

# From Vision to Delivery: Advancing Green Growth



**KGID**  
**2026**  
SEJONG

## **BOOSTING INNOVATION FOR KOSOVA DIGITAL TRANSFORMATION**

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# STRATEGIC FRAMEWORK FOR DIGITALIZATION

## NATIONAL DEVELOPMENT STRATEGY

Sustainable Economic  
Development

Equitable Human  
Development

Security and Rule of  
Law

Good  
Governance

## DIGITAL AGENDA

Public  
Administration  
Reform Strategy

e-Government  
Strategy

e-Health  
Strategy

Education Strategy  
Digitalization Pillar

National ICT  
Strategy

Cyber Security  
Strategy

Administrative  
Burden Prevention  
and Reduction  
Program

# WOG APPROACH - DIGITALIZATION OF PUBLIC SERVICES

## eKosova Platform

OVER **1.1 MILLION**  
Registered Users

OVER **320**  
Services

# EKOSOVA

**2.0** + 400 e-services  
AI Enabled  
Functionalities

BY 2030  
**100%**  
Digital Services

The screenshot shows the eKosova platform interface. At the top, there is a navigation bar with the eKosova logo and links for Home, Services, and Informations. A search bar and a 'Watch video guides' button are also present. The main heading reads 'Welcome to eKosova – the electronic public services platform'. Below this, a brief description states that eKosova is the official state portal for electronic public services. There are 'Register' and 'Login' buttons. An attention box contains a warning icon and text stating that the platform can only be accessed through specific URLs and that other URLs are not state services. Below this, a row of six service category cards is displayed: Police (2.9M), Civil status (2.6M), Family (985.4K), Education (848.6K), Contributions (217.4K), and Grants (424.9K). At the bottom, a three-step process is outlined: 1. Create your account, 2. Choose a service, and 3. Accept the service, each with a brief description of the steps.

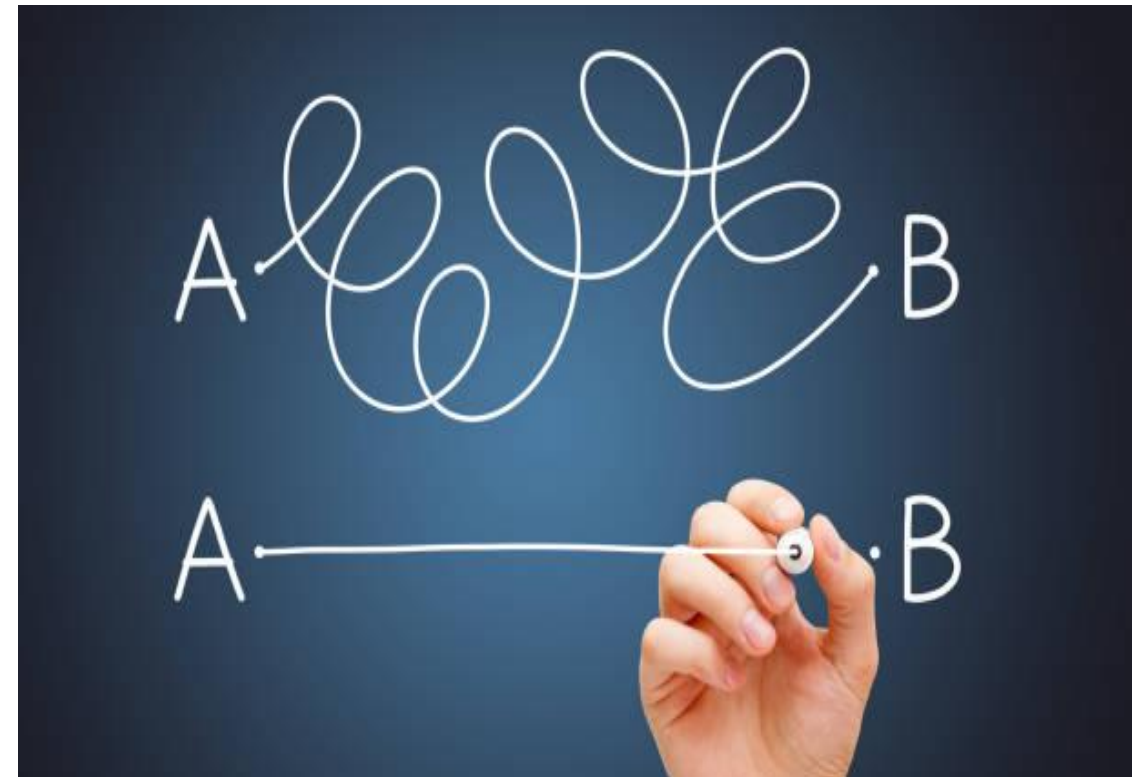
# WOG APPROACH - SIMPLIFICATION OF SERVICES

## Administrative Burden Reduction

**115** Simplified  
Services at  
Central Level

**650** Simplified  
Services at  
Local Level

**107** Services  
Eliminated



# WOG APPROACH - CITIZEN-CENTRIC SERVICES

## Life-event Approach

- INTEGRATED SERVICES
- PROACTIVE SERVICES
- PERSONALIZED SERVICES
- INCLUSIVE SERVICES



# WOG APPROACH - CITIZEN-CENTRIC SERVICES

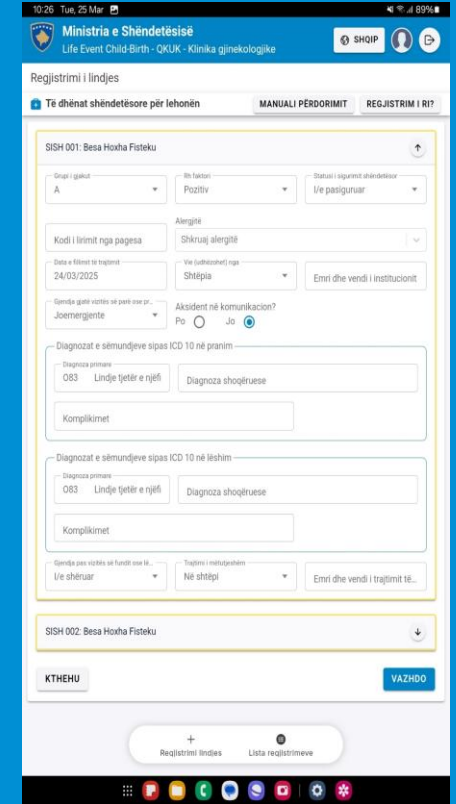
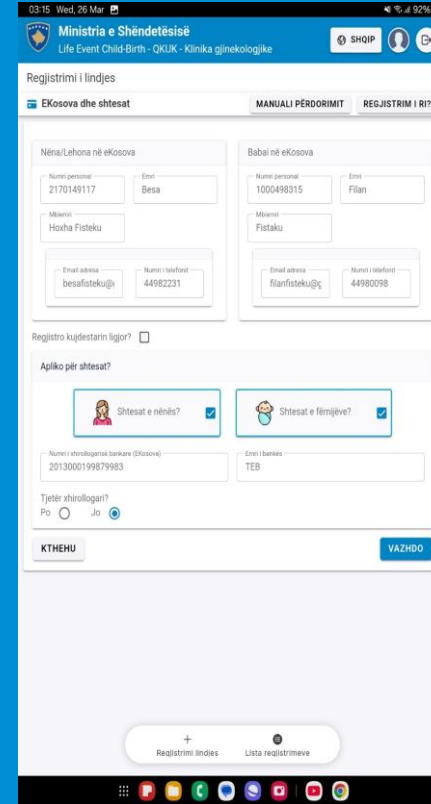
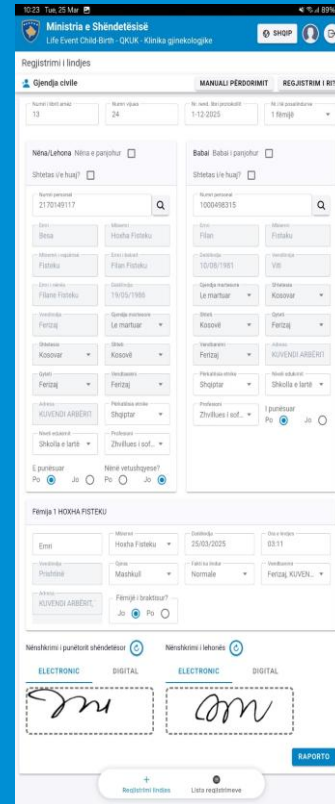
## Life-event Approach

➤ CHILD BIRTH 

➤ DEATH OF A RELATIVE 

➤ MOVING HOME 

➤ STARTING A BUSINESS 



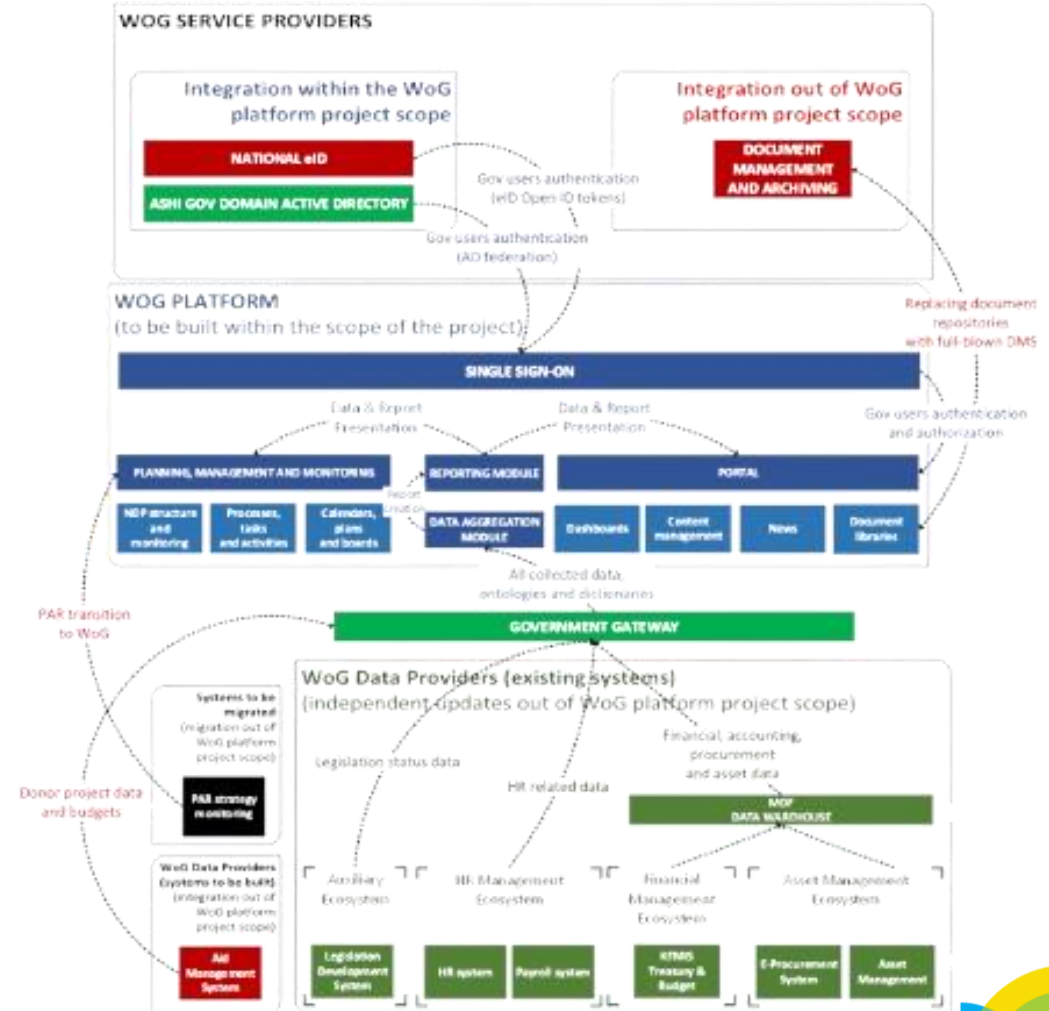
# WOG APPROACH – ECOSYSTEM OF INTERNAL GOV SYSTEMS

## WoG Platform

➤ CENTER OF WOG ECOSYSTEM

➤ “GRP” CONCEPT

➤ PLANNING, MONITORING, AND DATA DRIVEN POLICY MAKING



# WOS APPROACH - DIGITAL IDENTITY

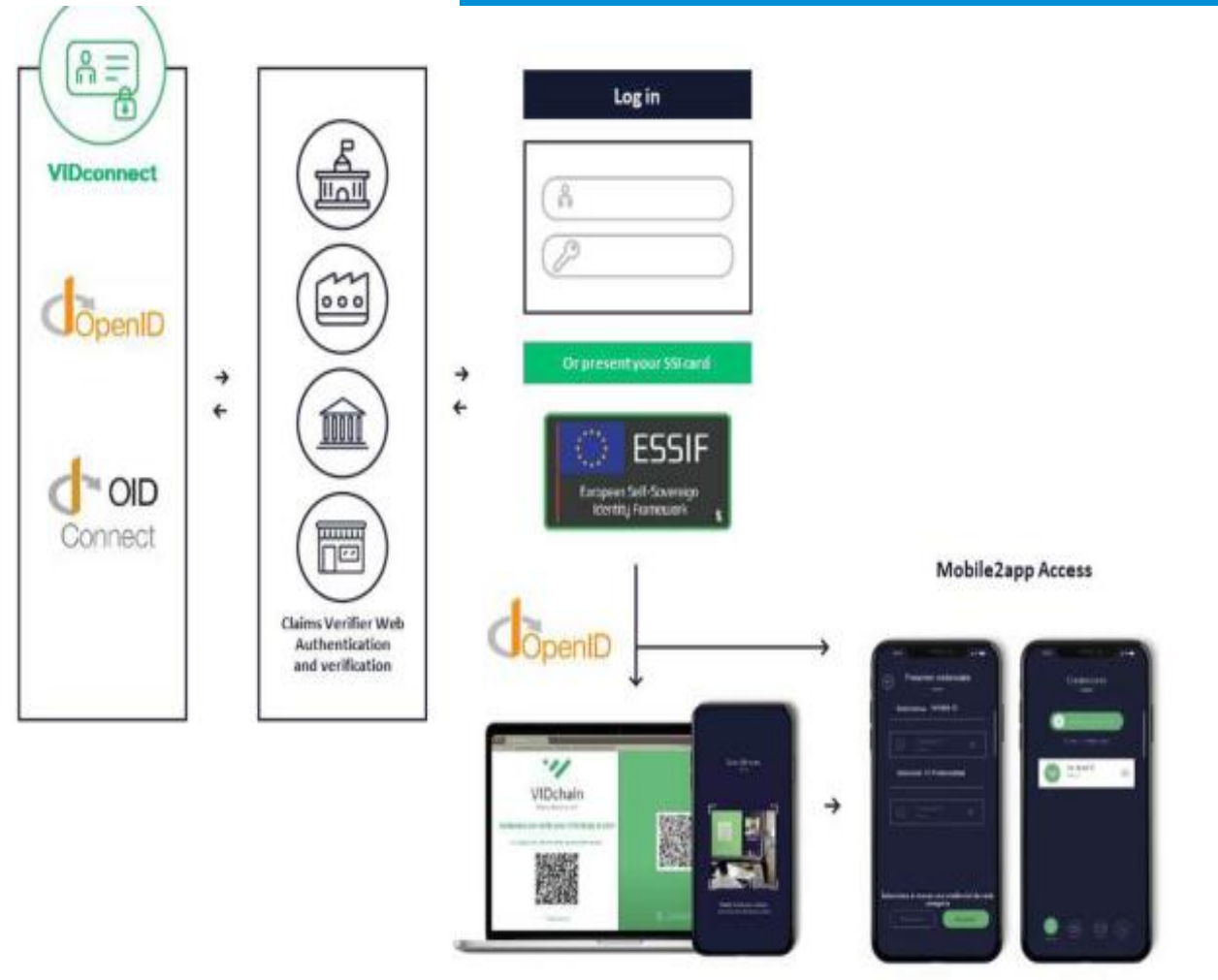
## e-ID

➤ **LAW** In 2021

➤ **SECONDARY LEGISLATION**

➤ **NATIONAL E-ID PLATFORM**

- Electronic Authentication
- Electronic Signature
- Electronic Seal
- Digital Wallet



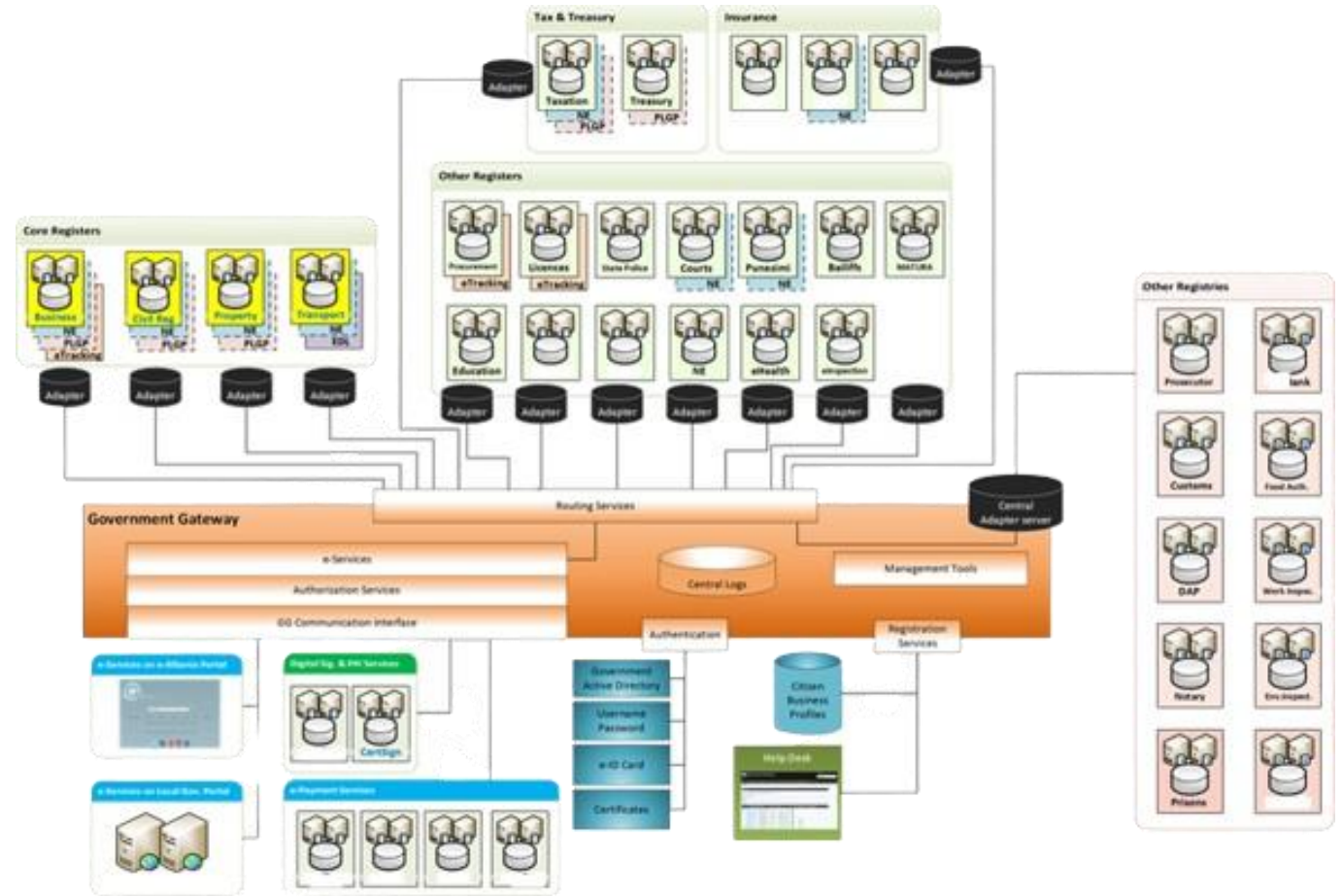
# WOG APPROACH - DATA INFRASTRUCTURE

## Interoperability

➤ **50** Systems Connected through Government Getaway

➤ New National Interoperability Framework - **Compliant with EIF**

➤ Next Generation Interoperability Platform



# WOG APPROACH - DATA INFRASTRUCTURE

## Data Catalogue

➤ **5** Key Registries Connected

➤ Metadata Management Platform

➤ Enterprise Context Management

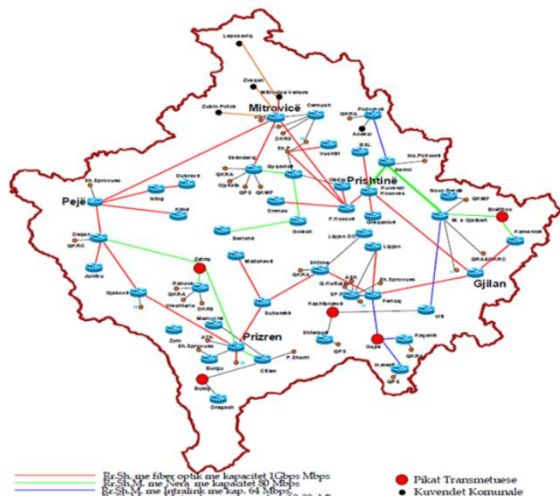
➤ Trusted Context for AI Agents

The screenshot displays the DataHub Core interface. On the left is a navigation sidebar with sections for 'Govern' (Glossary, Tags, Applications, Domains, Structured Properties) and 'Admin' (Data Sources, Analytics). The main content area is titled 'DataHub Core' and features a search bar. Below the search bar is a 'Domains' list with various government entities. The selected domain is 'Agjencia për Regjistrim Civil', which is expanded to show its 'Data Products' and 'Assets'. The 'Data Products' section lists 16 items, including 'Certifikatën e lindjes - për...' and 'Applikimi për rifitim të shtet...'. The 'Assets' section shows 263 items, with a 'Table' view containing 262 items and a 'View' view containing 1 item. The 'Documentation' section provides details about the domain, including a list of categories and functions such as 'Regjistrimi i Gjendjes Civile' and 'Lëshimi i Dokumenteve të Identifikimit'.

# WOG APPROACH – GOV DIGITAL INFRASTRUCTURE

## Secure Digital Environment

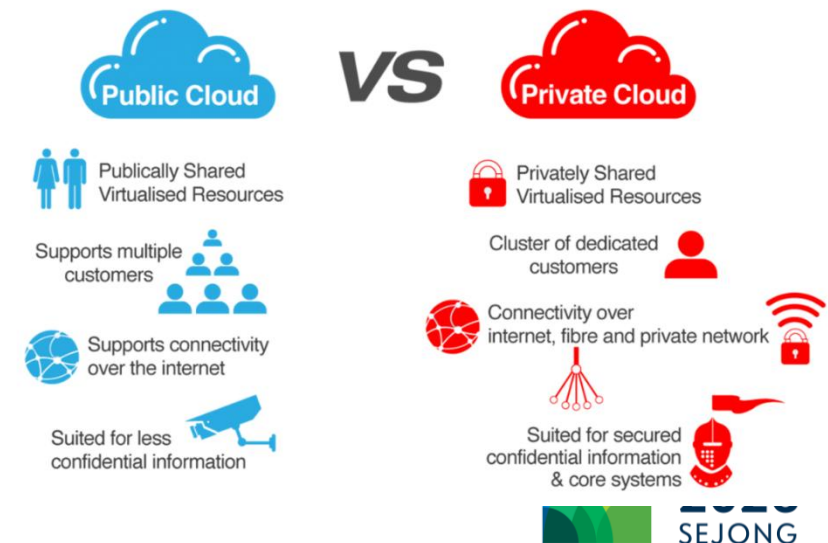
➤ **GOVERNMENT  
DATA NETWORK**



➤ **CLOUD  
TRANSITION**



➤ **GOVERNMENT  
SOC**



# IMPACT OF DIGITALIZATION

## **Digitalization Drives Green Growth**

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- **PAPERLESS SERVICES → LESS RESOURCE USE**
- **ONLINE ACCESS → REDUCED TRAVEL AND EMISSIONS**
- **DATA SYSTEMS → BETTER ENVIRONMENTAL POLICY**
- **EFFICIENT INFRASTRUCTURE → LOWER OPERATIONAL FOOTPRINT**

## IMPACT OF DIGITALIZATION - EXAMPLE

**3.5M €** Savings per Year from **Simplification** of Services

**20M €** Savings for Citizens in 4 Years from **Digitalization** of Civil Registry Services

**1.2M €** Savings for Government in 4 Years from **Digitalization** of Civil Registry Services



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Ministry of Digitalisation and  
Public Administration



## CHALLENGES

### **Talent Constraints**

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**4800+**

Youngsters Trained in ICT  
**Includes Data and AI**

**AIS2.0**

Data Governance  
Innovation Based on  
Emerging Tech

**DIGITAL  
CAPACITIES  
BUILDING  
FRAMEWORK**

Includes  
Data  
and  
AI  
Competencies  
for  
Civil  
Servants

# CHALLENGES

## WoG Coordination

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### > NEW MINISTRY



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**Ministry of Digitalization and  
Public Administration**

# CHALLENGES

## Trust and Cybersecurity

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- **CYBERSECURITY AGENCY** 
- **GOVERNMENT SOC** 
- **CYBER LAB** 
- **STATE CYBERSECURITY TRAINING CENTER AND CYBER RANGE** 
- **CYBER AWARENESS PROGRAM FOR PUBLIC ADMINISTRATION** 
- **NATIONAL AND INTERNATIONAL COOPERATION IN CYBER** 



**THANK YOU!**