

# DRAFT METHODOLOGY FOR IDENTIFICATION OF CRITICAL AND IMPORTANT INFORMATION INFRASTRUCTURE OPERATORS

## CHAPTER I GENERAL PROVISIONS

1. The purpose of this methodology is to protect essential and important information infrastructures through standardizing the process of identifying services/infrastructures among operators according to sectors defined in the Cybersecurity Law.
2. The object of this methodology is to define the criteria and procedures for identifying and categorizing the services of information infrastructure operators into essential and important, as well as services offered by them
3. In this methodology there are no definitions regarding sectors/services, for which the legal framework in the Republic of Albania is lacking.
4. The terms defined in this methodology have the same meaning as the terms set out in law no. 25/2024 "On cyber security", as follows.:
  - a) **National Cyber Security Authority**, (NCSA) is the institution responsible for cybersecurity according to the provisions of Law No. 25/2024 "On Cybersecurity".
  - b) **Essential Information Infrastructure**: It is the entirety of networks and information systems owned by a public or private authority, which provide services, the compromise or destruction of which would have a serious impact on the health, safety, economic well-being of citizens, and the effective functioning of the economy in the Republic of Albania..
  - c) **Important Information Infrastructure**: It is the entirety of networks and information systems owned by a public or private authority, which is not part of essential information infrastructure, but which may jeopardize or restrict service delivery and business continuity in the event of compromised information security.
  - d) **Operator of the Essential Information Infrastructure**: is any natural or legal person who administers the essential information infrastructure and meets the requirements defined in this law.
  - e) **Operator of the Important Information Infrastructure**: is any natural or legal person, who administers the important information infrastructure and meets the requirements defined in this law.

- f) **Cyber Dependency:** It refers to any service offered through information technology and communication..
- g) **Scheme “OR”:** It refers to a mathematical model where if one of the criteria classifies the service as essential, then the service is automatically classified as essential and further classification stops. Meanwhile, if from the fulfilled criterion the service is classified as important, the search continues. If no essential criterion is found by the end, then the service is automatically classified as important. For more information, *see Annex 1*.
- h) **Digital Service:** A digital service is any service of the information society, as defined in the law on electronic commerce..
- i) **Digital Financial Transaction:** It refers to a monetary exchange conducted through digital technologies, eliminating the need for physical interactions and paper documents. These transactions include online payments with credit or debit cards, electronic fund transfers

CHAPTER II  
STEPS FOR IDENTIFYING AND CLASSIFYING INFORMATION  
SERVICES/INFRASTRUCTURE

1. The process of identifying and classifying information services and infrastructures follows the steps below:

- a) Identification of essential sectors and sub-sectors at the national level - based on the provisions set forth in Annexes of Law No. 25/2024 "*On Cybersecurity*"
- b) Identification and grouping of operators at the national level operating within each sector/sub-sector, according to the Regulatory Authority and/or the Business Registration Center.
- c) Consultation with regulatory authorities and relevant operators through self-declaration and the process of obtaining the information necessary for their classification as critical or important.
- d) Identification of services at operator level after consultation with the respective operators, through self-declaration and the process of obtaining the information necessary for their classification as critical or important, based on thresholds.
- e) Classification in essential and important information services/infrastructures in accordance with the criteria and thresholds set out in this methodology.
- f) NCSA, after performing the classification process by letter "e", draws up the list of critical or important services according to the respective operators.

## CHAPTER III

### GENERAL CRITERIA AND SPECIFIC SECTORAL CRITERIA

1. The criteria for evaluating services are divided into general and sectoral criteria. In all cases, the evaluation of services is based on the "OSE" scheme according to this methodology. If the services are not classified according to the general criterion, they are automatically considered as unclassified.

#### **2. General sectoral criteria**

2.1 General sectoral criteria have a specific weight higher than those called sectoral specific criteria. General sectoral criteria are dominant criteria in classification within a sector. This means that if a service is classified by the general sectoral criteria, it automatically does not go further for analysis with the specific sectoral criteria. The exception is the case when the service's criticality remains unspecified from classification through general sectoral criteria.

2.2 The general criteria, according to this methodology, includes:

- a) Cyber-dependence (*Exclusion Criterion*);
- b) The health and life of the citizens;
- c) National security and public order;
- d) Environment;
- e) Financial effect;
- f) The service offered is unique.

3. The basic criterion on which all indicators of criticality or importance of the infrastructure will be analyzed, based on the thresholds set for each sector, will be the cyber dependency of the digital service provided. If the provided digital service does not have cyber dependency, then the service is not classified for further analysis.

#### **4. Specific sectoral criteria**

4.1 Sector-specific criteria have less weight in determining the criticality of the service. These criteria are the final phase of classifying the criticality of the service and are determined based on established thresholds.

#### **5. Services that are not classified**

According to this methodology, services that, despite their cyber dependency, do not impact the life and health of citizens, national security, public order, the environment, financial effect, and are not considered a unique service offered, will not be classified as critical or important information services

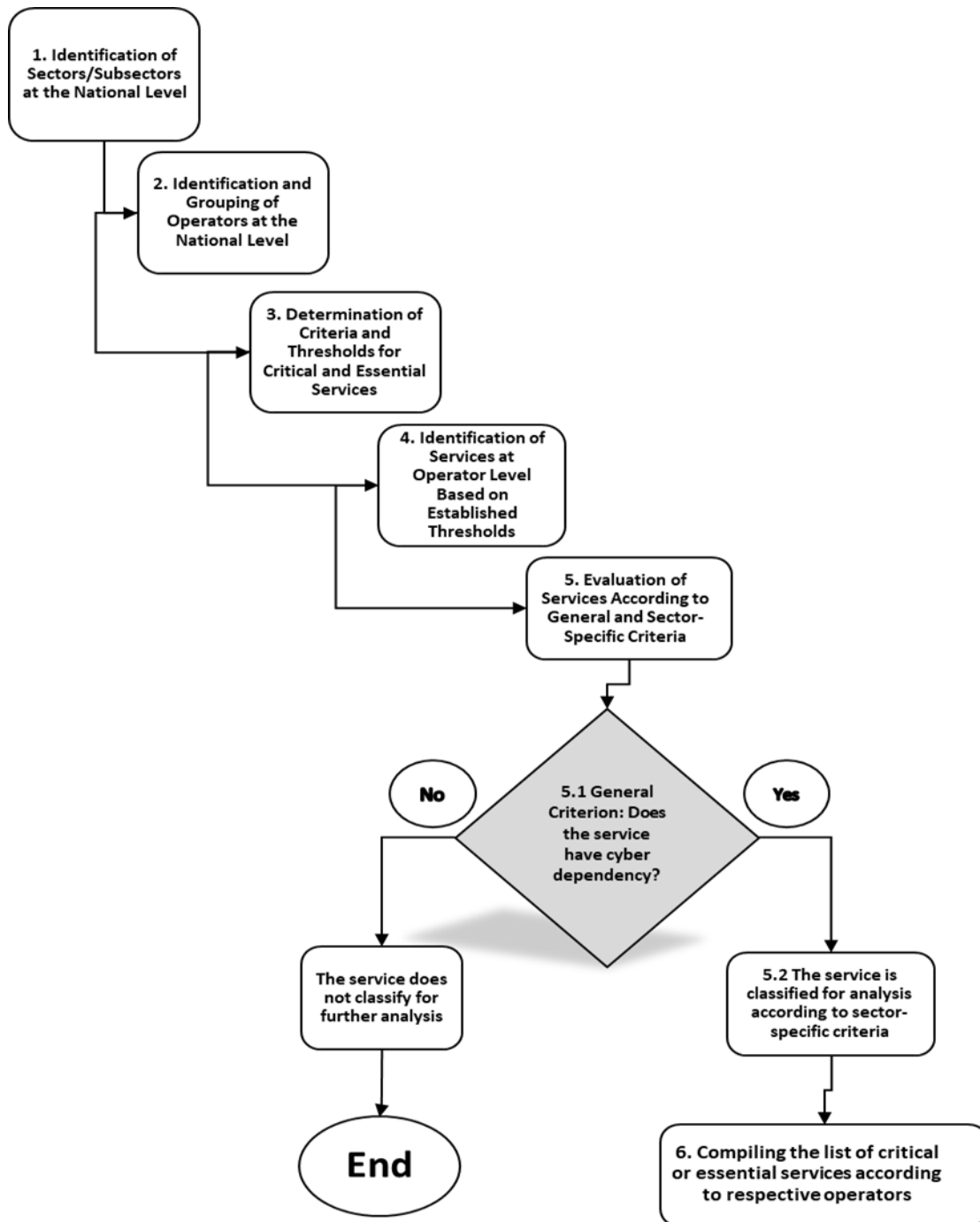


Figure 1 Flowchart of Steps for Classifying Services/Infrastructures by Sectors

**CHAPTER IV  
IDENTIFICATION OF SECTORS**

In the annexes of Law No. 24/2025 "On Cybersecurity," the following sectors and subsectors are defined based on their criticality:

*Table 1 Sectors with high criticality*

<b>Sector</b>	<b>Subsector</b>
<b>Energy</b>	Elektricity
	Central Heating and Cooling
	Oil
	Gas
	Hydrogen
<b>Transportation</b>	Air
	Railway
	Maritime
	Road
<b>Banking</b>	
<b>Financial Market Infrastructure</b>	
<b>Healthcare</b>	
<b>Entities providing services or hosting systems for processing and transmitting classified information, related to public safety</b>	
<b>Drinking Water</b>	
<b>Waste Water</b>	
<b>Digital Infrastructure</b>	Electronic services and communication
<b>ICT Service Management (B2B)</b>	
<b>Public Administration</b>	
<b>Space</b>	
<b>Education</b>	
<b>Tourism</b>	

Table 2 Other Critical Sectors

Sector	Subsector
<b>Postal and Courier Services</b>	
<b>Waste Management</b>	
<b>Manufacture, Production and Distribution of Chemicals</b>	
<b>Production, Processing and Distribution of Food</b>	
<b>Manufacturing</b>	Manufacture of medical devices and in vitro diagnostic medical devices
	Manufacture of computer, electronic, and optical products
	Manufacture of electrical appliances
	Manufacture of machinery and equipment, n.e.c.
	Manufacture of motor vehicles, trailers, and semi-trailers
	Manufacture of other transport equipment
<b>Digital Providers</b>	

## CHAPTER V

### ENERGY SECTOR

#### **I. Energy Sector**

1. The energy sector is one of the most important and strategic sectors in the economy of any country, having a direct impact on economic development, social well-being, and the environment. The energy sector includes all services related to the production, transmission, distribution, and consumption of energy in various forms, such as electricity, fossil fuel energy (oil, natural gas, coal), and renewable energy (hydropower, solar energy, etc.).

2. The energy sector consists of the following subsectors:

- a) Electricity
- b) District heating and cooling
- c) Oil
- d) Gas
- e) Hydrogen

Each subsector encompasses a wide range of services

#### **II. Electricity Subsector**

1. The electricity subsector includes the following services:

- a) Electricity Generation
- b) Electricity Distribution
- c) Electricity Transmission
- d) Energy Supply, including electricity supply
- e) Albanian Energy Exchange Services

#### **2. Classification Based on General Sectoral Criteria**

2.1 The Electricity Transmission Service is automatically classified as an essential service.

2.2 The Electricity Distribution Service is automatically classified as an essential service.

2.3 The Energy Supply Service from Companies Charged with Public Service Obligations is automatically classified as an essential service.

2.4 The Albanian Energy Exchange Service is automatically classified as an essential service.



2.5 The Supply Service for customers connected to the transmission and distribution system in the liberalized market provided by companies that do not have the aforementioned status(letter 2.3)<sup>1</sup>, is automatically classified as an important service.

### 3. Classification Based on Specific Sectoral Criteria

3.1 The service of energy production according to installed capacity (generating capacity) is classified as:

- a) Important Service/Infrastructure from 15 MW- 100 MW
- b) Essential Service/Infrastructure more than 100 MW

#### Scheme

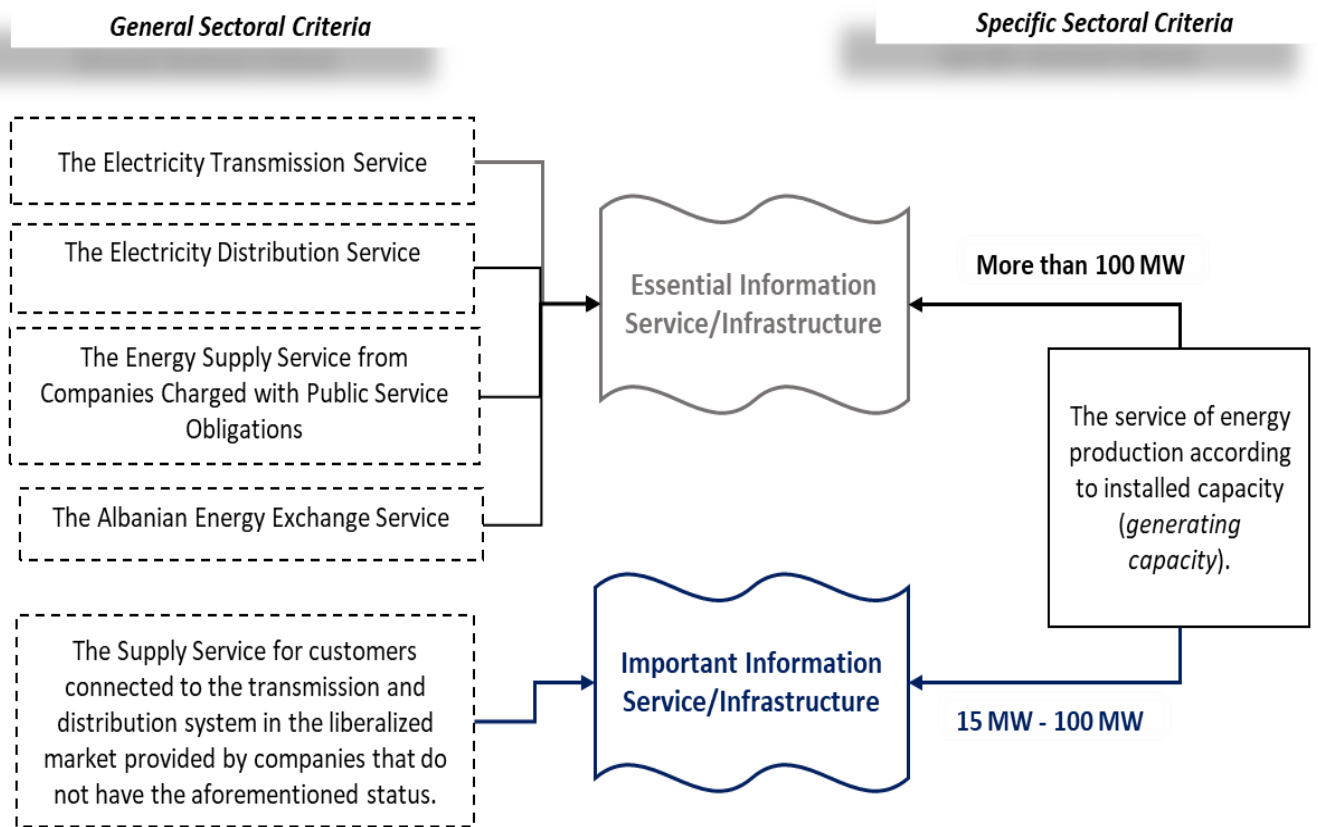


Figure 2 Classification of Energy Sector Services - Electricity

<sup>1</sup> Services from Companies Charged with Public Service Obligations

### **III. Gas Subsector**

1. The gas subsector includes natural gas, which consists of methane gas, including associated gas, as well as all hydrocarbons that are in a gaseous state under normal atmospheric conditions. This also includes LNG (Liquefied Natural Gas), biogas, or other types of gas that are transmitted and distributed through pipeline systems.

2. The gas subsector includes the following services:

- a) Transmission of natural gas;
- b) Distribution of natural gas;
- c) Supply of natural gas;
- d) Trading of natural gas;
- e) Operation in natural gas storage facilities;
- f) Operation in LNG facilities.

### **3. Classification based on general sectoral criteria**

3.1 The Natural Gas Transmission Service is automatically classified as an essential service.

3.2 The Natural Gas Distribution Service is automatically classified as an essential service.

3.3 The Natural Gas Supply Service is automatically classified as an essential service.

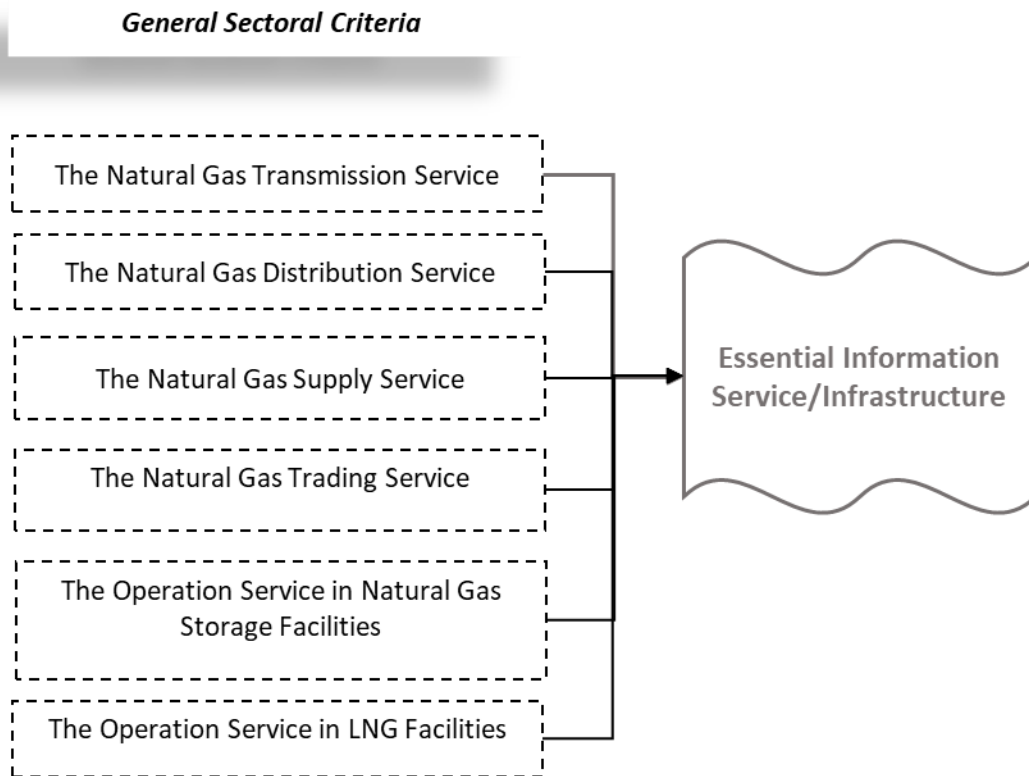
3.4 The Natural Gas Trading Service is automatically classified as an essential service.

3.5 The Operation Service in Natural Gas Storage Facilities is automatically classified as an essential service.

3.6 The Operation Service in LNG Facilities is automatically classified as an essential service.

4. For the gas subsector, **specific sectoral criteria do not apply**

## Scheme



*Figure 3 Classification of Energy Sector Services - Gas*

## IV. Oil Subsector

1. The oil subsector includes the following services:

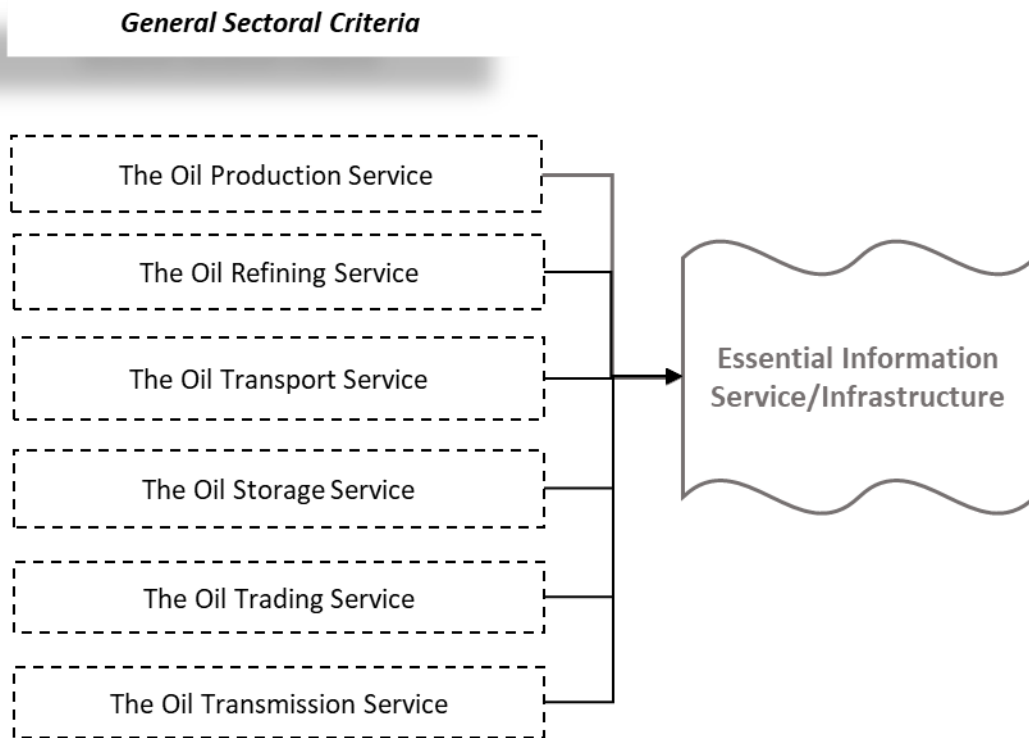
- a) Oil Production Service
- b) Oil Refining Service
- c) Oil Transport Service
- d) Oil Storage Service
- e) Oil Trading Service
- f) Oil Transmission Service

### 2. Classification based on general sectoral criteria

- 2.1 The Oil Production Service is automatically classified as an essential service.
- 2.2 The Oil Refining Service is automatically classified as an essential service.
- 2.3 The Oil Transport Service is automatically classified as an essential service.
- 2.4 The Oil Storage Service is automatically classified as an essential service.
- 2.5 The Oil Trading Service is automatically classified as an essential service.
- 2.6 The Oil Transmission Service is automatically classified as an essential service.

3. For the oil subsector, **specific sectoral criteria do not apply**

**Scheme**



*Figure 4 Classification of Energy Sector Services - Oil*

## CHAPTER VI

### TRANSPORT SECTOR

#### **I. Air Transport Subsector**

1. The air transport subsector is a critical component of global infrastructure, providing fast and efficient connections between countries and continents. It includes a vast network of airports, airlines, and modern aircraft, enabling the rapid transport of passengers and goods. This sector is vital for the global economy, supporting tourism, international trade, and various businesses. Technological advancements and ongoing improvements in security and services have made air transport more accessible and reliable for many people worldwide.

2. The air transport subsector includes the following services:

- a) Air Navigation Service
- b) Passenger Air Transport Service
- c) Air Cargo/Postal Transport Service
- d) Airport Passenger and Cargo Services

#### **3. Classification Based on General Sectoral Criteria**

3.1 Air Navigation Service is automatically classified as a critical service.

3.2 Passenger Air Transport Service is automatically classified as a critical service.

3.3 Air Cargo Transport Service for dangerous goods,<sup>2</sup> as well as biological, biochemical, nuclear, and radioactive materials<sup>3</sup> is automatically classified as a critical service

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 Airport services related to passengers are classified as follows:

- a) The number of flights per year from the previous year:
  - i) Important Service/Infrastructure from 500-3,000 flights per year
  - ii) Essential Service/Infrastructure more than 3,000 flights per year
- b) The annual number of registered passengers from the previous year:
  - i. Important Service/Infrastructure 100,000-600,000 passengeres per year;
  - ii. Essential Service/Infrastructure more than 600,000 passengeres per year.

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<sup>2</sup> <https://www.transport-community.org/transport-of-dangerous-goods/>

<sup>3</sup> [https://cbrn-risk-mitigation.network.europa.eu/index\\_en](https://cbrn-risk-mitigation.network.europa.eu/index_en)

5. Services in the air transport subsector that are not classified as essential and important are as follows

5.1 Air Cargo Transport Service

5.2 Air Postal Transport Service

**Scheme**

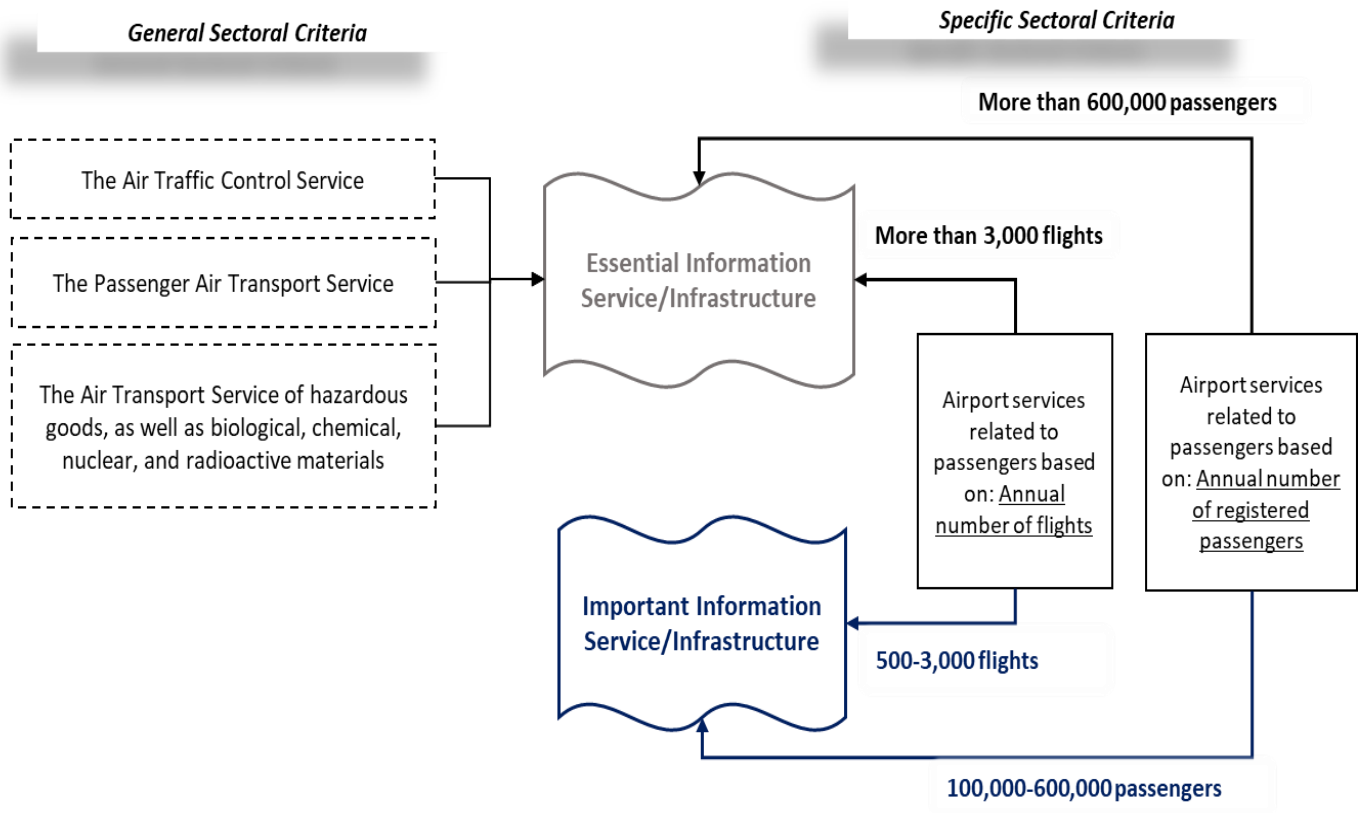


Figure 5 Classification of Transport Sector Services- Air

## II. Rail Transport Subsector

1. The rail transport subsector is a crucial part of the transport infrastructure, providing a sustainable and efficient means for transporting passengers and goods over long distances. This sector includes extensive railway networks, train stations, and modern trains used for intercity and international travel. Rail transport is known for its high cargo capacity, making it an eco-friendly alternative to road and air transport

2. The rail transport subsector includes the following services:

- a) Railway Infrastructure Management Service
- b) Traffic Operation and Coordination Service between railway operators and infrastructure managers  
Passenger Transport Service
- c) Freight Transport Service
- d) Rail Vehicle Towing Service

### 3. Classification Based on General Sectoral Criteria

3.1 The Railway Infrastructure Management Service provided by the national operator is automatically classified as an essential service.

3.2 The Passenger Transport Service via the railway system is automatically classified as an essential service.

3.3 The Transport Service for Dangerous Goods <sup>4</sup> via the railway system is automatically classified as an essential service.

3.4 The Transport Service for Non-Dangerous Goods <sup>5</sup> via the railway system is automatically classified as an important service.

3.5 The Rail Vehicle Towing Service is automatically classified as an important service

4. For the Rail Transport Subsector, **specific sectoral criteria do not apply.**

5. Services in the rail transport subsector that are not classified as essential and important are as follows:

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<sup>4</sup> <https://hekurudha.al/baza-ligjore/>

<sup>5</sup> <https://hekurudha.al/baza-ligjore/>

5.1 Traffic Operation and Coordination Service between railway operators and infrastructure managers

**Scheme**

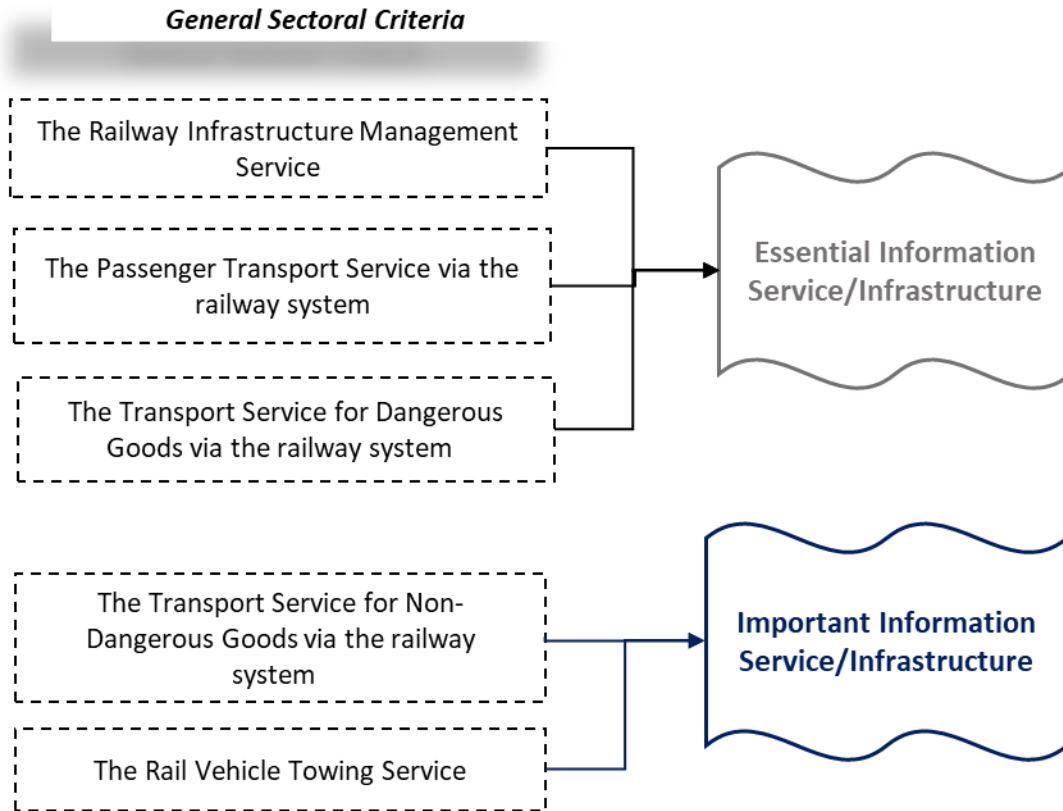


Figure 6 Classification of Transport Sector Services- Rail



### **III. Maritime Transport Subsector**

1. The maritime transport subsector is a key pillar of international trade, offering an efficient and economical way to transport large and heavy goods across oceans and seas. This subsector includes a vast fleet of commercial ships, advanced ports, and complex logistical networks that facilitate the global movement of goods. Maritime transport is known for its high capacity and cost-effectiveness, enabling different countries to import and export large quantities of products at low costs. Advances in navigation technology and safety standards have improved the efficiency and sustainability of this sector, contributing to the growth of global economies and the development of international trade

2. The maritime transport subsector includes the following services::

- a) The service of maritime transport of goods and people;
- b) Port services;
- c) Monitoring services by port authorities

### **3. Classification Based on General Sectoral Criteria**

3.1 The service of maritime transport of passengers is automatically classified as an essential service.

3.2 The service of maritime transport of goods classified as chemical, biological, nuclear, and radioactive<sup>6</sup>, is automatically classified as an essential service.

3.3 The service of maritime transport of goods classified as non-hazardous is classified as an important service.

3.4 The monitoring services by port authorities are automatically classified as an important service.

### **4. Classification Based on Specific Sectoral Criteria:**

4.1 Port services directly/indirectly related to citizens/businesses are determined as follows:

- a) The annual number of registered maritime passengers from the previous year is determined as:
  - i. Important Service/Infrastructure from 100,000 – 700,000 passengers per year
  - ii. Essential Service/Infrastructure more than 700,000 passengers per year;
- b) The annual quantity of processed goods in tons from the previous year is determined as:

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<sup>6</sup> [https://cbrn-risk-mitigation.network.europa.eu/index\\_en](https://cbrn-risk-mitigation.network.europa.eu/index_en)

- i. Important Service/Infrastructure from 1-3 Millions Tons;
- ii. Essential Service/Infrastructure more than 3 Millions Tons;

**Scheme**

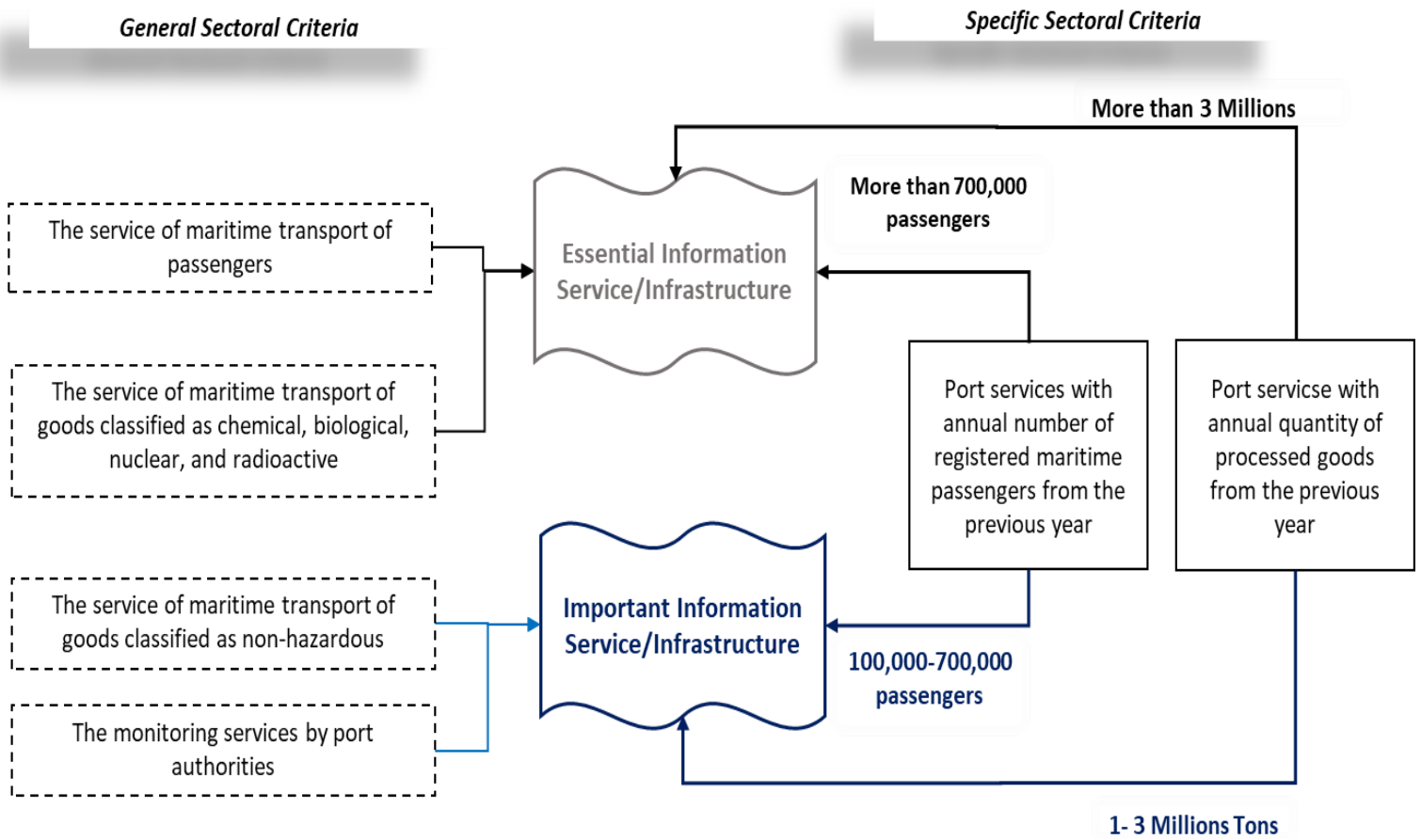


Figure 7 Classification of Transport Sector Services- Maritime

## **IV. Road Transport Subsector**

1. The road transport subsector is a key element of national and international infrastructure, ensuring the movement of goods and passengers through an extensive network of roads and highways. This subsector includes various vehicles, such as trucks, buses, and personal cars, which enable flexible and rapid transport within and between cities. Improvements in infrastructure, new vehicle technologies, and road safety measures have helped increase the efficiency, sustainability, and safety in this sector, contributing to economic development and population mobility.

2. The road transport subsector includes the following services:

- a) The service of managing urban and interurban passenger transport;
- b) The service of managing and monitoring road traffic;
- c) The service of road transport of goods;
- d) The service provided by operators of intelligent transport systems.

### **3. Classification Based on General Sectoral Criteria**

3.1 The service of managing and monitoring road traffic is automatically classified as an essential service.

3.2 The service of road transport of goods classified as hazardous is automatically classified as an essential service.

3.3 The service provided by operators of intelligent transport systems is automatically classified as an essential service.

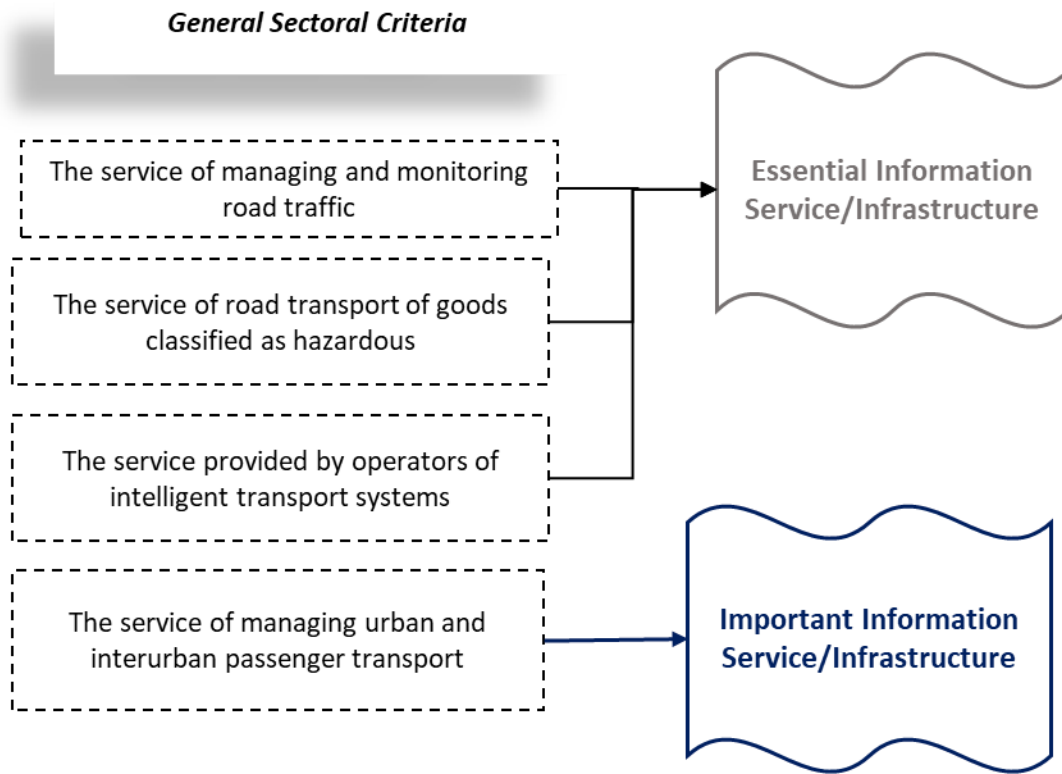
3.4 The service of managing urban and interurban passenger transport is automatically classified as an important service..

4. For the road transport subsector, **specific sectoral criteria do not apply.**

5. Services of the road transport sector that are not classified as critical and important services are as follows:

5.1 The service of road transport of goods classified as non-hazardous

**Scheme**



*Figure 8 Classification of Transport Sector Services- Road*

## CHAPTER VII

### FINANCIAL SECTOR

#### **I. Banking Sector**

1. The banking sector is a vital pillar of the global economy, providing financial services that include deposits, loans, and wealth management for individuals and businesses. Banks facilitate the circulation of capital and support investments and consumption. Through a wide range of financial products and services, the banking sector plays a key role in economic stability, economic growth, and the development of financial infrastructure. Technological innovations, such as electronic and mobile banking, have improved access to and efficiency of banking services, making them more accessible and secure for a wide range of customers. The financial sector, with the licensing and supervisory authority of the Bank of Albania, includes the following:

- a) Banks;
- b) Non-bank financial institutions;
- c) Payment institutions;
- d) Electronic money institutions;
- e) Other payment service providers;
- f) Savings and credit associations and their unions.

2. The Banking Sector includes the following services:

- a) Banking/financial services, including:
  - i. Monetary deposits;
  - ii. Lending, factoring, and trade transaction financing; financial leasing;
  - iii. Payment and money transfer services;
  - iv. Providing guarantees and taking commitments;
  - v. Foreign exchange;
  - vi. Money market instruments
  - vii. Transferable securities;
  - viii. Issuance of all types of securities
  - ix. Issuance and management of payment instruments, including electronic money issuance.
- b) Services provided by non-bank financial institutions;
- c) Services provided by payment institutions;
- d) Services provided by electronic money institutions;
- e) Services provided by other payment service providers;
- f) Services provided by savings and credit associations

### **3. Classification Based on General Sectoral Criteria**

3.1 The banking service related to Citizen Deposits is automatically classified as an essential service.

3.2 Services of Non-Bank Financial Institutions related to the public or businesses are classified as important services or unclassified according to specific sectoral criteria outlined below.

3.3 Services of Savings and Credit Associations are classified as important services or unclassified according to specific sectoral criteria outlined below.

3.4 If a financial institution does not conduct digital<sup>7</sup> financial transactions for the public or businesses, then the service is classified according to specific sectoral criteria as important services or unclassified.

### **4. Classification Based on Specific Sectoral Criteria**

4.1 Services provided to clients and businesses by the following institutions:

- a) Banks;
- b) Non-bank financial institutions;
- c) Payment institutions;
- d) Electronic money institutions;
- e) Other payment service providers;
- f) Savings and credit associations and their unions;

are classified according to specific sectoral criteria and thresholds as follows:

a) The number of active clients registered in the operator's systems (directly or indirectly<sup>8</sup>) is determined as

i. Important Service/Infrastructure from 5.000 - 50.000 clients

ii. Essential Service/Infrastructure more than 50.000 clients.

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<sup>7</sup> Digital financial transactions are actions performed through digital technologies that involve the exchange of money or other financial assets.

<sup>8</sup> Indirectly comes from the customer databases of other interacting operators.

## Scheme

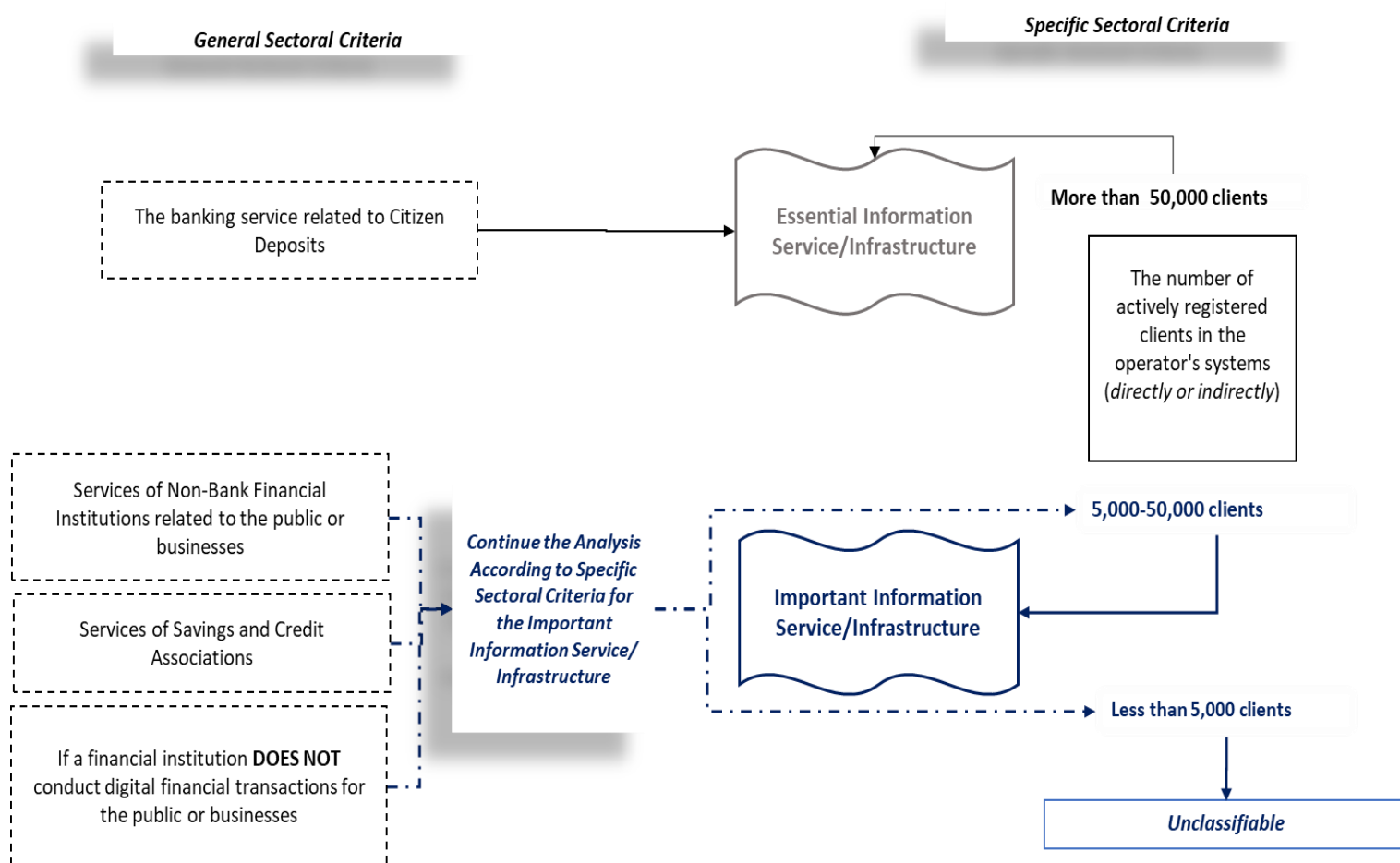


Figure 9 Classification of Banking Sector

## II. The Financial Markets Infrastructure Sector

1. Financial markets are platforms where transactions of financial assets, such as stocks, bonds, commodities, and currencies, take place. They help meet the supply and demand for these assets, allowing money to flow from those with excess (investors) to those in need (companies and governments).

2. The Financial Market Sector includes the following services:

- In the Insurance Market: Insurance companies, Reinsurance companies, Insurance agents and brokers, Damage assessors, Authorized actuaries;
- In the Securities Market: Brokerage firms, Registrars, and Regulated markets (exchanges);
- In the Voluntary Pension Fund Market: Voluntary pension fund management companies, Voluntary pension funds, Depositaries of voluntary pension funds;

- d) In the Collective Investment Undertakings Market: Management companies of collective investment undertakings, Investment funds, Investment companies, Alternative investment funds, Depositaries of collective investment undertakings.

### **3. Classification Based on General Sectoral Criteria**

3.1 Services of the Securities Market (National Stock Exchange) are automatically classified as an important service.

3.2 Services of the Insurance Market are automatically classified as an important service.

3.3 Services of the Voluntary Pension Fund Market are classified as important or unclassified according to specific sectoral criteria outlined below.

3.4 Services of the Collective Investment Undertakings Market are classified as important or unclassified according to specific sectoral criteria outlined below.

### **4. Classification Based on Specific Sectoral Criteria**

4.1 The service of the Voluntary Pension Fund Market or the Collective Investment Undertakings Market is determined according to the following criterion:

- a) If the number of active registered clients benefiting from the service (directly or indirectly) exceeds 5,000 clients, it is classified as an important service/infrastructure.





## CHAPTER VIII

### HEALTH SECTOR

1. The health sector is a vital component of society, dedicated to improving the health and well-being of individuals through the provision of medical services, treatments, and preventive care. This sector includes hospitals, clinics, research institutions, healthcare professionals, and medical technologies, all working together to diagnose, treat, and prevent diseases. The healthcare sector plays a crucial role in maintaining public health, managing health emergencies, and supporting a healthy and productive society.

2. The health sector includes the following services:

- a) Primary healthcare services;
- b) Hospital care services;
- c) Emergency medical services;
- d) Public health services;
- e) Dental services;
- f) Pharmaceutical services including the production, distribution, marketing, and control of medicines;
- g) Blood transfusion services;
- h) Services for the transplantation of tissues, cells, and organs;
- i) Laboratory services.

### **3. Classification Based on General Sectoral Criteria**

3.1 Services related to citizens in primary<sup>9</sup> healthcare institutions are automatically classified as essential services.

3.2 Services related to citizens in public healthcare institutions with inpatient beds<sup>10</sup> are automatically classified as essential services.

3.3 Services related to citizens in monitoring and control at the National Center for Emergency Medical Services are automatically classified as essential services.

3.4 Public health services at the Institute of Public Health and in healthcare units responsible for health safety, disease surveillance, identification of dangerous pathogens, environmental impact on health, etc., are automatically classified as essential services.

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<sup>9</sup> Qëndrat shëndetësore, 4 Poliklina të specialiteteve në Tiranë

<sup>10</sup> Të gjithë spitalet që kanë brenda dhe poliklinat e rretheve

3.5 Services related to pharmaceutical manufacturers are automatically classified as essential services.

3.6 Blood transfusion services are automatically classified as essential services.

3.7 Services related to genetic analyses in medical laboratories are automatically classified as essential services.

3.8 Services related to in-vitro laboratories are automatically classified as essential services.

3.9 Services for the control of drugs and medical devices through the drug and medical device control center are automatically classified as essential services.

3.10 Services for the transplantation of tissues, cells, and organs are automatically classified as essential services.

3.11 Pharmaceutical depot management services are automatically classified as important services.

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 Healthcare services for citizens offered by private institutions are determined according to:

a) The number of registered patients who have received the service for the previous year:

- i. Important Service/Infrastructure from 5000 – 15,000 patients
- ii. Essential Service/Infrastructure more than 15,000 patients

b) The number of medical analyses/examinations performed in the laboratory for the previous year:

- i. Important Service/Infrastructure from 50,000 – 150,000 analyses/examinations
- ii. Essential Service/Infrastructure more than 150,000 analyses/examinations

#### **5. Services Not Classified as Critical or Important in the Healthcare Sector**

5.1 Retail pharmaceutical services

5.2 Dental Services

# Scheme

## General Sectoral Criteria

## Specific Sectoral Criteria

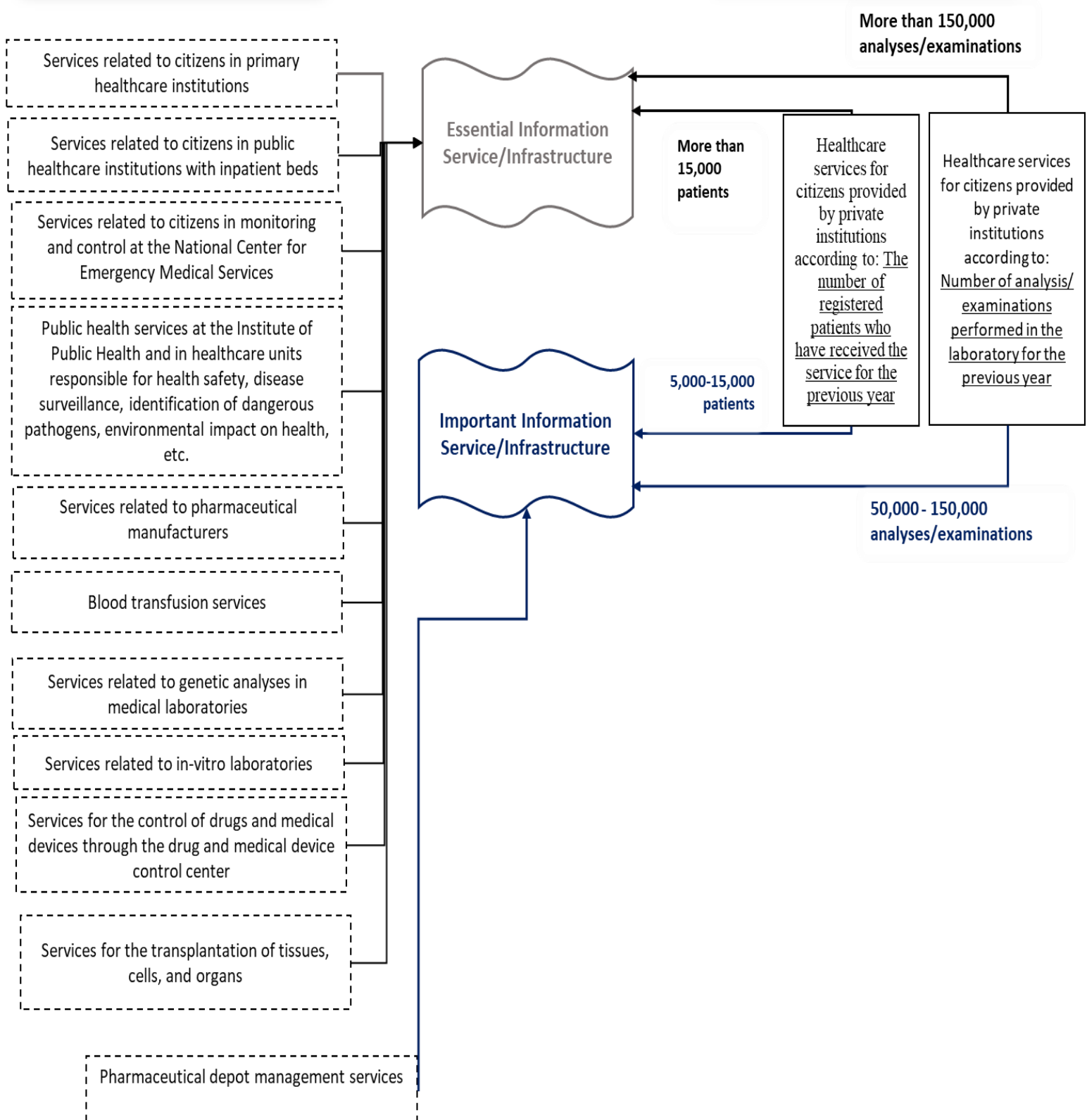


Figure 11 Classification of Healthcare Sector Services

## CHAPTER IX

### DRINKING WATER SECTOR

1. The drinking water supply sector is a crucial element for public health and economic development, ensuring the provision and distribution of safe and clean water for human consumption. This sector includes the infrastructure for water resources, treatment and distribution of water, and management of sewage and wastewater systems. Advanced technologies and sustainable management practices have enabled improvements in water quality and reductions in pollution, protecting natural resources and public health. Continuous supply of clean drinking water is essential for preventing waterborne diseases and ensuring a high quality of life for communities worldwide.

2. The Drinking Water Sector Includes the Following Services:

- a) Water Collection and Treatment Services
- b) Water Distribution Services;
- c) Internal and External Water Quality Monitoring Services:

#### **3. Classification Based on General Sectoral Criteria**

3.1 The service of monitoring and verifying the quality of drinking water is automatically classified as an essential service

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 The service of distribution, collection, and treatment of drinking water is identified and classified as follows::

- a) The number of subscribers at the regional level benefiting from the service is determined as:
  - i. Important Service/Infrastructure from 30,000 – 70,000 subscribers
  - ii. Essential Service/Infrastructure more than 70,000 subscribers.

**Scheme**

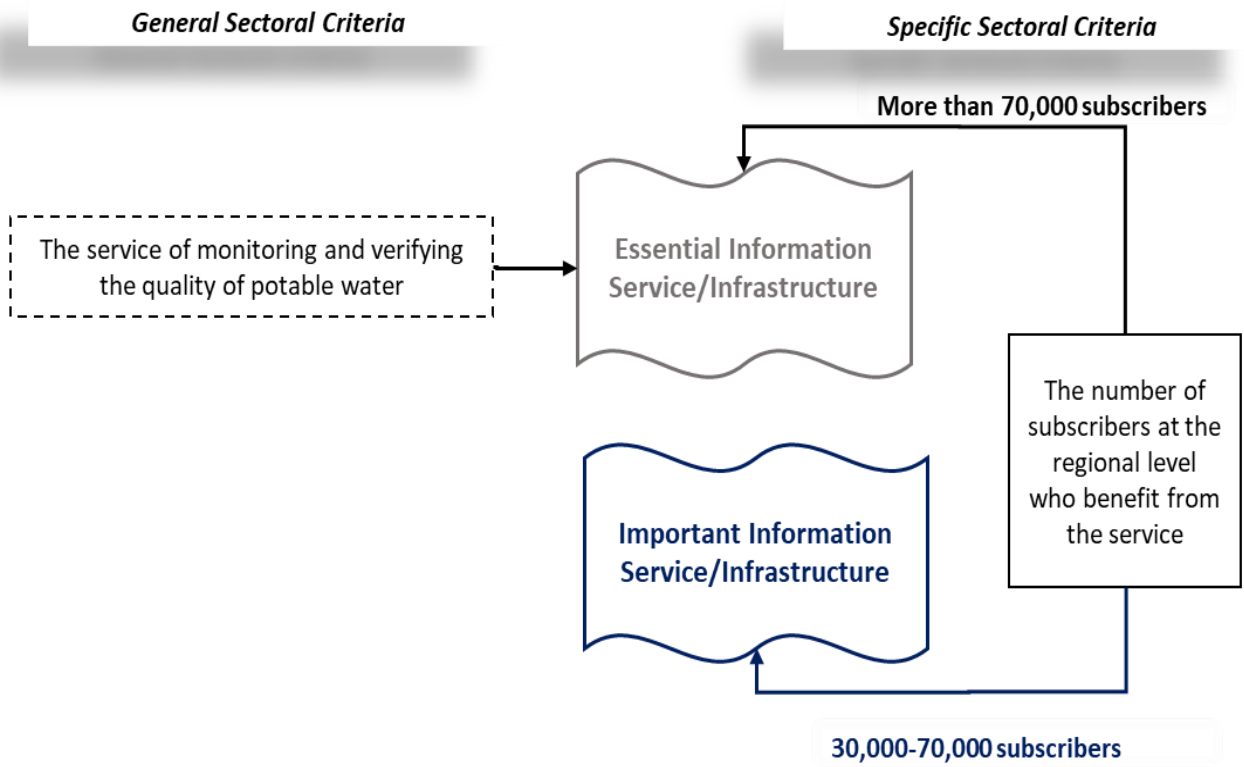


Figure 12 Classification of Services in the Drinking Water Sector

## CHAPTER X

### WASTEWATER SECTOR

1. The wastewater sector is a key component of public infrastructure, encompassing the collection, transport, treatment, and disposal of wastewater from residences, businesses, and industries. This sector operates to ensure that wastewater is treated safely and efficiently to prevent environmental pollution and protect public health. Through an extensive network of sewers, treatment plants, and advanced technologies, the sewerage sector recycles and cleans wastewater, making it suitable for discharge into nature or for reuse. Effective management of this sector is essential for environmental sustainability, water resource conservation, and community well-being.

2. Services Provided by the Wastewater Sector:

- a) The service of collecting and removing wastewater;
- b) The service of treating wastewater.

### 3. Classification Based on General Sectoral Criteria

3.1 The service for the collection, removal, and treatment of wastewater is automatically classified as an essential service

4. For the wastewater sector, **specific sectoral criteria do not apply.**

#### Scheme

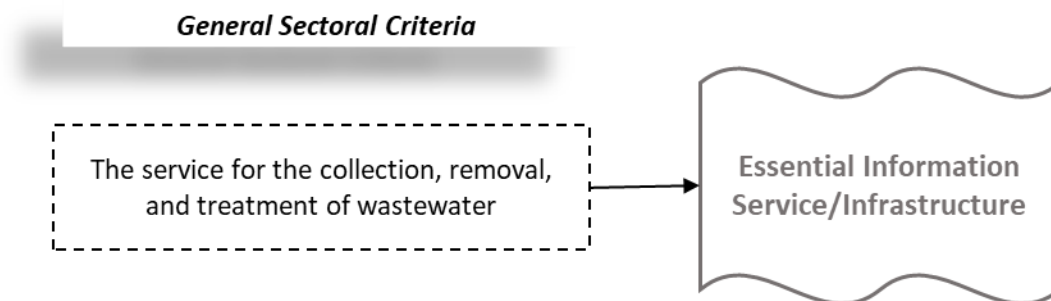


Figure 13 Classification of Services in the Wastewater Sector

## CHAPTER XI

### DIGITAL INFRASTRUCTURE SECTOR

1. The digital infrastructure sector is the foundation upon which modern communication and information technology services are built, enabling fast and reliable data connectivity and exchange. This sector includes wide-area telecommunications networks, submarine cables, satellites, data centers, and IT equipment that support the internet and global communication. Digital infrastructure is critical for the functioning of modern economies, supporting everything from communication and education to e-commerce and public services.

2. The subsector of electronic and communication services includes:

- a) Services provided by Internet Exchange Point (IXP) providers;
- b) DNS services, excluding root name server operators;
- c) Services provided by Top-Level Domain (TLD) registries;
- d) Cloud computing services;
- e) Services provided by data center service providers;
- f) Services provided by Content Delivery Network (CDN) providers;
- g) Services provided by qualified trust service providers;
- h) Services provided by public electronic communication network operators
- i) Publicly available electronic communication services;
- j) Publicly available audio and audiovisual services.

### **3. Classification Based on General Sectoral Criteria**

3.1 Services provided by Top-Level Domain (TLD) registry operators are automatically classified as essential services.

3.2 Cloud computing services (including "cloud/on-premise hosting") provided for hosting essential and/or important information services are automatically classified as essential services.

3.3 Services provided by public electronic communication network operators for essential and important infrastructures are automatically classified as critical services.

3.4 Services provided by electronic communication network operators with significant market power<sup>11</sup> for end-users or clients are automatically classified as essential services.

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<sup>11</sup> Reference: Law No. 9918, dated 19.5.2008 (as amended)



3.5 Services provided by Qualified Trust Service Providers (QTSPs), are automatically classified as essential services.

3.6 DNS services, excluding root name server operators, are classified as critical.

3.7 Audio and audiovisual services<sup>12</sup> provided by operators categorized as national are automatically classified as important services.

#### **4. Classification Based on Specific Sectoral Criteria dhe pragjet**

4.1 Services provided by digital infrastructure operators will be determined according to:

a) The number of entities connected to the Internet Exchange Point (IXP) infrastructure is determined as:

- i. Important Service/Infrastructure from 1- 5 subjects;
- ii. Essential Service/Infrastructure more than 5 subjects

4.2 The content distribution service is determined based on the number of subscribers as si:

- a) Important Service/Infrastructure from 1,000-5,000 subscribers;
- b) Essential Service/Infrastructure more than 5,000 subscribers;

4.3 The public electronic communications service is determined based on the number of subscribers as:

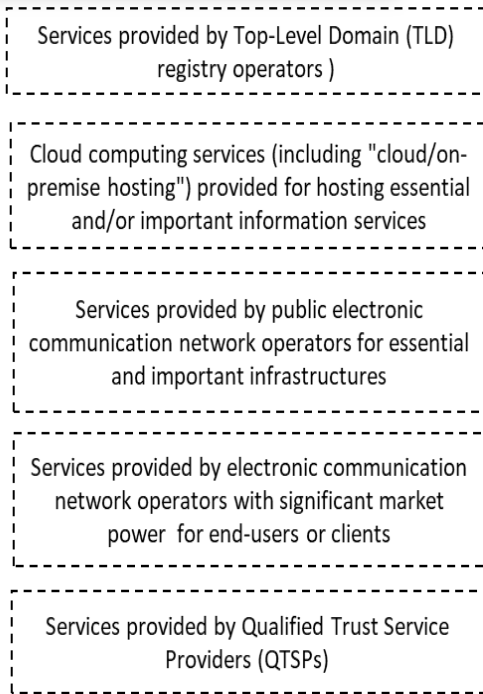
- a) Important Service/Infrastructure from 1,000-5,000 subscribers;
- b) Essential Service/Infrastructure more than 5,000 subscribers;

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<sup>12</sup> Reference: Law No. 97/2013 (as amended)

# Scheme

## General Sectoral Criteria



## Specific Sectoral Criteria

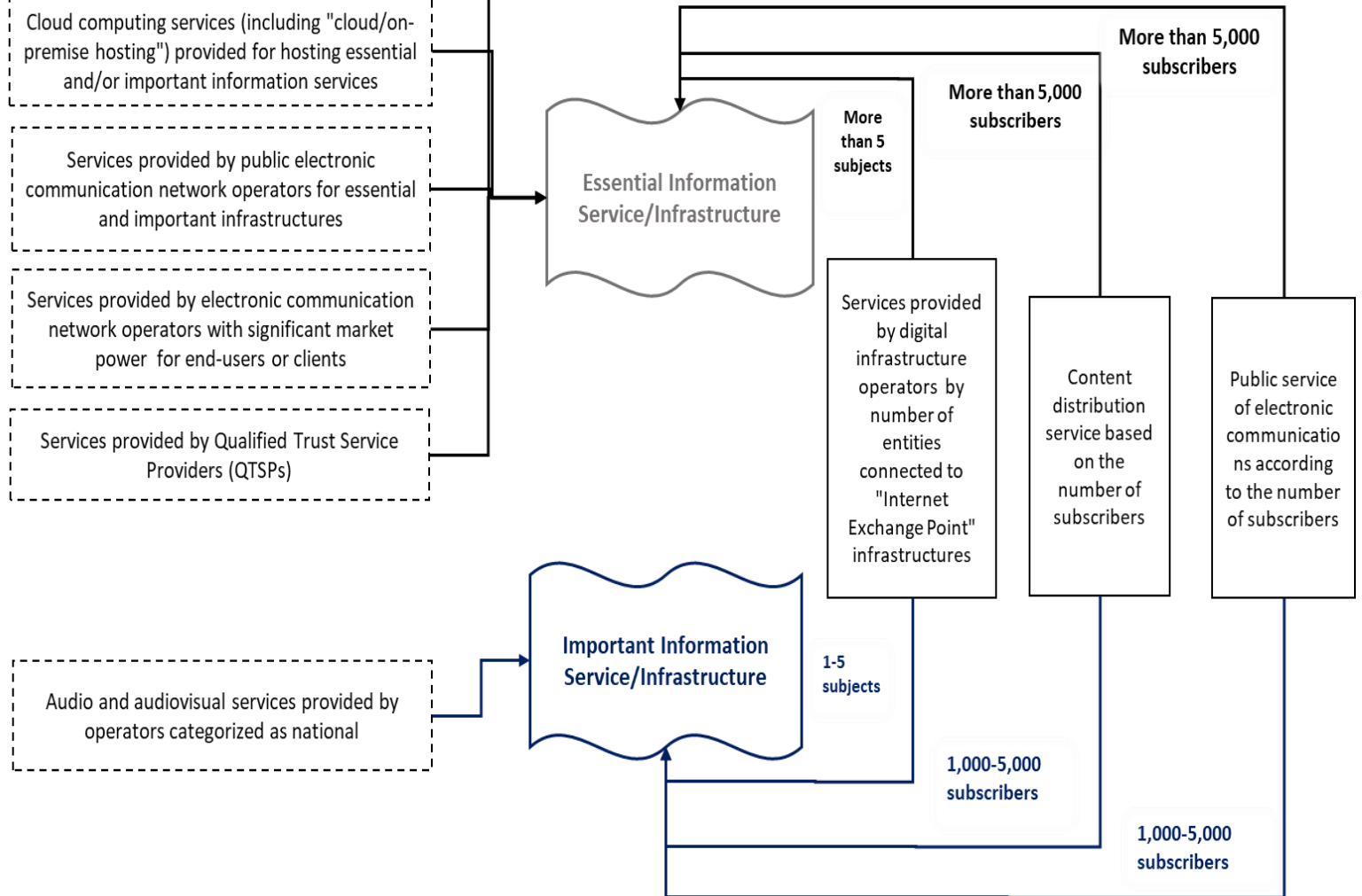


Figure 14 Classification of Digital Infrastructure Sector Services

CHAPTER XII  
ICT SERVICE MANAGEMENT SECTOR

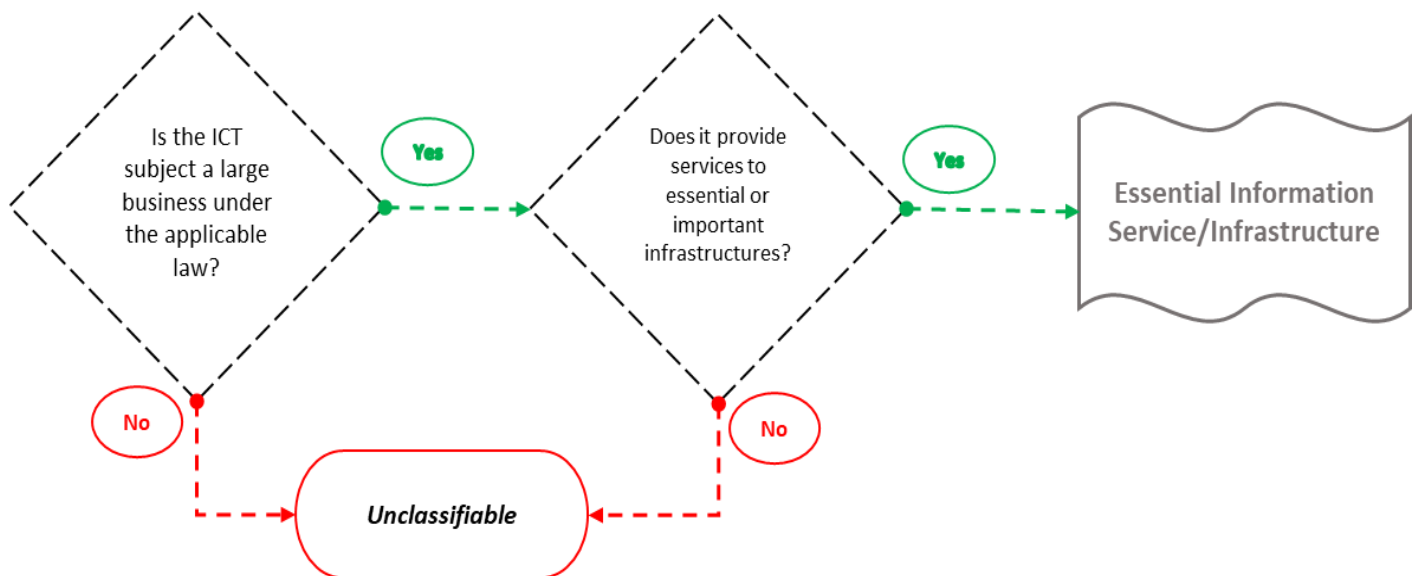
1. The Information and Communication Technology (ICT) management sector plays a crucial role in supporting and optimizing business operations and public services through technological solutions. This sector includes IT services provision, network management, cybersecurity, application development, and technical support. Effective ICT service management helps organizations enhance efficiency, improve productivity, and ensure operational continuity. Advances in technology and best management practices have made this sector a key factor in innovation and digital transformation, enabling businesses and public institutions to quickly respond to market changes and client demands..

**2. Classification Based on General Sectoral Criteria**

2.1 ICT services provided by entities categorized as large businesses under applicable law for critical or important information infrastructures are automatically classified as essential services.

3. For the ICT service management sector, or the ICT service management sector, specific sectoral criteria do not apply

**Scheme**



*Figure 15 Classification of ICT Service Management Sector Services*

## CHAPTER XIII

### PUBLIC ADMINISTRATION SECTOR

#### **I. The Public Administration sector consists of:**

- a) Central Public Administration;
- b) Regional Public Administration;
- c) Independent Institutions.

#### **II. Central Public Administration**

1. The Central Public Administration sector is responsible for drafting and implementing national policies, managing public resources, and providing essential services to citizens. This sector includes the Prime Minister's Office, ministries, institutions under the authority of the Prime Minister or ministers, direct service delivery units, autonomous agencies, and the prefectural administration. These entities work to ensure well-being, security, and economic development on a national scale. The central public administration plays a crucial role in policy formulation, legislation, monitoring the implementation of laws, and coordinating public programs.

#### **2. Classification Based on General Sectoral Criteria**

2.1 Services provided to institutions classified as important or essential information infrastructures are automatically classified as essential services.

2.2 Services provided by the central government portal are automatically classified as essential services.

#### **3. Classification Based on Specific Sectoral Criteria dhe pragjet**

3.1 The unique services offered by Public Institutions to citizens, subjects, or institutions of essential and/or important information infrastructures are determined as si:

##### **a) For citizens:**

- i. A service/infrastructure from which 10,000 – 50,000 citizens benefit is classified as an Important Service for the country
- ii. A service/infrastructure from which more than 50,000 citizens benefit is classified as an Essential Service for the country.

##### **b) For Subjects:**

- i. A service/infrastructure benefiting 3,000 – 10,000 subjects is classified as an Important Service for the country.

ii. A service/infrastructure benefiting more than 10,000 businesses is classified as an Essential Service for the country.

**Scheme**

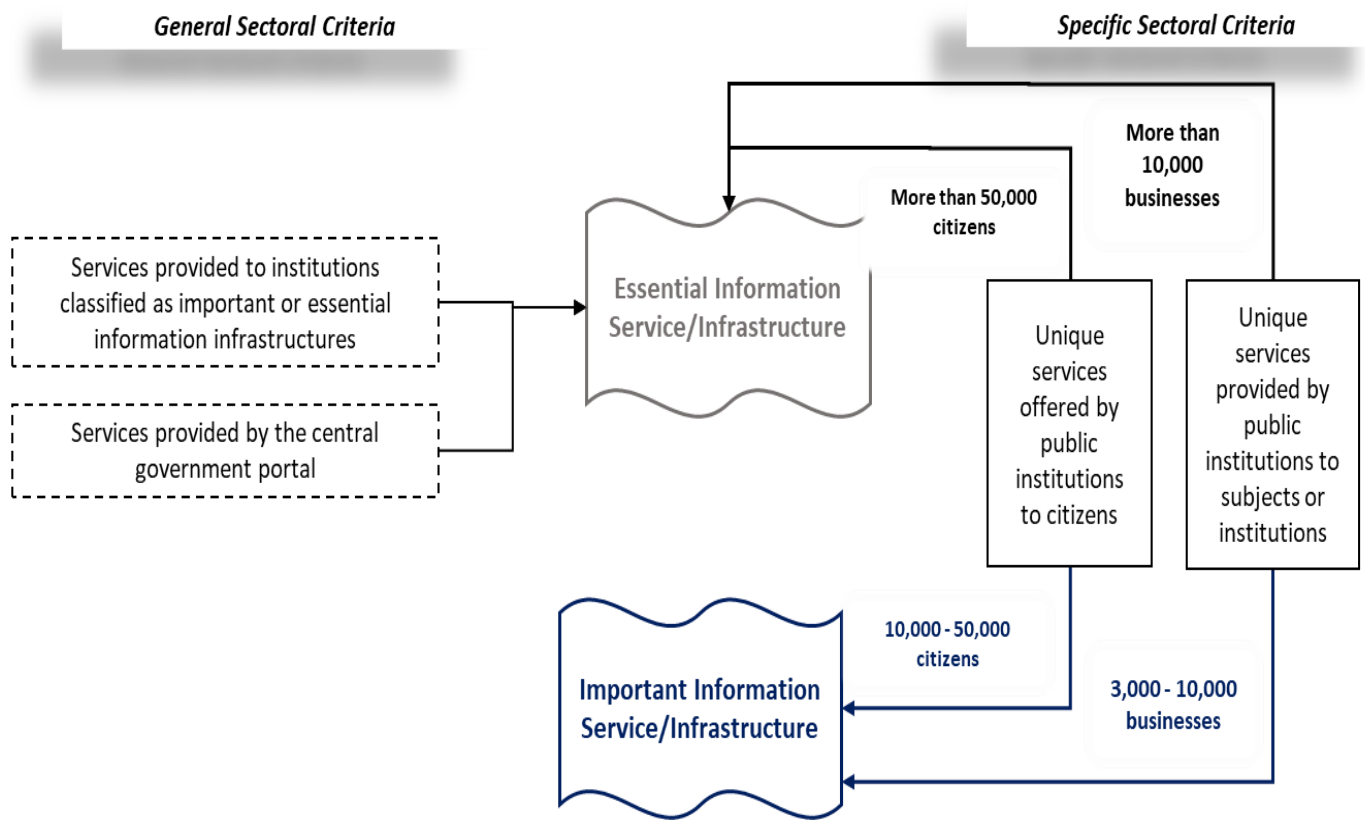


Figure 16 Classification of Central Public Administration Services

**III. Regional Public Administration**

1. The regional public administration sector is responsible for managing and implementing policies and public services within specific regions, acting as a key link between central government and local communities. This sector includes regional authorities, councils, and central agencies that coordinate economic development, infrastructure, education, healthcare, and social services to meet the specific needs of the region. Regional public administration plays a critical role in adapting national policies to local characteristics and priorities, ensuring a more effective and equitable distribution of resources. Efficiency and cooperation at this level are essential for improving the quality of life for residents and fostering sustainable regional development.

2. **General criteria do not apply** to regional public administration entities.

### 3. Classification Based on Specific Sectoral Criteria

3.1 The services offered by local government institutions are identified and classified according to the following criteria and thresholds:

- a) The number of citizens receiving services annually (*directly or indirectly*) is determined as:
  - i. A service/infrastructure benefiting 10,000 to 50,000 citizens is classified as an Important Service for the country..
  - ii. A service/infrastructure benefiting more than 50,000 citizens is classified as an Essential Service for the country.
- b) The number of entities receiving services related to the taxation system annually is determined as:
  - i. A service/infrastructure benefiting 3,000 – 10,000 entities is classified as an Important Service for the country.
  - ii. A service/infrastructure benefiting more than 10,000 entities is classified as an Essential Service for the country.

#### Scheme

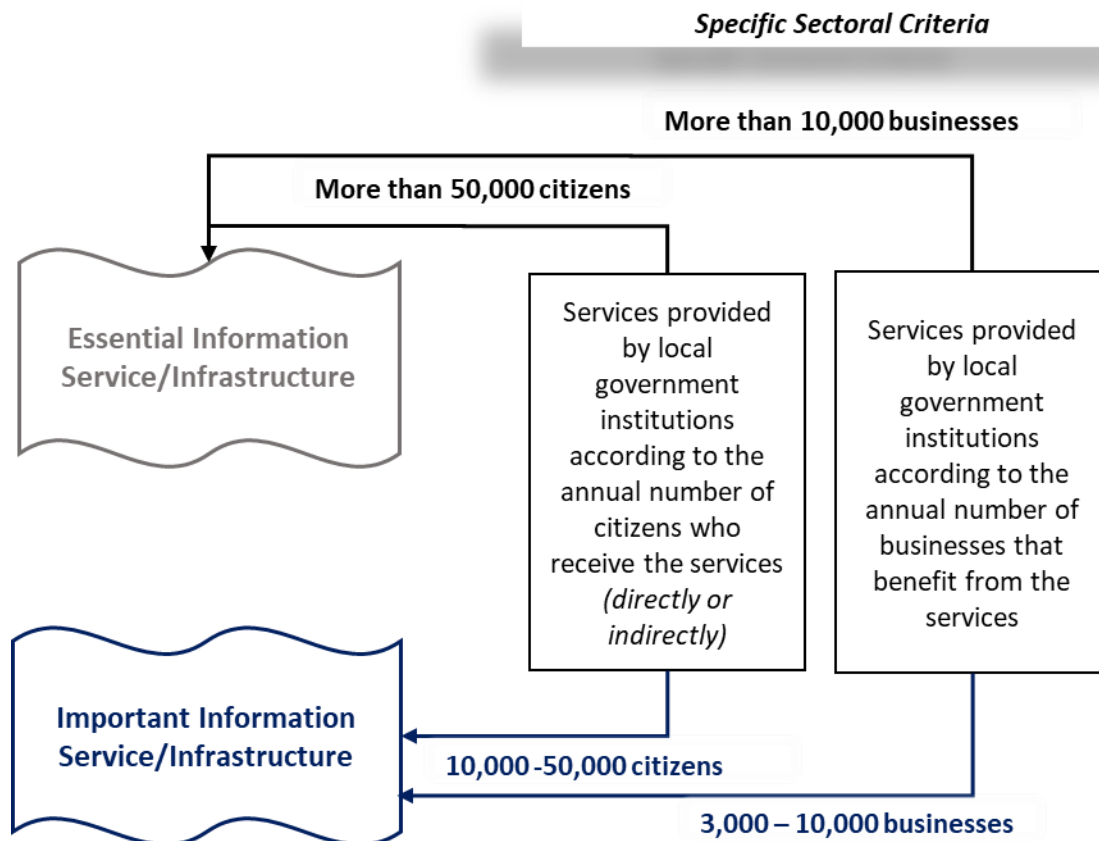


Figure 17 Classification of Regional Public Administration Services

## IV. Independent Institutions

1. Independent institutions include a range of bodies and authorities that operate independently from the government to ensure oversight, transparency, and accountability in governance and various sectors of society. These institutions play a critical role in protecting citizens' rights and freedoms, enforcing the law, maintaining fair competition, and ensuring democratic processes. The independent and impartial functioning of these institutions is vital for strengthening the rule of law, improving governance, and fostering public trust in democratic institutions

### 2. Classification Based on General Sectoral Criteria

2.1 Services provided by Independent Institutions, including those related to enforcement, legislative, and security functions, where compromising the information would impact public interest and safety as well as national security, are automatically classified as essential services..

3. For the sector of Independent Institutions **specific sectoral criteria do not apply**

### Scheme

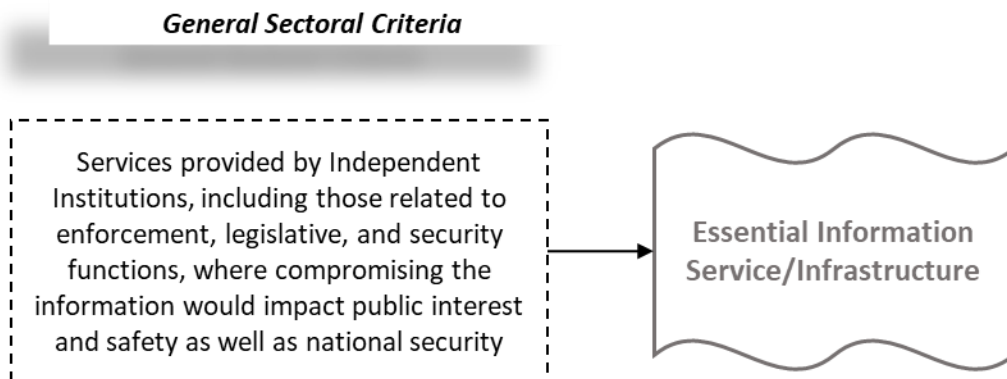


Figure 18 Classification of Independent Institutions Services

## CHAPTER XIV

### SPACE SECTOR

1. The space sector is a dynamic and technologically advanced field that involves the exploration, study, and utilization of outer space. This sector includes space agencies, private companies, research institutes, and universities working together to develop advanced technologies such as satellites and spacecraft. Activities in the space sector encompass planetary exploration missions, Earth observation, global communication, and scientific research in the unique microgravity environment. The space sector is also a significant driver of innovation and economic development, creating new opportunities for industry and scientific research.

#### 2. Classification Based on General Sectoral Criteria

2.1 Services provided by institutions/entities related to geospatial data are automatically classified as essential services

3. For the space sector, **specific sectoral criteria do not apply.**

#### Scheme

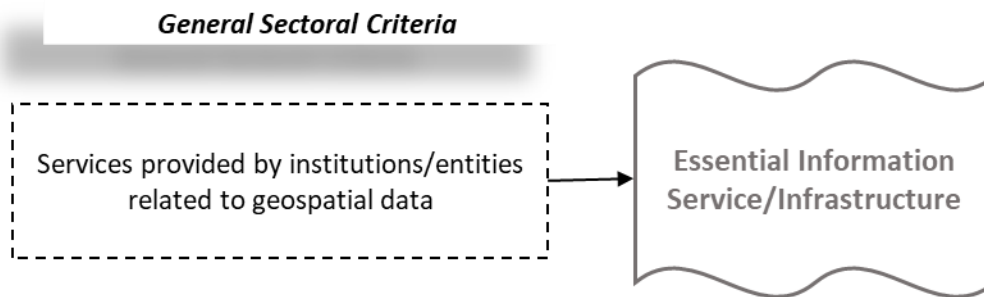


Figure 19 Classification of Space Sector Services



## CHAPTER XV

### EDUCATION

1. The educational sector is a crucial component of social and economic development, providing opportunities to learn and develop skills that help individuals reach their full potential. This sector includes pre-university and higher education institutions, as well as vocational training and continuing education centers.

2. The educational sector includes the following services:

a) Pre-university and higher education services

3. **General sectoral criteria do not apply** to the educational sector..

#### 4. Classification Based on Specific Sectoral Criteria

4.1 Educational services at pre-university and university levels are identified and classified as follows::

a) The active number of registered students for all study cycles is determined as:

i .A service/infrastructure benefiting 3,000 – 10,000 students is classified as an Important Service for the country.

ii A service/infrastructure benefiting more than 10,000 students is classified as an Essential Service for the country.

#### Scheme

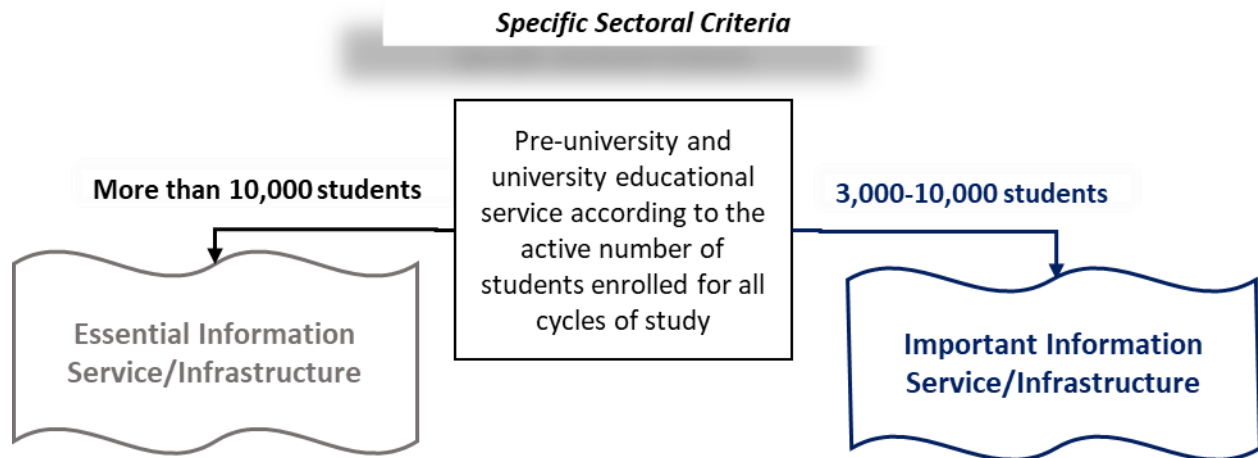


Figure 20 Classification of Education Sector Services

## CHAPTER XVI

### TOURISM SECTOR

1. The tourism sector is a vital part of the global economy, encompassing travel and exploration of various destinations for recreational, cultural, and business purposes. This sector includes hotels, restaurants, travel agencies, transportation, and tourist attractions, which work together to provide memorable experiences for visitors. Tourism plays a significant role in economic development by creating jobs, stimulating investments, and enhancing local infrastructure.

2. The tourism sector includes the following services:

- a) Services provided by travel agencies;
- b) Services provided by tour operators;
- c) Services provided by tourist service providers;
- d) Services provided by accommodation structures.

**3. General sectoral criteria do not apply** to the tourism sector.

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 Services provided by accommodation structures, which have benefited over 50,000 clients per year, are classified as important services.

**5** The following tourism sector services are not classified as essential or important services:

5.1 Services provided by travel agencies

5.2 Services provided by tour operators

5.3 Services provided by service providersSkema

**Specific Sectoral Criteria**

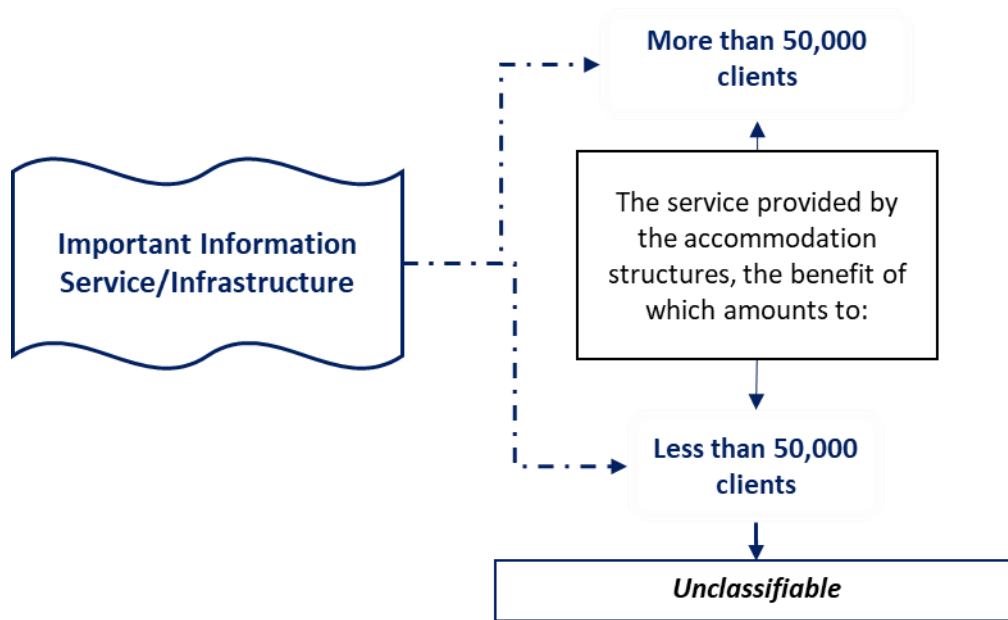


Figure 21 Classification of Tourism Sector Services

## CHAPTER XVII

### POSTAL AND COURIER SERVICES

1. The postal and courier sector plays a crucial role in facilitating communication and the exchange of goods both locally and globally. This sector includes traditional postal services, express deliveries, and advanced logistics, including the distribution of letters, packages, and documents. Postal and courier companies, both public and private operators, use extensive infrastructure networks and modern technology to ensure fast, secure, and reliable delivery. Advances in technology and innovations in supply chain management have enabled this sector to adapt to the increasing demands of e-commerce and globalization..

2. The postal sector includes:

- a) Postal Services;
- b) Universal Postal Services

#### **3. Classification Based on General Sectoral Criteria**

3.1 Universal postal service is automatically classified as an essential service.

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 Postal services are defined as follows:

- a) The annual number of financial transactions through postal services, based on the previous year, is determined as:
  - i. Important Service/Infrastructure from 1,000,000 – 2,500,000 transactions/year;
  - ii. Essential Service/Infrastructure more than 2,500,000 transactions/year;

## Scheme

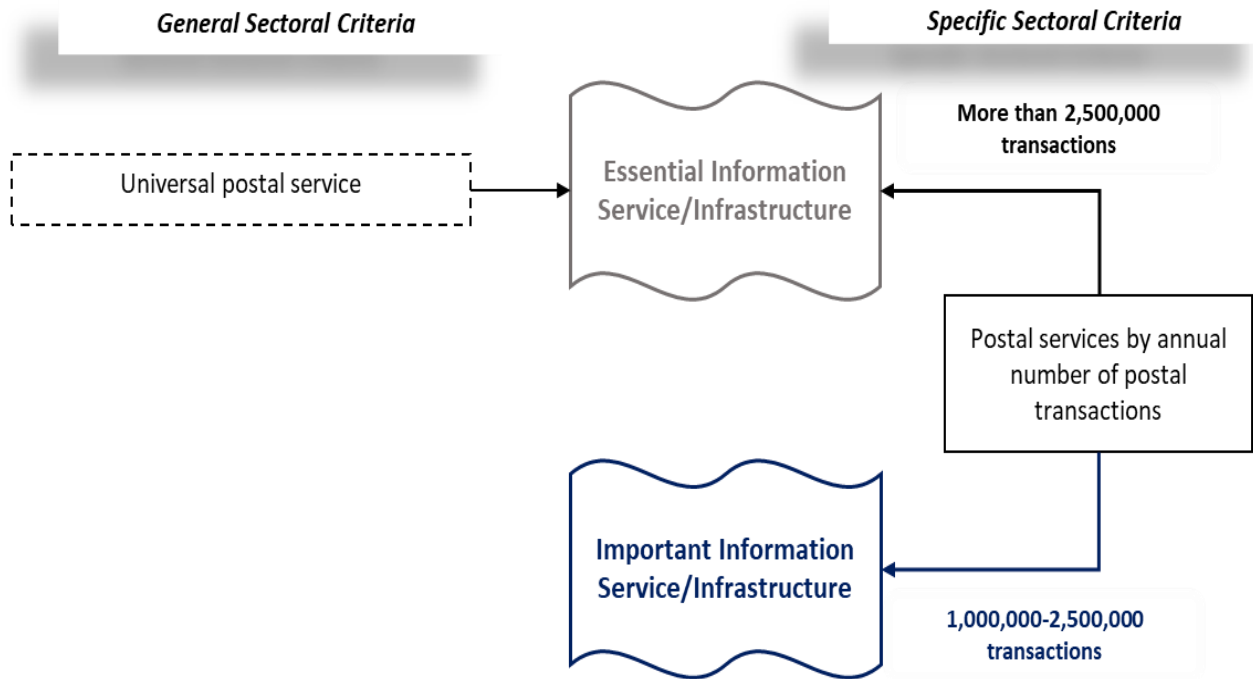


Figure 22 Classification of Postal and Courier Sector Services

## CHAPTER XVIII

### WASTE MANAGEMENT SECTOR

1. The waste management sector is crucial for environmental protection and public health, encompassing the collection, transportation, processing, recycling, and disposal of solid and liquid waste. This sector includes a wide range of services and infrastructure, from landfills and incineration plants to recycling centers and hazardous waste treatment facilities. Technological innovations and sustainable practices have improved the efficiency of waste management, reducing environmental impact and promoting the recycling and reuse of materials. Effective waste management is essential for preserving natural resources, reducing pollution, and enhancing the quality of life for communities, contributing to a cleaner and more sustainable environment.

2. The waste management sector includes the following services:

- a) Waste collection services;
- b) Waste disposal services;
- c) Waste reuse and recycling services;
- d) Waste transportation.

#### **3. Classification Based on General Sectoral Criteria**

3.1 Waste collection services are automatically classified as important services.

3.2 Waste reuse and recycling services are automatically classified as important services.

#### **4. Classification Based on Specific Sectoral Criteria**

4.1 The waste management services are identified and classified as follows:

- a) The maximum weight of urban waste incinerated in tons per 24 hours is determined as
  - i. Important Service/Infrastructure from 20-70 tons;
  - ii. Essential Service/Infrastructure more than 70 tons;
- b. The maximum weight of hospital waste incinerated in tons per 24 hours is determined as
  - i. Important Service/Infrastructure from 1-5 tons;
  - ii. Essential Service/Infrastructure more than 5 tons;

5. The following waste management sector services are not classified as critical or important:

5.1 Waste transportation services

**Scheme**

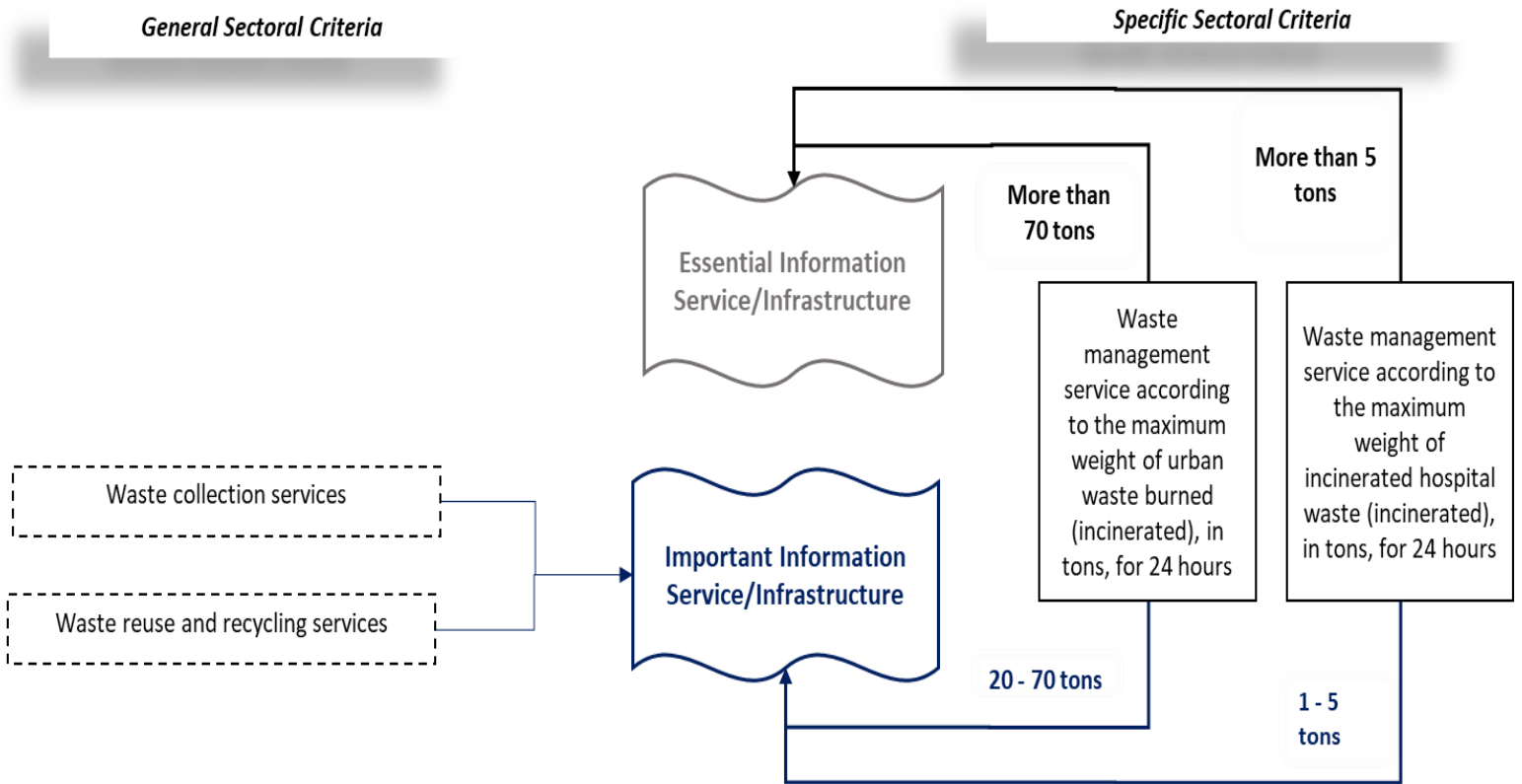


Figure 23 Classification of Waste Management Sector Services

## CHAPTER XIX

### MANUFACTURING SECTOR

1. The manufacturing sector is a cornerstone of the global economy, encompassing the transformation of raw materials into finished products for consumers and industry. This sector includes a wide range of industries, from automotive and electronics manufacturing to food and textiles, and employs advanced technologies and innovative processes to enhance efficiency and product quality. Improvements in automation, robotics, and artificial intelligence have revolutionized manufacturing, reducing costs and increasing productivity.

2. The manufacturing sector includes the following sub-sectors:

- a) The sub-sector of manufacturing medical devices and in vitro diagnostic medical devices;
- b) The sub-sector of manufacturing computer, electronic, and optical products;
- c) The sub-sector of manufacturing electrical equipment;
- d) The sub-sector of manufacturing machinery and equipment n.e.c. (not elsewhere classified);
- e) The sub-sector of manufacturing vehicles, trailers, and semi-trailers.;

#### **3. Classification Based on General Sectoral Criteria**

3.1 Services for monitoring and controlling plant protection products or fertilizers, including production, storage, and use, are automatically classified as essential services.

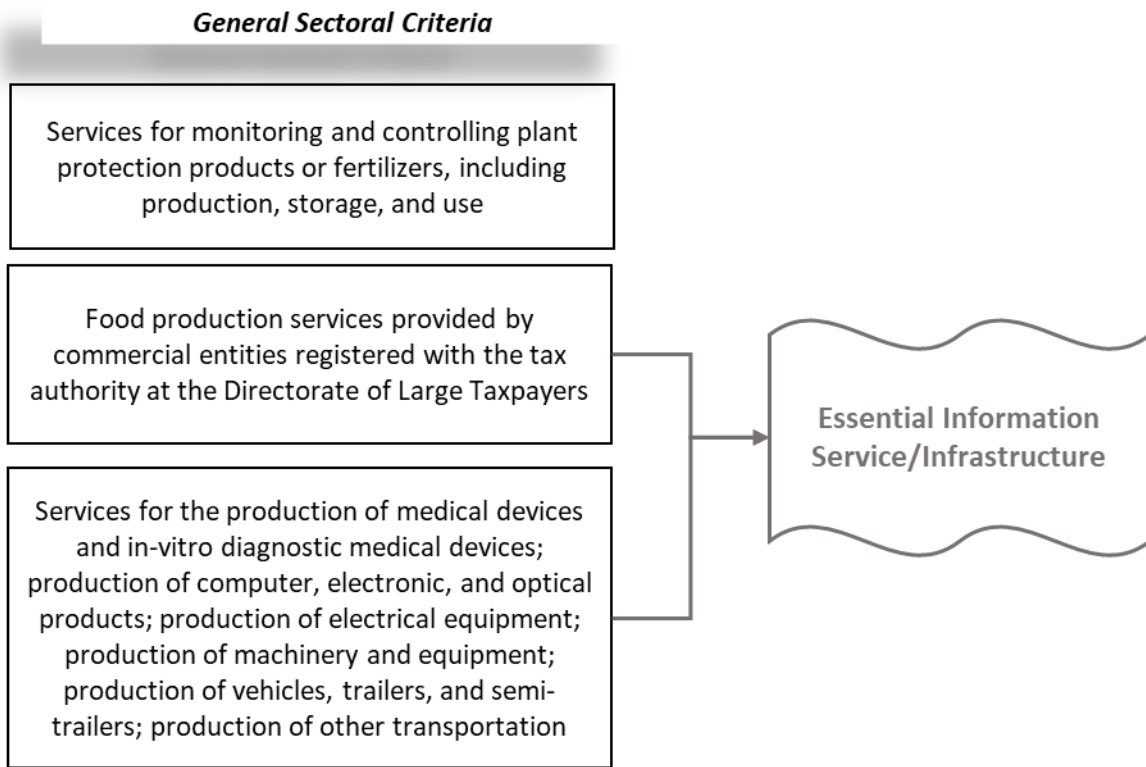
3.2 Food production services provided by commercial entities registered with the tax authority at the Directorate of Large Taxpayers are automatically classified as essential services.

3.3 Services for the production of medical devices and in-vitro diagnostic medical devices; production of computer, electronic, and optical products; production of electrical equipment; production of machinery and equipment; production of vehicles, trailers, and semi-trailers; production of other transportation equipment are automatically classified as essential services.

4. For the manufacturing sector, **specific sectoral criteria do not apply.**



## Scheme



*Figure 24 Classification of Manufacturing Sector Services*

CHAPTER XX  
DIGITAL PROVIDERS

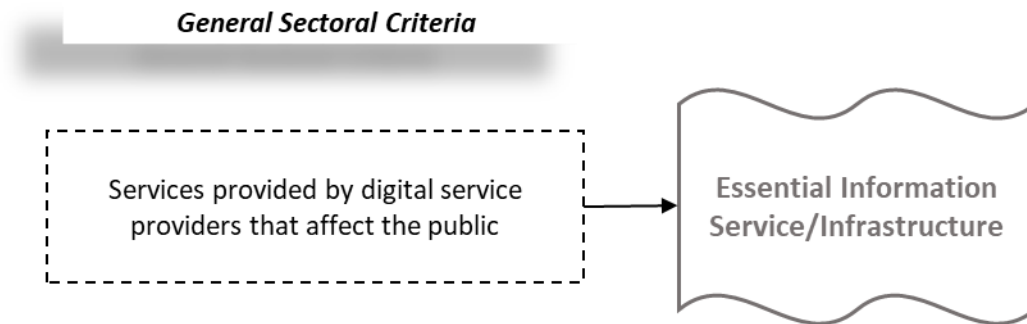
1. The digital services sector includes companies and organizations that offer a wide range of services and products through digital platforms, including the internet and mobile devices. This sector encompasses communication and social networking platforms, cloud data storage services, e-commerce, electronic payments and wallets, media streaming, online education, and information technologies

**2. Classification Based on General Sectoral Criteria**

2.1 Services provided by digital service providers that affect the public are automatically classified as important

3. For the digital services provider sector, **specific sectoral criteria do not apply.**

**Scheme**



*Figure 25 Classification of Digital Providers Sector Services*

## Appendix 1 – Scheme – OR –

### Description

The logical scheme "OR" is a fundamental operation in logic and computer science used to evaluate multiple conditions or statements. Denoted by the symbol " $\vee$ " or the word "or", it returns true if at least one of the conditions it connects is true, and false only if all conditions are false. This scheme allows for the creation of complex logical expressions by combining simpler statements, enabling decision-making based on various scenarios where any single condition being true is sufficient to satisfy the overall condition

$i$  = Services

$j$  = Criteria

$n_i$  = Number more than 1

$n_j$  = Number of Criteria more than 1

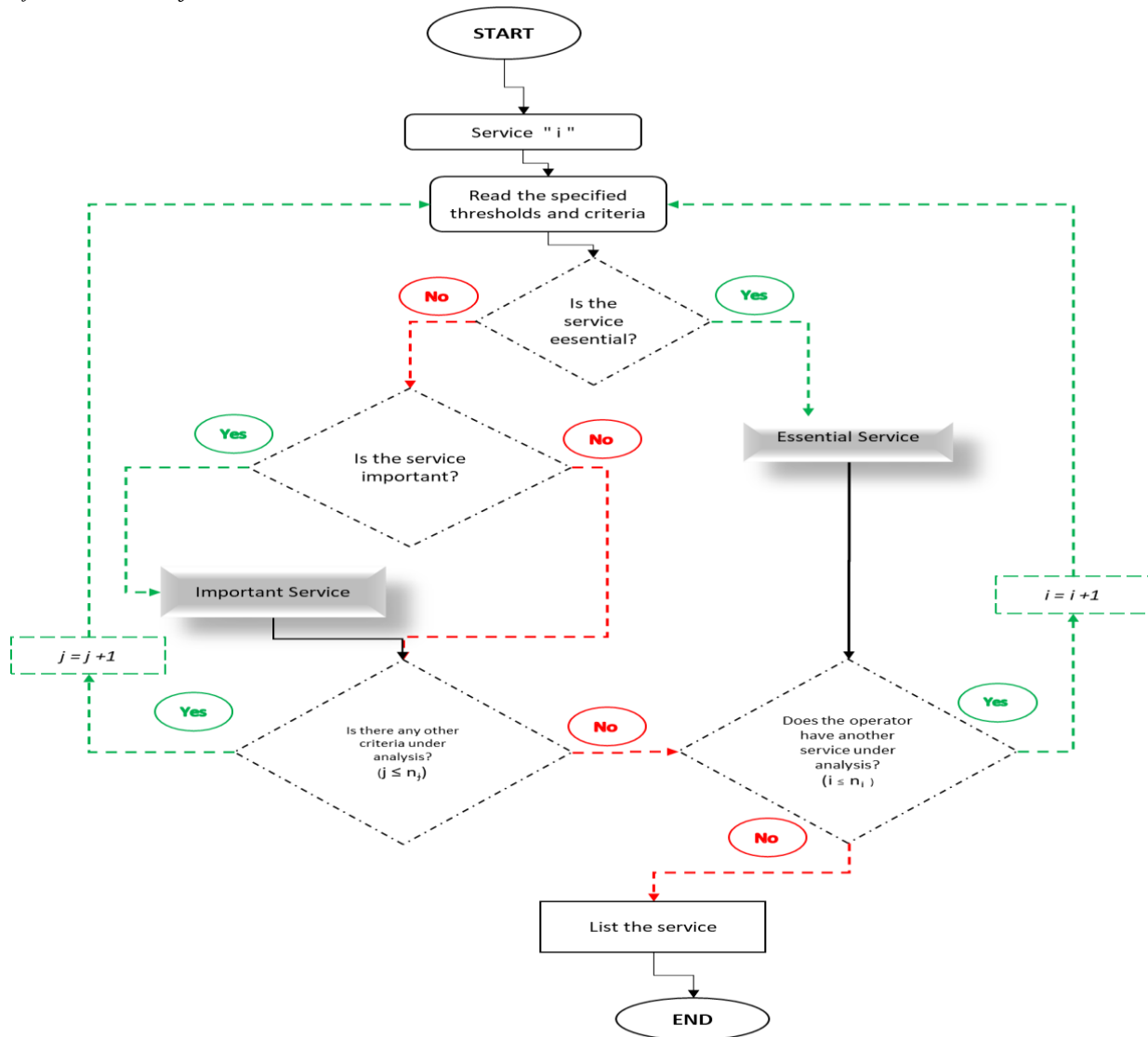


Figure 26 -OR-Logical Scheme