

e-Albania — Albania's National Digital Public Services Portal

City Innovation Library · Good practice · Albania

Quality score: 67/100

Evidence strength: Observational / pre–post

Summary

Albania's e-Albania portal digitised roughly 95% of central-government services within a decade; completed applications rose 40% by 2025 under a \$145m World Bank programme — though a 2022 Iranian state cyberattack knocked the same portal offline, per CISA.

Key dimensions

Dimension	Score
Evidence of impact / measured results	2/3
Transferability / demonstrated replication	1/3
Scalability	3/3
Sustainability / continuity	2/3
Innovation	2/3
Inclusiveness / equity	2/3
Multi-stakeholder collaboration	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[National Agency for the Information Society \(AKSHI\)](#) — accessed 2026-08-12

[World Bank: Transforming institutions for inclusive services and human development in Albania](#) — accessed 2026-08-12

[CISA Advisory AA22-264A: Iranian State Actors Conduct Cyber Operations Against the Government of Albania](#) — accessed 2026-08-12

[Wikipedia: e-Albania](#) — accessed 2026-08-12

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