teachers trained on digital content

SOCRATES management system in education implemented in all public schools

3000 users of SOCRATES management system trained

Source:
Ministry of Education and Sports

MODERNIZATION OF HEALTH SYSTEM

We are working to implement tools for all citizens:

- Consolidate a national health information system
- Manage and monitor patients health records
- Fight corruption in health system through implementation of ICT systems at hospitals, digitalization of medicine distribution system etc
- Improve the use of tele-health and telemedicine

903,242
e-HEALTH CARDS
ISSUED TILL APRIL 2016

1,561
PHYSICIANS HAVE ACCESS
IN DIGITALIZED SYSTEM OF
e-HEALTH CARDS

18,048
e-HEALTH CARDS ISSUED FROM
e-albania.al PORTAL

e-pharmacy introduced on 2015

122
MEDICAL STORES
DIGITALIZED CONNECTED

1,267
PHARMACIES
DIGITALIZED

410,769
e-PRESCRIPTIONS

Source:
Ministry of Health

E-government Interoperability of systems and services

ealbania. **The Unique Government Portal**

Connected ICT Systems and Services

Interoperability framework
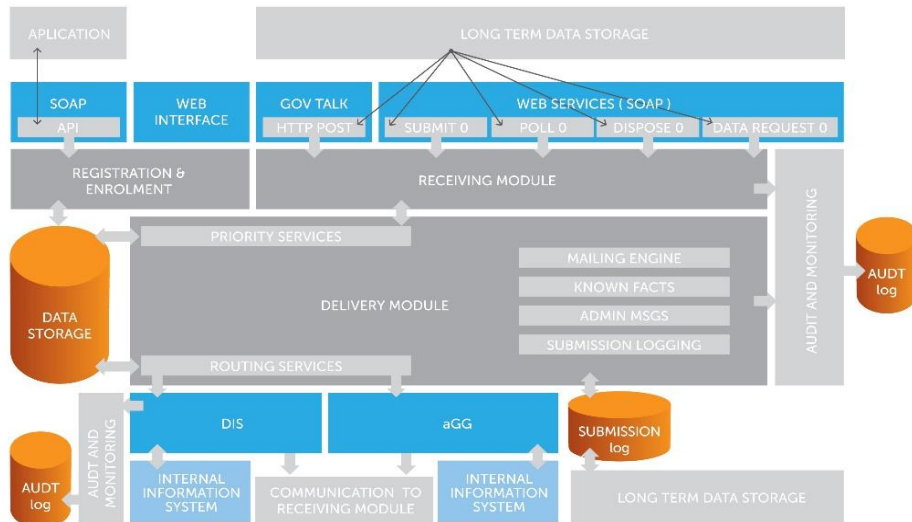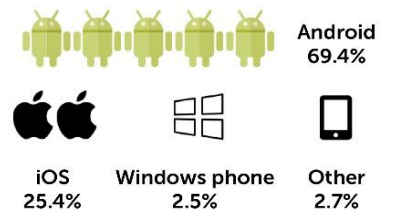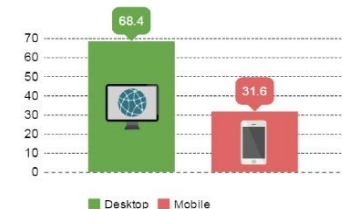

- **37 Institutions** are connected in the interoperability government platform
- **230 institutions** connected in **GovNET**-fibre network
- **226 421 users** for **e-albania portal**
- **274 electronic services** online application and answer
- **5.1 million clicks** on all pages of the portal in one year
- Number of transactions in interoperability government platform **increased 18 times during 2013-2015**
- **90 Institutions** provide **e-services** in level **1-4** through **e-albania.al** portal

e-albania access
deskstop vs **mobile**

iOS 25.4%	Android 69.4%
Windows phone 2.5%	Other 2.7%

Source:
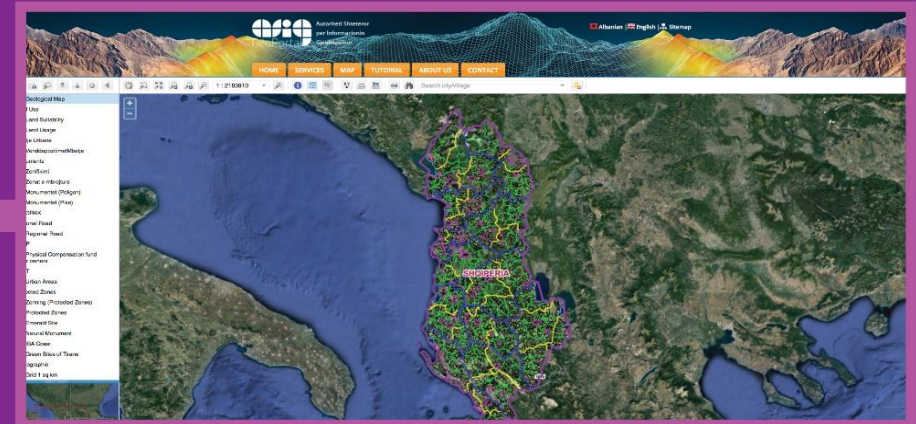National Agency on Information Society of Albania

Digital transformation of public human resources

- **Online applications** to enter in the Civil Service live from **2014**

- **32300 online applications** in 2 years

- **7,000 records** in Human Resources System (HRMIS)

NATIONAL GEOPORTAL

46 online
services on geospatial data

Open access
Free for everybody

2,402
cadastral areas

2.2 million
of published ownership plots

745,197
buildings

147,776
labeled roads

Entrepreneurship, youth and Innovation

Allocation of appropriate level of resources in the coming years through state budget:

❖The Competitiveness Fund: the main objective is attracting foreign investment, increase the competitiveness of the Albanian economy through the support for small and medium sized enterprises, as well as innovation.

❖The Innovation Fund serves to micro, small and medium enterprises. The fund assists firms in the form of subsidies for experts to audit their needs for innovation and technology as well as for enterprises to identify technology providers and partners in other countries

❖The Voucher Scheme aiming _to provide assistance to SMEs (manufacturing, agro processing, software design and production) for know-how and technology transfer, development of new products, marketing._

❖_Start up fund aim to boost the development and the implementation of star up ideas by young Albanian entrepreneur._

Economic Reform Program 2016- 2020 / focus on the implementation of the Digital Agenda Strategy:

◦ _with a particular focus on ICT, and enhancement of the institutional capacities for research and innovation._

◦ _Approval of the action plan "Policy framework for innovation 2016-2020";_

◦ _Implementation of the "Innovation HUB" project;_

Innovation hub opened on 17 May 2016
- ❖ First public innovation center aiming to become a regional exchange center on ICT;
- ❖ It offers 900 square meters providing working space and tools for 150 young people;
- ❖ Stimulate partnership development and growth of entrepreneurial activity of start ups and SME-s in ICT.

ICT Centric Innovation Ecosystem
Case Study of ALBANIA

Prepared by ITU; UNIDO, UNCTAD.

Albania ICT Centric Country Review
April 5th 2016, Tirana

Case study project started on December 2015

- 6 group of stakeholders;
- 46 interviews;
- 3 Workshops;
- Tirana Manifest (2 February 2016)
- Presentation of executive summary during Innovation Week on 17 May 2016.

46 Institutions surveyed from 6 stakeholder groups

ADISA/ISDA	BKT Bank	Marlin Barletti University	Science Academy
AIDA	Easypay	Minister of State for Innovation and Public Administration	Startupgrind.al
AITA	European University of Tirana	Microsoft	Start-up live
AKCE	findit.al	NAIS	Talent Garden
AKEP	Garazh	Network of Albanian Academics	Telekom Albania
AKTI	General Directorate of Patents and Marks	Open labs	Tetra solutions
ALBtelecom	Geospatial information office	OSFA SOROS	University of Polis
ALCIRT	ICTS Media	PLUS Communication	University of New York Tirana
American Chamber of Commerce	ikub.info	PROTIK	Science Academy
ASIG	INSTAT	Raiffeissen	Startupgrind.al
Bank of Albania	Intesa San Paolo bank	RRASH ISSET	-Ministry of Economic Development, Tourism, Trade and Entrepreneurship, - - - Ministry of Agriculture

❖Multi-stakeholder Consultation within the Framework of the National Review on the ICT Centric Innovation Ecosystem; **TIRANA MANIFESTO**- 2 February 2016;
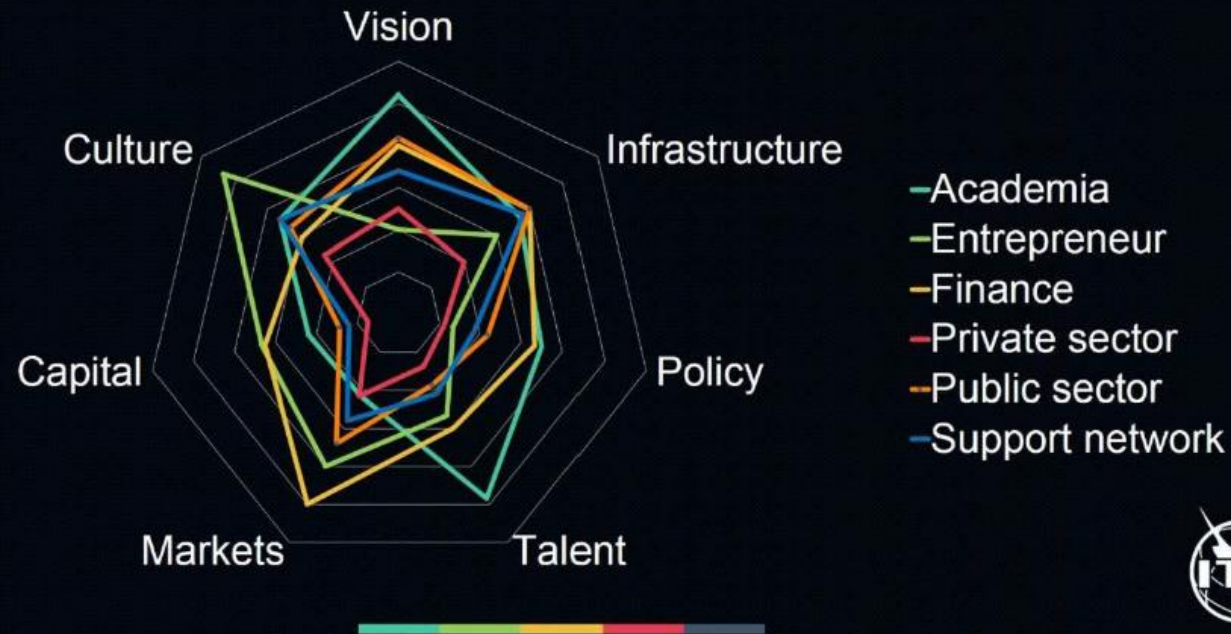
❖*Interactive Workshop: Interim Review of Initial Findings of the National Review on ICT Centric Innovation Ecosystem - 5 April 2016:*

❖ Presentation of executive summary during *Innovation Week (17-24 May)*

Case Study on Innovation – methodology based on Generic Questionnaire and 46 interviews.

Case study - Recommendations

1. ICT as a Strategic Sector - *Enablement of ICT as a true strategic sector fostering growth, inclusion and jobs;*

***2.**Ecosystem Mapping -* *Strengthen Key stakeholders ability to connect to resources, to engage in collaborative transformation, and creates services for needs across the country;*

3. Collaborative Human Capacity Building - *Reduce Skills mismatch that exist between talents coming out of formal educational and vocational schools to enable skills for the 21st century (fostering lifelong learning objectives);*

4. Improving the Deal Flow - *Creating critical mass in the innovation ecosystem funnel to create measurable impact; - Development of entrepreneurial support to foster innovation in Albania;*

Case study – Recommendations (2)

5.Internationalization and exits - *Internationalization as a strategy to growth; Access to international support and exit opportunities for Albanian entrepreneurs;*

6. Collaborative clusters - *Development of ICT Clusters to foster digital dividends (growth, jobs and new services) to reach society inclusively;*

7.Implementation framework - *Development of public-private bridging institution.*

Case study – follow up

The government will pursue its facilitating and promoting role for the innovation in the ICT ecosystem.

We are currently:

❖Reviewing the National Action Plan of the Digital Agenda Strategy 2015-2020;

❖Economic Reform Program (Innovation fund, Start up fund, Voucher scheme, *Competitiveness Fund).*

Thank you!

www.inovacioni.gov.al
e-mail: info@inovacioni.gov.al