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Policy Dialogue on Aligning Priorities in the Western Balkans

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Sarajevo, Bosnia and Herzegovina
13 September 2023



Pathways: Digital • Green • Health • Vision 2030



POLICY ANSWERS is funded by the European Commission through the Horizon Europe project "R&I policy making, implementation and support in the Western Balkans", Grant Agreement N° 10105887.

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High-Speed Internet Access: Paving the Way for Digital Transformation

Lulëzon Jagxhiu

CTO / Advisor to the Prime Minister on Information Technology
Office of the Prime Minister of the Republic of Kosovo



Agenda

- Connectivity
- National Digital Agenda
- Digital Government
- ICT Industry and Innovation Ecosystem

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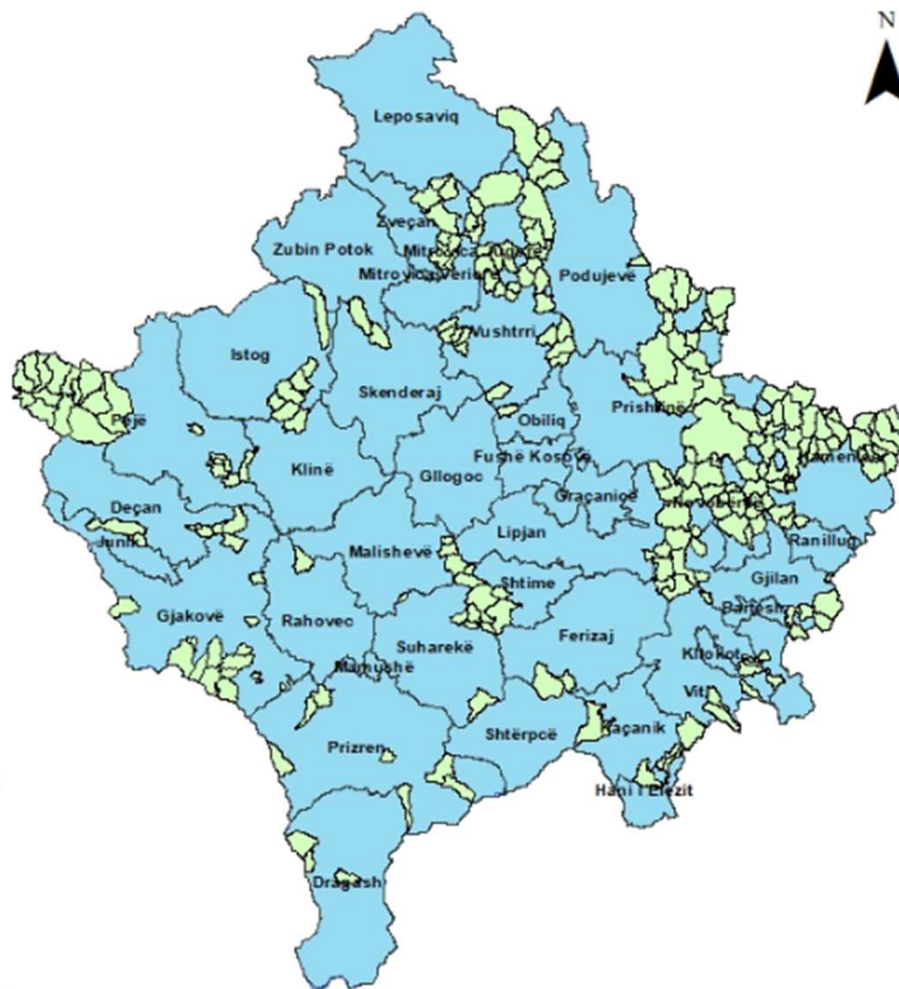
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Broadband Coverage in Kosovo - 2018

- 403 white areas without Internet access
- No National Research and Education Network (NREN)



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Kosova Digital Economy Project (KODE)

- 20.7 M Euro World Bank Loan
- Components
 - **Increasing access to high-speed broadband internet for unconnected or underserved settlements**
 - Implementing the National Spectrum Monitoring System (NSMS)
 - Providing IT training for young people
 - **Setting up the Kosova Research and Education Network (KREN)**

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Connecting Villages to Internet

- Matching grants
- 4 M Euro from the government
- Attracted 10 M Euro investment from the private sector
- 20 ISPs awarded grants

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Broadband Coverage in Kosovo - 2023

- The project provided broadband Internet to:
 - 201 villages
 - 105 schools
 - 43 health facilities
- **Today, all villages are connected to Internet**



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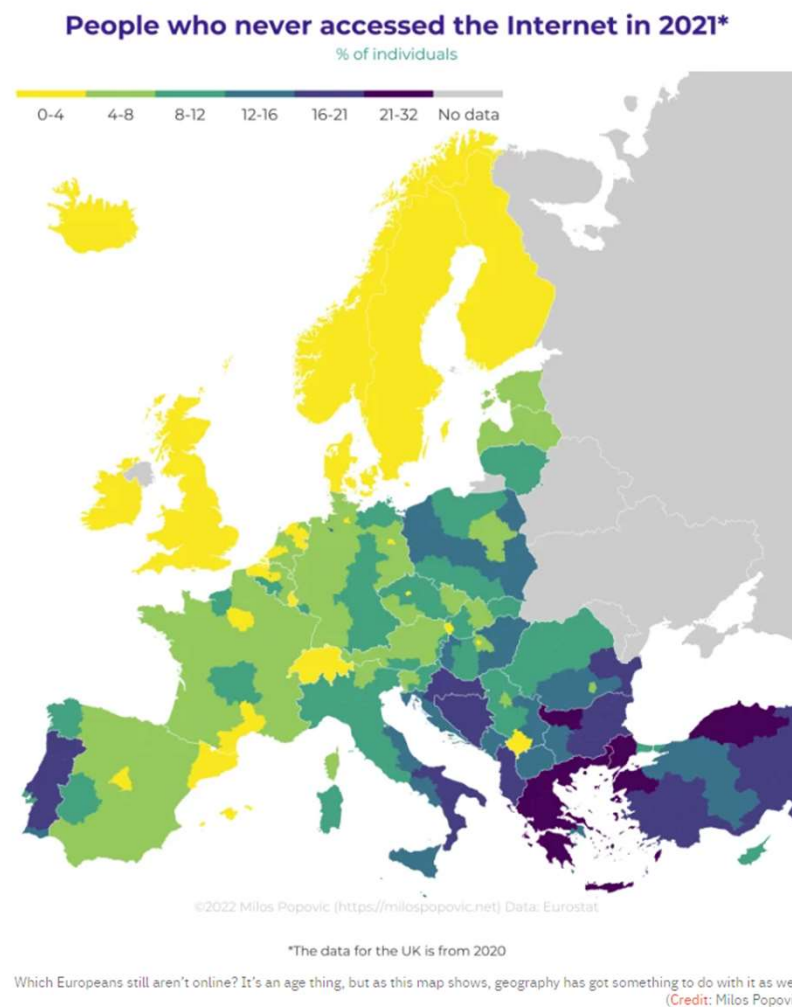
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People who Never Accessed Internet

- 2021 data from Eurostat



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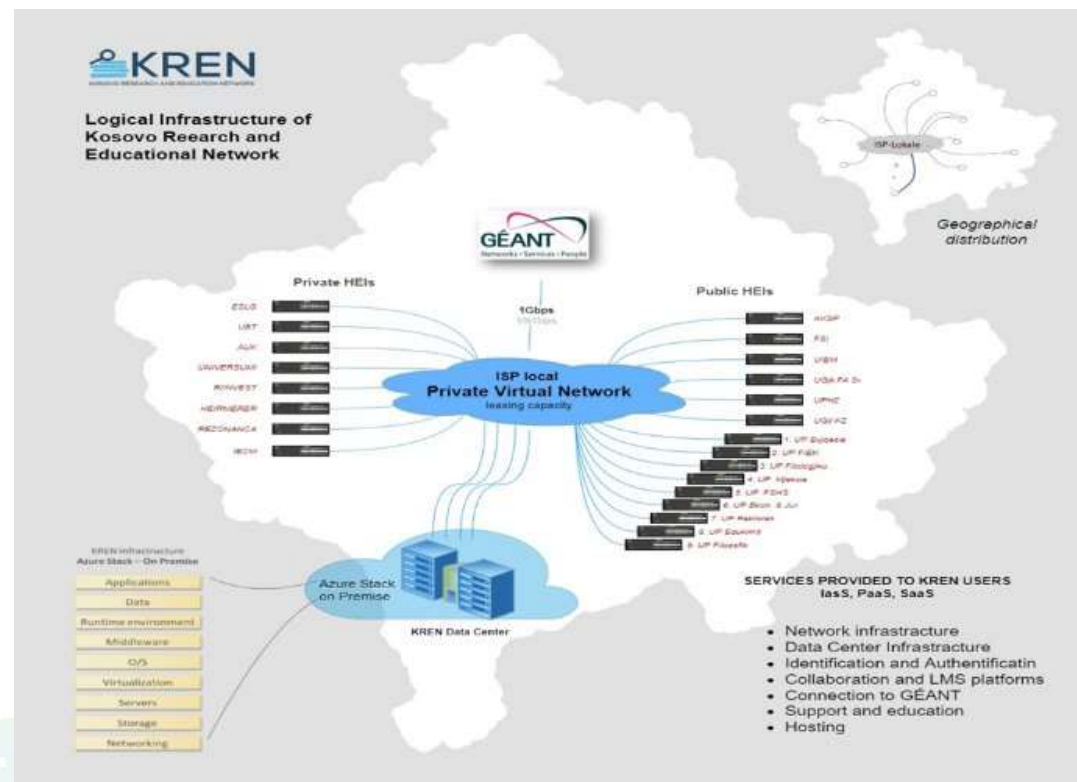
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Kosova Research and Education Network (KREN)

- Connecting 16 public and private universities
- Part of GÉANT
- Data center
- Azure services
- 3D printing lab
- Plan to connect schools as well



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Strategic Framework for Digitalization



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Digital Agenda Pillars

- Advanced and modern digital infrastructure
- Digital transformation of businesses
- Digitalization of public services
- Digital skilled population and innovative R&D ecosystem
- Sustainable cybersecurity ecosystem



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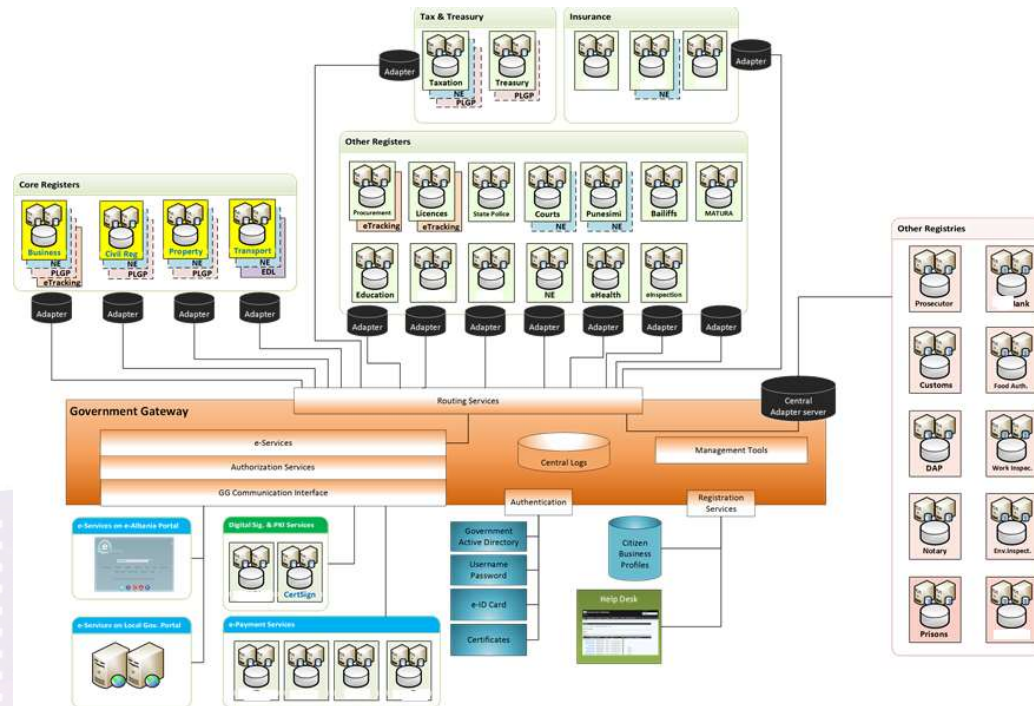
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Digital Government Pillars

GOVERNMENT GATEWAY



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Digital Government Pillars

E-KOSOVA

The screenshot shows the E-KOSOVA website interface. At the top, there is a yellow navigation bar with links for Help, FAQ, Links, and Webmail on the left, and Language (Shq, Eng, Srb) on the right. Below this is the E-KOSOVA logo and a navigation menu with Home, Services, and Informations. A search bar and a 'Watch video guides' button are also present. The main heading reads 'Welcome to the electronic services platform'. Below this, a paragraph states: 'eKosova is a state portal where public services that are found in offices and physical wickets of institutions are offered in an electronic way.' There are 'Register' and 'Login' buttons. A row of six colored boxes displays service usage statistics: Registered users (777K), Taxes services used (1.65M), Health services used (2.36M), Police services used (757K), Family services used (467K), and Civil status services used (344K). On the right side, there are buttons for Assistance and Help.

Service Category	Usage
Registered users	777K
Taxes services used	1.65M
Health services used	2.36M
Police services used	757K
Family services used	467K
Civil status services used	344K

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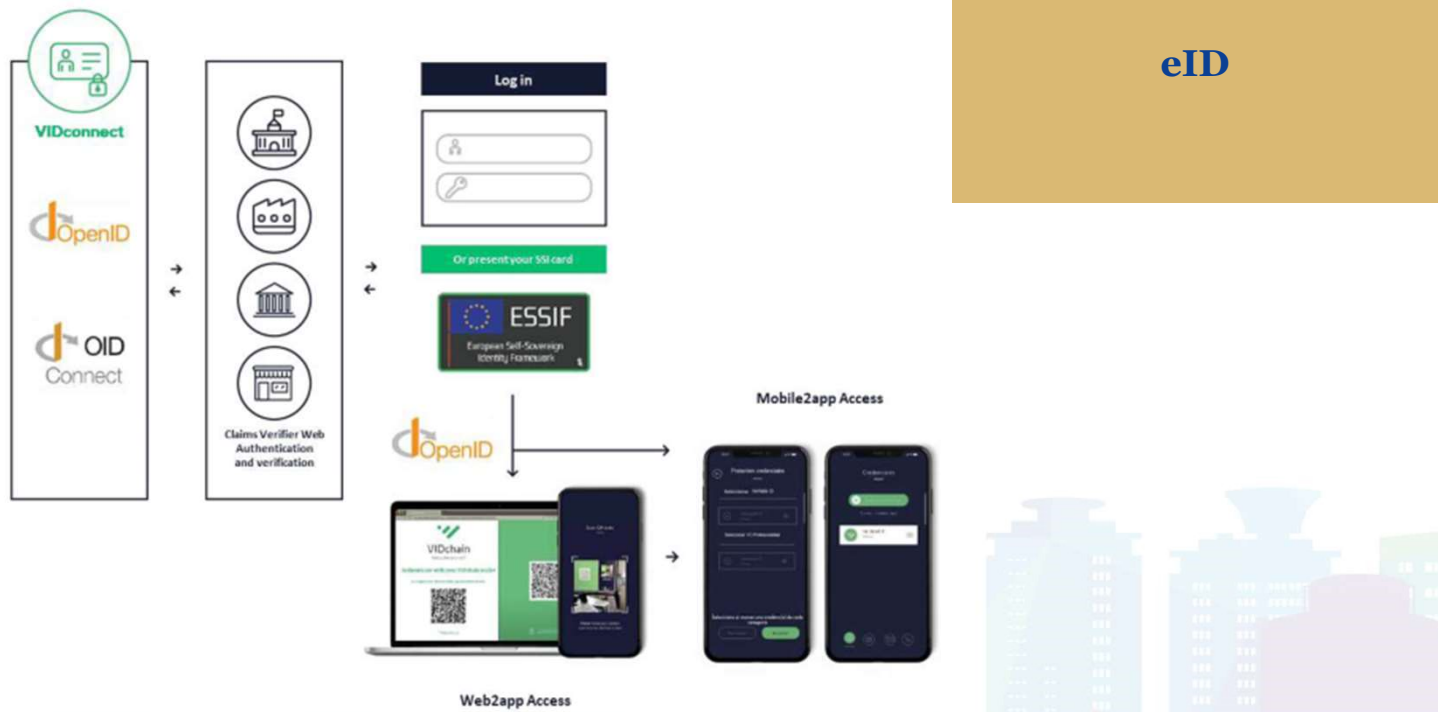
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Digital Government Pillars



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Digital Government Pillars

GOVERNMENT DIGITAL INFRASTRUCTURE




VS






 Publically Shared
Virtualised Resources


 Privately Shared
Virtualised Resources


Supports multiple
customers 

Cluster of dedicated
customers 

 Supports connectivity
over the internet

 Connectivity over
internet, fibre and private network 

Suited for less
confidential information 

Suited for secured
confidential information
& core systems 

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- **ICT Industry and Innovation Ecosystem**

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ICT Industry

1500+

companies

85%

of companies export services

114%

Increase in export of ICT services

#1

in WB IT competitiveness index
(Tech Emerging Europe Advocates)

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Innovation Ecosystem


470
STARTUPS
450+ product developed


+3100
JOBS
Our startups have created new jobs in the tech industry.


+5,500
TRAINEES
With 80% in ICT and 20% in Business, respectively.


530
EVENTS
With more than 80,000 attendees in various local & international activities.

Innovation Center Kosova (ICK)



Innovation and Training Park (ITP)



Digital Technology Park (DTP)

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THANK YOU!



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