



Strengthening Digital Governance for Service Delivery (P178162)

EUROPE AND CENTRAL ASIA | Kosovo | IBRD/IDA | Investment Project Financing (IPF) | FY 2023 | Seq No: 3 | Archived on 04-Sep-2024 | ISR00767

Implementing Agencies: Agency for Information Society

1. OBJECTIVE**1.1 Development Objective**

Original Development Objective (Approved as part of Approval package on 19-Mar-2023)

To improve the quality of and user access to selected public administrative services.

Has the Development Objective been changed since Board Approval of the Project Objective?

No

2. COMPONENTS

Name

Component 1. Digital Transformation of Government:(Cost 10,000,000.00)

Component 2. Digital Transformation of Public Service Delivery:(Cost 6,500,000.00)

Component 3. Institutional strengthening, change management, and project management:(Cost 3,500,000.00)

3. OVERALL RATINGS

Name	Previous	Current
Progress towards achievement of PDO	● Satisfactory	● Satisfactory
Overall Implementation Progress (IP)	● Satisfactory	● Satisfactory
Overall Risk Rating	● Substantial	● Substantial

4. KEY ISSUES & STATUS**4.1 Implementation Status and Key Decisions**



The project was declared effective on June 28, 2024 and dated covenants related to Project Operations Manual, the Project Implementation Unit and the Project Management Committee have been met.

5. SYSTEMATIC OPERATIONS RISK-RATING TOOL

Risk Category	Rating at Approval Approval Package - 20 Mar 2023	Last Approved Rating ISR Seq. 02 - 27 Dec 2023	Proposed Rating
Political and Governance	● Substantial	● Substantial	● Substantial
Macroeconomic	● Moderate	● Moderate	● Moderate
Sector Strategies and Policies	● Moderate	● Moderate	● Moderate
Technical Design of Project or Program	● Substantial	● Substantial	● Substantial
Institutional Capacity for Implementation and Sustainability	● Moderate	● Moderate	● Moderate
Fiduciary	● Substantial	● Substantial	● Substantial
Environment and Social	● Moderate	● Moderate	● Moderate
Stakeholders	● Substantial	● Substantial	● Substantial
Overall	● Substantial	● Substantial	● Substantial



6. RESULTS

6.1 PDO Indicators by PDO Outcomes

Improved user access to selected public administrative services								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Value	Month/Year	Value	Date	Value	Date	Value	Month/Year
Number of transactions completed through e-Kosovo per month (Number)	182,910.00	Oct/2022	182,910	12-Jun-2024	182,910	12-Jun-2024	400,000.00	Jun/2028
	Comments on achieving targets		Captures the level of utilization of the platform					
Number of people accessing public administrative services through e-Kosova (Number)	703,319.00	Oct/2022	703,319	12-Jun-2024	703,319	12-Jun-2024	850,000.00	Jun/2028
	Comments on achieving targets		Total registered users					
Percentage of women accessing public administrative services through e-Kosova (Percentage)	58.00	Oct/2022	58.00	12-Jun-2024	58.00	12-Jun-2024	60.00	Jun/2028
	Comments on achieving targets		Registered female users as % of total female population					
Improved quality of selected public administrative services								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Value	Month/Year	Value	Date	Value	Date	Value	Month/Year
Compliance with “service standards” for services under pilot life event categories (Text)	None (life events approach not yet in practice)	Oct/2022	None	12-Jun-2024	None	12-Jun-2024	Services under two pilot categories of life events in compliance with service	Jun/2028



							standards and available.	
	Comments on achieving targets		Standards inform and guide public officials' behavior in carrying out their public duties while delivering online services (OECD, 2020).					
Number of web services automating secure and reliable data exchange via the Government Gateway (GG) (or Government Service Bus) (Number)	26.00	Oct/2022	26	12-Jun-2024	26	12-Jun-2024	50.00	Jun/2028
	Comments on achieving targets		Indicator captures enhanced technical and semantic interoperability, supporting the expansion of transactional online public services and underlying systems.					

6.2 Intermediate Results Indicators by Components

Component 1. Digital Transformation of Government								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Value	Month/Year	Value	Date	Value	Date	Value	Month/Year
Adoption of National Interoperability Framework (NIF) by key base registries and core public entities (Text)	No National Interoperability Framework	Oct/2022	No National Interoperability Framework	12-Jun-2024	No National Interoperability Framework	12-Jun-2024	National Interoperability Framework developed, approved, and implemented in key base registries and core public entities(Yes / No)	Jun/2028



	Comments on achieving targets		Key base registries include the civil registry and cadaster. Core public entities include the MoFLT, MoIA, MoE, MoH, and Tax Agency.					
Preparation of data classification methodology and protocols (Text)	No data classification methodology and protocols	Oct/2022	No data classification methodology and protocols	12-Jun-2024	No data classification methodology and protocols	12-Jun-2024	The data classification methodology and protocols developed, approved, and in use by key base registries and core public entities. (Yes / No)	Jun/2028
	Comments on achieving targets		Captures the standards and protocols to be developed for the NIF and other needs					
Support and maintain the enhanced National Open Data Platform (Text)	There is an Open Data platform, updated once per year.	Oct/2022	No enhancement to National Open Data Platform as yet.	12-Jun-2024	No enhancement to National Open Data Platform as yet.	12-Jun-2024	Enhanced Open Data Portal operational, using the GG and updated frequently (monthly).	Jun/2028
	Comments on achieving targets		Monitors access to government open data portal for improving transparency and accountability.					
Operationalization of shared DRC (Text)	No shared DRC	Oct/2022	TORs prepared on the requirements for a temporary DRC	12-Jun-2024	TORs prepared on the requirements for a temporary DRC	12-Jun-2024	Fully operational shared DRC to host all key government systems for	Jun/2028



							data backup and recovery (Yes / No)	
	Comments on achieving targets		DRC to host key government systems for data backup and recovery from disruptions (including climate induced natural disasters)					
Establishment of a Cloud Computing Transition Plan (Text)	No Cloud Computing Transition Plan	Oct/2022	No Cloud Computing Transition Plan as yet.	12-Jun-2024	No Cloud Computing Transition Plan as yet.	12-Jun-2024	Cloud Computing Transition Plan under implementation and initial results reported. (Yes / No)	Jun/2028
	Comments on achieving targets		Cloud Computing Transition Plan will guide the transition to a hybrid government cloud and strengthen the resilience of Government operations					
Operationalization of the Whole of Government (WoG) platform (Text)	No Government WoG platform	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	WoG platform developed and expanded to entire government (Phase III) (Yes / No)	Jun/2028
	Comments on achieving targets		WoG platform to include agreed functionalities and contemplate to core government agencies					
Core government entities and base registries using the interoperability platform (Government Gateway) for service delivery information	A limited number of service delivery systems from 3 core entities	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	Core government entities (MoFLT, MoIA, MoH, MoE, and	Jun/2028



management systems and registries (Text)	(MoFLT, MoIA, MoH) and one base registry (Civil Registry) connected to the GG						Tax Agency) and base registries (Civil, Cadaster) using the interoperability platform (GG) for service delivery information management systems and registries as per the action plan.	
	Comments on achieving targets	Captures the utilization of GG/GSB by the MDAs for service delivery						
Component 2. Digital Transformation of Public Service Delivery								
Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Value	Month/Year	Value	Date	Value	Date	Value	Month/Year
Core government agencies using e-Kosova Platform as primary service delivery platform (Text)	Service inventory exists but not updated	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	Target number of core government agencies using e-Kosova Platform as primary service delivery platform	Jun/2028
	Comments on achieving targets	Captures the utilization of e-Kosova by the MDAs for service delivery						



Data analytics on e-Kosova used to improve service quality (Text)	No dedicated team in AIS	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	Performance dashboard of analytics used for decision making	Jun/2028
	Comments on achieving targets		Captures the level of utilization and service delivery times					
Citizen satisfaction data tracked showing improvement of service performance (Text)	No exit surveys currently exist	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	15% increase on baseline data or at least 85% satisfaction with all services accessed (yes / no)	Jun/2028
	Comments on achieving targets		Citizen satisfaction score on service performance					
Increased IEC-outreach program to citizens on eservices with a Contact Center for citizens operational (Text)	No communication campaign, very basic help-line available	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	IEC-outreach program reaches targeted youth, senior citizens, women and community groups as per the IEC-outreach plan	Jun/2028
	Comments on achieving targets		Total number of programs					



e-Services and facilitation available through multiple platforms (website, mobile, ISC, Contact Center) (Text)	e-Kosova is accessed primarily through website and a basic helpline	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	An increase in e-Kosova user traffic recorded across multiple access platforms (website, mobile app, ISC and Contact Center)	Jun/2028
	Comments on achieving targets		Count of e-Services and facilitation					
Number of transactional services under priority life event categories available at the eKosova platform (Number)	12.00	Oct/2022	12.00	12-Jun-2024	12.00	12-Jun-2024	29.00	Jun/2028
	Comments on achieving targets		Count of the transactional services live on the platform with end-to-end digitalization.					
Percentage of targeted vulnerable groups accessing public services through e-Kosova (i.e., poor, RAE communities, individuals with disabilities) (Text)	Not tracked	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	Increased percentage of targeted vulnerable groups accessing services (exact numbers to be determined by baseline)	Jun/2028
	Comments on achieving targets		Captures the use of online services by targeted vulnerable groups.					



Establishment of a tool to collect data service use by demographic characteristics (e.g., gender, age, rural/urban residency, disability status, RAE community, etc.) of service users (Text)	Tool does not exist; data on demographic characteristics of service users not systematically collected or monitored.	Oct/2022	No change from baseline	12-Jun-2024	No change from baseline	12-Jun-2024	Tool being utilized to collect and analyze data on service users by demographic characteristics	Jun/2028
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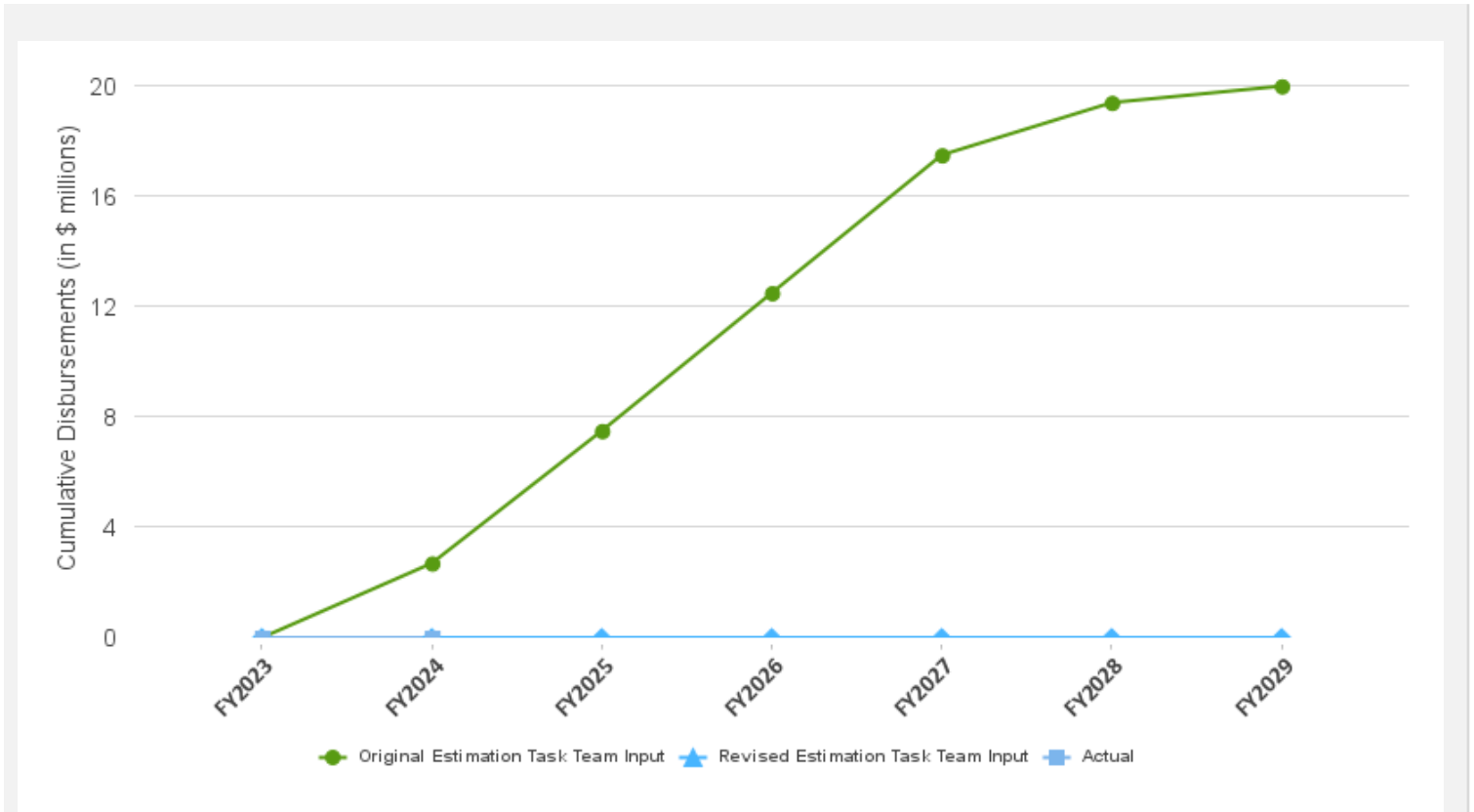
Component 3. Institutional strengthening, change management, and project management

Indicator Name	Baseline		Actual (Previous)		Actual (Current)		Closing Period	
	Value	Month/Year	Value	Date	Value	Date	Value	Month/Year
Establishment of Data Governance body with sufficient capacity (Text)	No Data Governance body	Oct/2022	No change from baseline	15-Jun-2023	No change from baseline	15-Jun-2023	Data Governance body is fully operational and publishing annual reports on the use of NIF. (Yes / No)	Jun/2028
	Comments on achieving targets		Captures the establishment of a dedicated entity and capacity building on data governance					



7. DATA ON FINANCIAL PERFORMANCE

7.1 Cumulative Disbursements



7.2 Disbursements (by loan)

Loan/Credit/TF	Status	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
IDA-72730	Effective	20.00	20.00	0.00	0.00	20.07	0%

7.3 Key Dates (by loan)

Loan/Credit/TF	Status	Approval	Signing	Effectiveness	Orig. Closing	Rev. Closing
IDA-72730	Effective	20-Mar-2023	28-Sep-2023	01-Jul-2024	31-Jul-2028	31-Jul-2028

8. KEY DATES



Key Events	Planned	Actual
Approval	20-Mar-2023	20-Mar-2023
Effectiveness	15-Apr-2024	
Mid-Term Review No. 01	19-Oct-2026	
Operation Closing/Cancellation	31-Jul-2028	

9. RESTRUCTURING HISTORY

10. ASSOCIATED OPERATION(S)

There are no associated operations