

2016 - 2026
SMART CITY

GO
TIRANA

Design and Implementation of One-Stop-Shop MIS system for Tirana Municipality

about project

S04



Budget

Undefined

PROJECT DESCRIPTION

Due to the Administrative Reform undertaken in 2015, Tirana Municipality has grown bigger and as a consequence, administration and communication with its Administrative Units has become very difficult given the fact that no MIS system is in place.

On the other hand, due to recent developments in private sector but also in Central Government regarding digitalization of work processes and services, citizens of Tirana expect better online services and optimization of these services in Local Administrative Units.

This project will result in a MIS system that will serve as a key interface for communication between citizens and Municipality for all local government services. This interface will serve as an entry point for all service requests that will be generated by different channels like: service desks in municipality or administrative units, web portal, mobile apps or other systems.

OVERALL OBJECTIVE

The project will re-engineer the services offered by the Municipality, and automatize the management of the work flows of these services through a central MIS system. It will also create an Operational Center which will deal with civil emergencies or cases related to well-functioning of internal processes of the Municipality. The project has become a must due to the increase in competences and territory of the Tirana Municipality and the need to ensure high-quality standardized services from all 24 administrative units together with coordination and management of information flow between these units and central Municipality.

PROJECT IMPLEMENTATION MODALITY

- Analysis of the services given by the Municipality and prioritization of some services with which to start
- Identification of needs for reengineering of these services based on legislation requirements, restructuring of competences of Municipality due to Administrative Reform, electronic exchange of information with Central Government institutions and opportunities offered by information technology and internet
- Design and development of an MIS System that will meet the above needs
- Preparation and implementation of the necessary IT infrastructure for implementation of the system in Central Municipality and Administrative Units.
- Construction of the Operational and Control Center, integrated with the One-Stop-Shop MIS system.
- Preparation of all work procedures and internal regulations necessary for offering these services through a digitalized platform.

PRELIMINARY IMPACTS

- ⇒ Single integrated system for the whole Municipality
- ⇒ Enhanced management information and service delivery capacity
- ⇒ Strengthening of the effectiveness and transparency of the services offered by the Municipality
- ⇒ Better administration of the management of requests and applications coming from the Administrative Units



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