

From Digital Government to AI-Enabled Services: Pathways to Better Delivery



KGID
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SEJONG

BOOSTING INNOVATION FOR KOSOVA DIGITAL TRANSFORMATION

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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 'Home', 'Services', and 'Informations' links. 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: 'eKosova is the official state portal that provides public services electronically, enabling citizens to access services that are traditionally offered in government offices and service counters.' There are 'Register' and 'Login' buttons. A yellow warning box contains an attention icon and text: 'Attention Please note that the eKosova platform can only be accessed through https://ekosova.rks-gov.net and https://rks-gov.net. Any address, widget or other URL that does not end with rks-gov.net does not belong to the eKosova platform and as such are not services provided by the state platform.' Below the warning box is a row of six service category cards: 'Police' services used (2.9M), 'Civil status' services used (2.6M), 'Family' services used (985.4K), 'Education' services used (848.6K), 'Contributions' services used (217.4K), and 'Grants' services used (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.

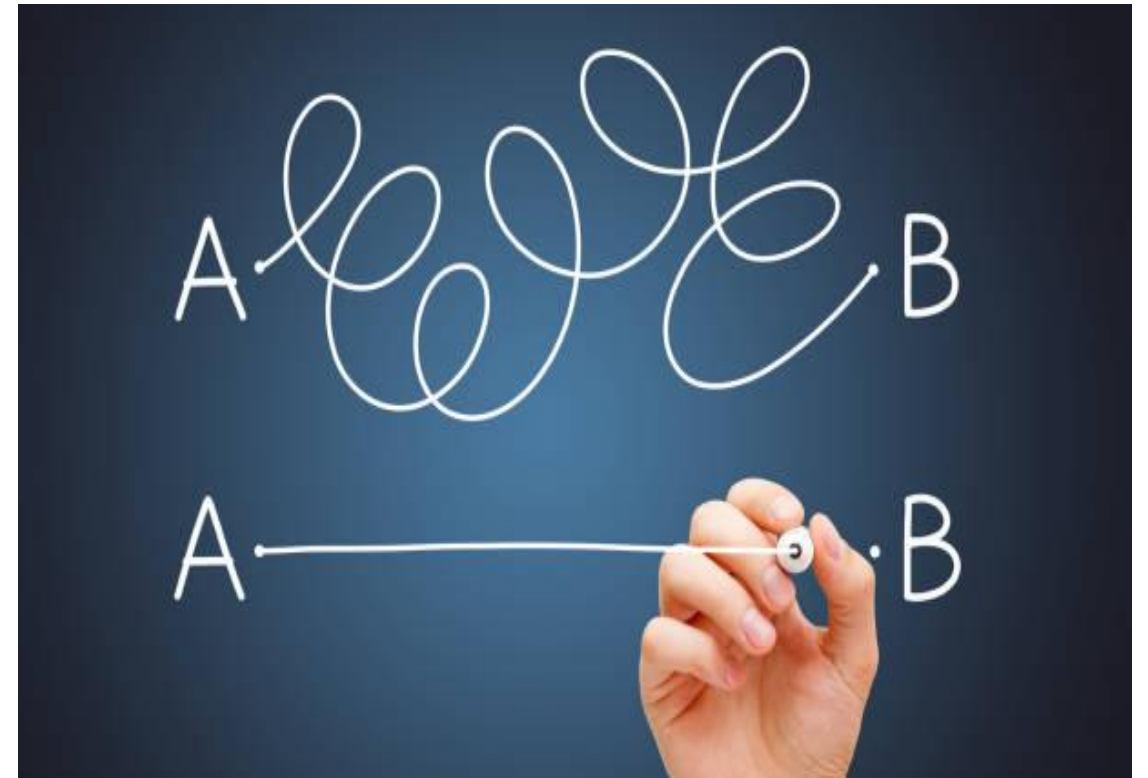
SIMPLIFICATION OF SERVICES

Administrative Burden Reduction

115 Simplified
Services at
Central Level

650 Simplified
Services at
Local Level

107 Services
Eliminated



CITIZEN-CENTRIC SERVICES

Life-event Approach

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



CITIZEN-CENTRIC SERVICES

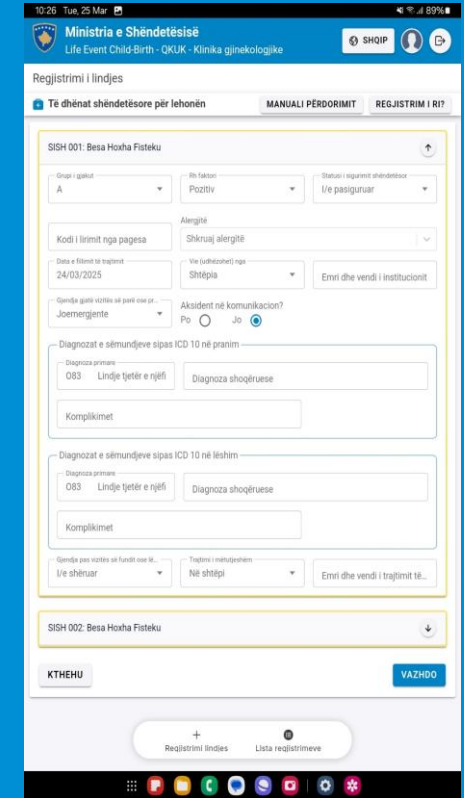
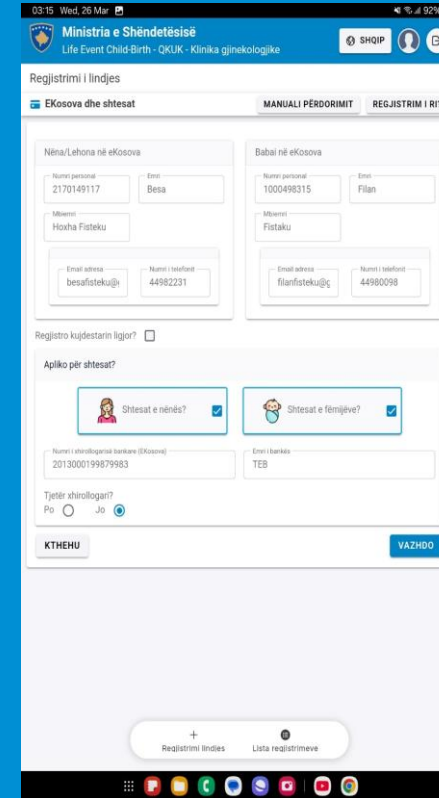
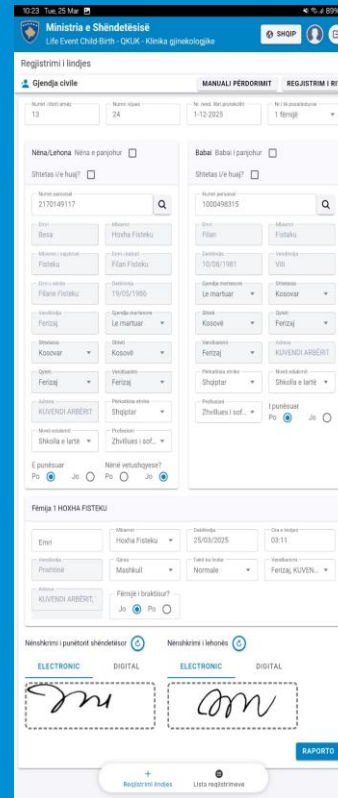
Life-event Approach

➤ CHILD BIRTH 

➤ DEATH OF A RELATIVE 

➤ MOVING HOME 

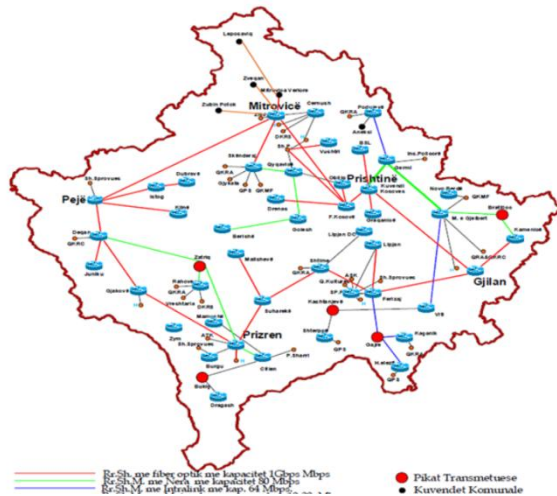
➤ STARTING A BUSINESS 



DATA INFRASTRUCTURE

Secure Digital Infrastructure

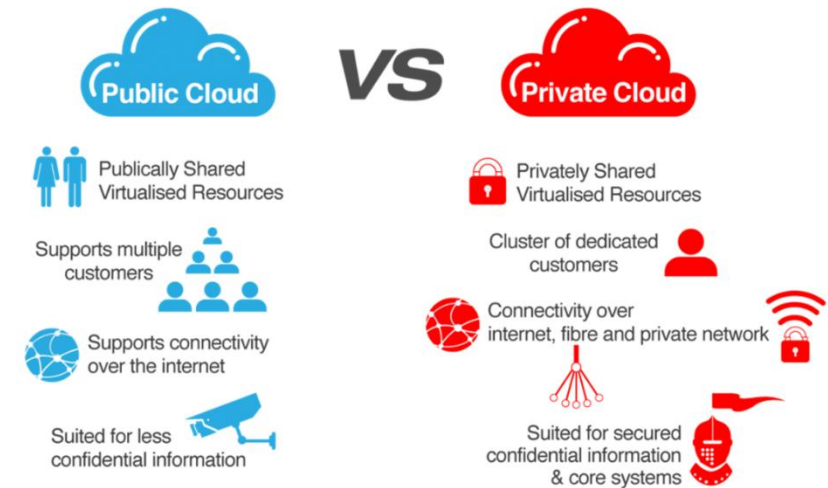
➤ **GOVERNMENT DATA NETWORK**



➤ **CLOUD TRANSITION**



➤ **GOVERNMENT SOC**



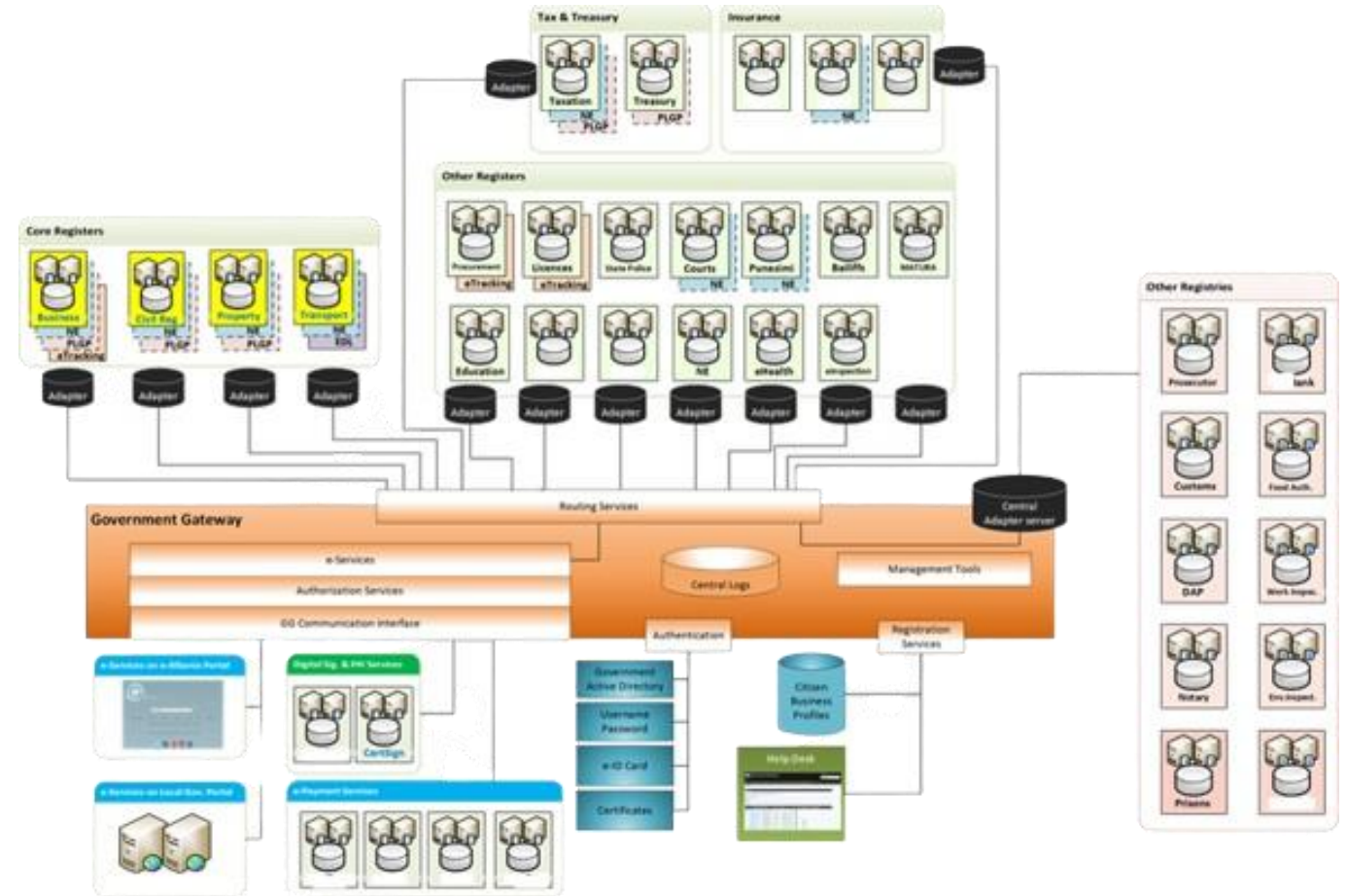
DATA INFRASTRUCTURE

Interoperability

➤ **50** Systems Connected through Government Gateway

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

➤ Next Generation Interoperability Platform



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 a search input. The selected domain is 'Ministria e Punëve të Brendshme', which contains several sub-domains, including 'Agjencia e Kosovës për Forenzikë', 'Agjencia e Menaxhimit Emergjent', 'Agjencia e Shoqërisë së Informacionit', 'Agjencia për Regjistrim Civil', 'Agjencia për Siguri Kibernetike', 'Akademia për Siguri Publike', 'Inspektorati Policor', 'Policia e Kosovës', and 'Ministria e Shëndetësisë'. The 'Agjencia për Regjistrim Civil' domain is expanded, showing a 'Summary' tab with 'Assets (263)', 'Data Products (16)', and 'Documentation'. The 'Data Products' section lists items like 'Certifikatën e lindjes - për...', 'Applikimi për rifitim të shtetë...', 'Certifikata e shtetësisë', 'Certifikatën e statusit ma...', and 'Ekstraktin - për anëtar të...'. The 'Assets' section shows a 'Table' with 262 items and a 'View' with 1 item. The 'Documentation' section includes a 'Nën-Domeni: Agjencia për Regjistrim Civil (ARC)' and a list of categories and functions.

DIGITAL SKILLS AND INSTITUTIONS FOR AI ERA

4800+

Youngsters Trained in ICT
Includes Data and AI

AI2.0

Data Governance
Innovation Based on
Emerging Tech

DIGITAL CAPACITIES BUILDING FRAMEWORK

Includes Data
and AI
Competencies
for Civil Servants

CENTER OF EXCELLENCE IN AI

Connecting the
National
AI Ecosystem

PARTNERSHIP WITH THE WORLD BANK

Key Digital Projects and Initiatives

- KOSOVO DIGITAL ECONOMY (KODE) ✓
- STRENGTHENING DIGITAL GOVERNANCE FOR SERVICE DELIVERY (SDGSD) ↻
- KOSOVO COMPREHENSIVE APPROACH TO HEALTH SYSTEM STRENGTHENING PROJECT (KOMPAS) ↻
- QUALITY INFRASTRUCTURE INVESTMENT (QII) ✓
- IDENTIFICATION FOR DEVELOPMENT (ID4D) ↻
- DIGITAL SKILLS TRUST FUND (DSTF) ↻
- KOREAN GREEN GROWTH TRUST FUND (KGGTF) ↻

THANK YOU!