

**DECISION**  
**No. 683, dated 6.11.2024**

**ON THE APPROVAL OF THE METHODOLOGY "ON THE IDENTIFICATION  
OF OPERATORS OF CRITICAL AND IMPORTANT INFORMATION  
INFRASTRUCTURES"**

Pursuant to Article 100 of the Constitution and Article 12(2), of Law no. 25/2024, "On cybersecurity", upon the proposal of the Prime Minister, the Council of Ministers

**DECIDED:**

1. Approval of the methodology "On the identification of operators of critical and important infrastructures", according to the text attached to this decision and which constitutes an integral part thereof.
2. The National Cybersecurity Authority is entrusted with the implementation of this decision. This decision shall enter into force after its publication in the Official Journal.

**PRIME MINISTER**  
**Edi Rama**

**METHODOLOGY**  
**ON THE IDENTIFICATION OF OPERATORS OF CRITICAL AND IMPORTANT  
INFORMATION INFRASTRUCTURES**

**CHAPTER I**  
**GENERAL PROVISIONS**

1. The purpose of this methodology is the protection of critical and important information infrastructures through the application of security standards across all sectors of the country, as well as the standardization of the processes for identifying operators of critical and important information infrastructures.
2. The subject matter of this methodology is the detailing of the criteria and the definition of procedures for the identification and categorization of operators of critical and important information infrastructures, as well as the services provided by them.
3. The methodology defines only sectors/services, in accordance with the sectors/services specified in the annexes of Law no. 25/2024, "On cybersecurity", and which are regulated in national legislation.
4. The terms used in this methodology have the same meaning as the terms defined in Law No. 25/2024, "On cybersecurity", while the following terms have these meanings:
  - a) "Cyber dependency" means any service that is provided through information and communication technology;
  - b) "OSE Scheme" means the mathematical model applied for the classification of services as critical or important, based on the relevant classification criteria. Furthermore, see Annex No. 1 of this methodology;
  - c) "Digital financial transaction" means a monetary exchange performed through digital technologies, eliminating the need for physical interactions and paper documents. These transactions include payments *on-line* with credit or debit cards, electronic fund transfers, the use of electronic wallets and cryptocurrency exchanges, and others.

## CHAPTER II

### STEPS FOR THE IDENTIFICATION AND CLASSIFICATION OF OPERATORS, SERVICES/INFORMATION INFRASTRUCTURES

The process of identification and classification of operators, services, and information infrastructures is performed according to the following steps:

- a) identification of critical sectors and subsectors at the national level, according to the annexes of Law No. 25/2024, "On cybersecurity", which are regulated in national legislation;
- b) the identification and grouping of operators at the national level, operating in each sector/subsector, in cooperation with regulatory authorities and/or the competent institution that maintains the commercial register in the country;
- c) consultation with the relevant regulatory authorities and operators through self-declaration, as well as the process of obtaining the necessary information for their classification as critical or important;
- c) identifying services at the operator level after consultation with the respective operators, through self-declaration, as well as the process of obtaining the necessary information for their classification as critical or important, based on thresholds;
- d) classification into critical and important information services/infrastructures, in accordance with the criteria and thresholds defined in this methodology;
- dh) After performing the classification process according to point "(d)", the AKSK drafts the list of critical and important information infrastructure operators.

## CHAPTER III

### GENERAL CRITERIA AND SPECIAL SECTORAL CRITERIA

1. The criteria for the assessment of services are divided into general and sectoral criteria. In all cases, the assessment of services is based on the "OR" scheme, according to this methodology. In cases where services are not classified according to the basic criterion, as defined in point 2 of this chapter, then these services will automatically be considered as unclassifiable.

2. The basic criterion on which the initial process of classifying the service of information infrastructure operators is performed by the cyber dependency of the digital service provided. If the digital service provided does not have cyber dependency, then the service is not classified for further analysis.

#### 3. The general sectoral criteria

3.1 The general sectoral criteria carry a higher specific weight than those called specific sectoral criteria. The general sectoral criteria are dominant criteria in classification within a sector. This means that if a service is classified by the general sectoral criteria, the analysis does not automatically proceed further with the specific sectoral criteria. The exception is the case when, through classification by the general sectoral criteria, the criticality of the service remains undetermined.

#### 3.2 The general criterion, according to this methodology, includes:

- a) life and health of citizens;
- b) national security and public order;
- c) the environment;
- c) the financial effect;
- d) the unique service provided.

#### 4. The special sectoral criteria

4.1 The special sectoral criteria carry less weight in determining the criticality of the service. These criteria represent the final stage of the classification of service criticality and are determined based on the specified thresholds.

#### 5. Services, which are not classified

According to this methodology, those services which, regardless of cyber dependence, do not have an impact on the life and health of citizens, national security, public order, environment, financial effect, and are not considered as a unique service provided, will not be classified as critical or important information services.

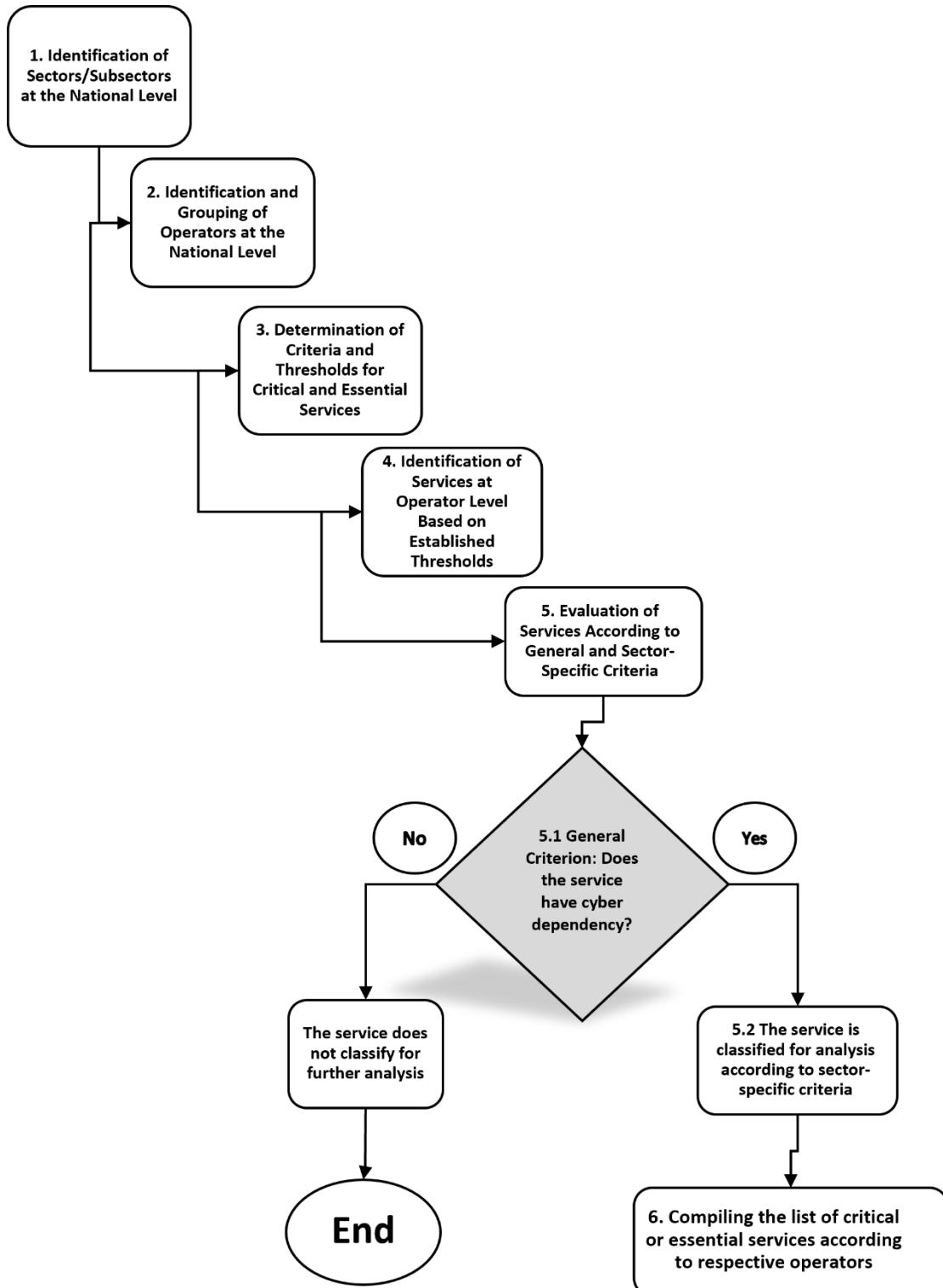


Figure 1. Diagram of the steps followed for the classification of services/infrastructures according to sectors

## CHAPTER IV

### SECTORS AND SUBSECTORS IN THE FIELD OF CYBERSECURITY ACCORDING TO THEIR CRITICALITY

The identification of sectors and subsectors, based on their criticality, is determined in the Annexes of Law no. 25/2024, “On cybersecurity”, as follows:

*Table 1. The sectors with high criticality*

<b>Sector</b>	<b>Subsector</b>
Energy	Electricity
	Central heating and cooling
	Oil
	Gas
	Hydrogen
Transport	Air
	Railway
	Maritime
	Road
Banking	
Financial market infrastructure	
Health	
Entities that provide services or host systems for the processing and transmission of classified information related to public security	
Drinking water supply	
Wastewater	
Digital infrastructure	Electronic services and communication
ICT services management (business to business)	
Public administration	
Space	
The education sector	
Tourism	

*Table 2. Other critical sectors*

<b>Sector</b>	<b>Subsector</b>
Postal and courier services	
Waste management	
Production, processing and distribution of chemicals	
Production, processing, and distribution of food	
Production	Production of medical devices and in vitro diagnostic medical devices <i>in vitro</i>
	Manufacturing of computer, electronic, and optical products
	Manufacturing of electrical equipment
	Manufacturing of machinery and equipment n.e.c.
	Manufacturing of motor vehicles, trailers and semi-trailers
Providers of digital services	Manufacturing of other transport equipment

## CHAPTER V

### ENERGY SECTOR

#### **I. The 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, energy from fossil sources (oil, natural gas, coal), and renewable energy (hydropower, solar energy, etc.).

2. The energy sector consists of the following subsectors:

- a) electricity;
- b) central heating and cooling;
- c) oil;
- ç) gas;
- d) hydrogen.

Each subsector includes a wide range of services.

#### **II. The electricity subsector**

1. The electricity subsector includes the following services:

- a) the electricity generation;
- b) the electricity distribution;
- c) the electricity transmission;
- ç) the energy supply, such as that of electricity;
- d) the Albanian Energy Exchange Service.

2. The classification, based on general sectoral criteria

2.1 The electricity transmission service is automatically classified as a critical service.

2.2 The electricity distribution service is automatically classified as a critical service.

2.3 The energy supply service provided by companies entrusted with the public service obligation is automatically classified as a critical service.

2.4 The Albanian Energy Exchange Service is automatically classified as a critical service.

2.5 The supply service for customers connected to the transmission system and the distribution system in the liberalized market by companies which do not have the above-mentioned status (of point 2.3)<sup>1</sup>, are automatically classified as essential services.

3. The classification, based on specific sectoral criteria and thresholds

3.1 The energy production service according to the installed power (generation capacity) is defined as:

- a) important service/infrastructure from 15 mw–100 mw;
- b) critical service/infrastructure over 100 mw.

#### **Scheme**

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<sup>1</sup> Services provided by companies entrusted with a public service obligation.

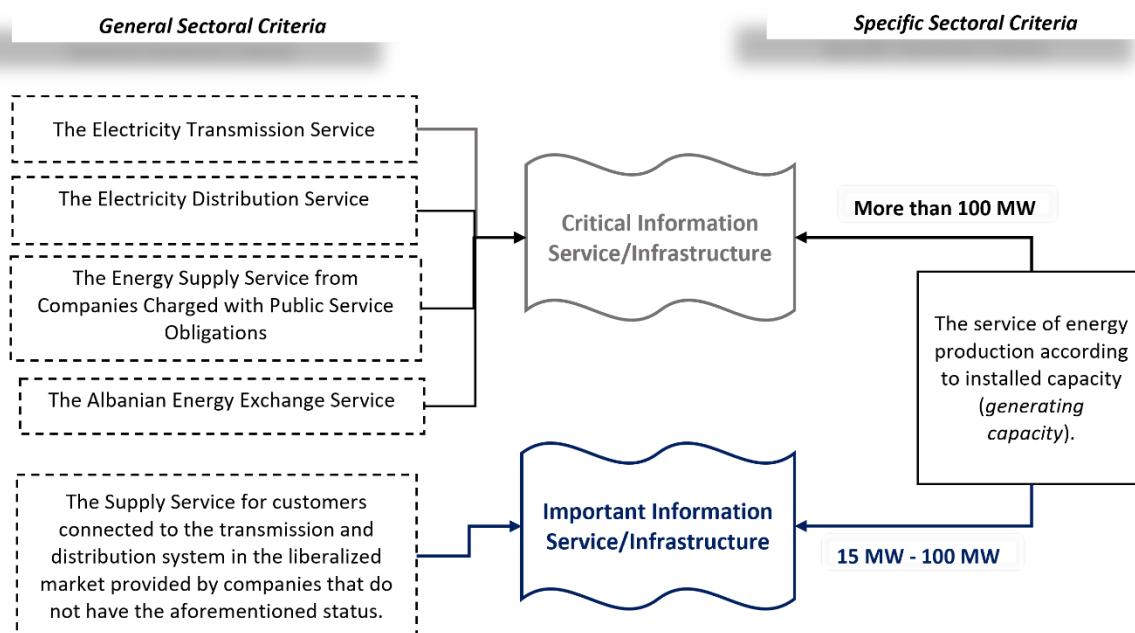


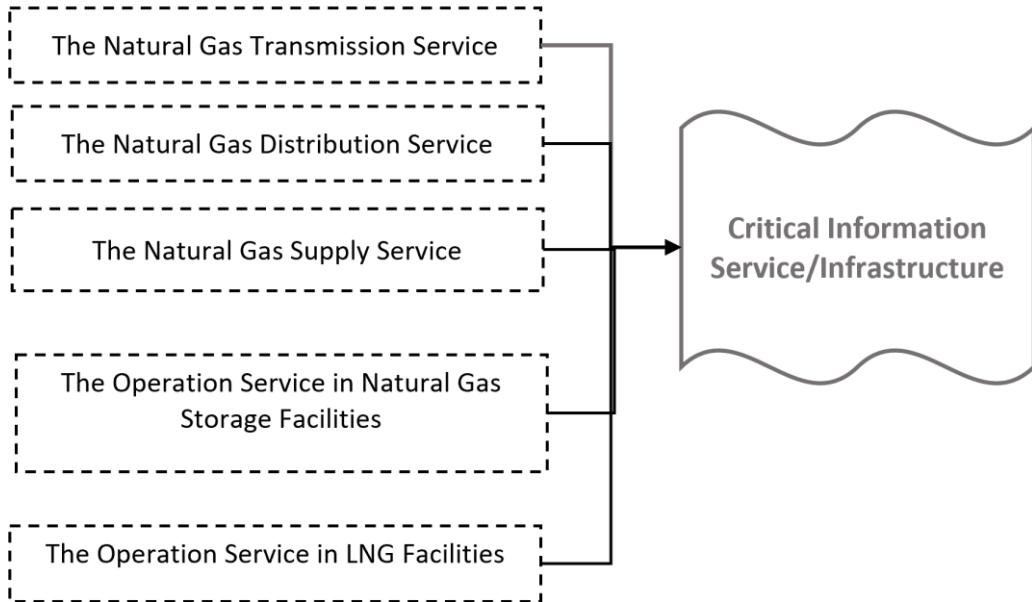
Figure 1. The classification of energy sector services – electricity

### III. The 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, which also includes LNG (Liquified Natural Gas), biogas or other types of gas, that are transmitted and distributed in the pipeline system.
2. The gas subsector includes the following services:
  - a) the natural gas transmission;
  - b) the natural gas distribution;
  - c) the natural gas supply;
  - d) the natural gas trading;
  - dh) the operation in natural gas storage facilities;
  - dh) the operation in LNG plants.
3. Classification, based on the general sectoral criteria
  - 3.1 The natural gas transmission service is automatically classified as a critical service.
  - 3.2 The natural gas distribution service is automatically classified as a critical service.
  - 3.3 The natural gas supply service is automatically classified as a critical service.
  - 3.4 The natural gas trading service is automatically classified as a critical service.
  - 3.5 The operation service in natural gas storage facilities is automatically classified as a critical service.
  - 3.6 The operation service in LNG plants is automatically classified as a critical service.
4. The specific sectoral criteria shall not apply to the gas subsector.

### Scheme

### ***General Sectoral Criteria***



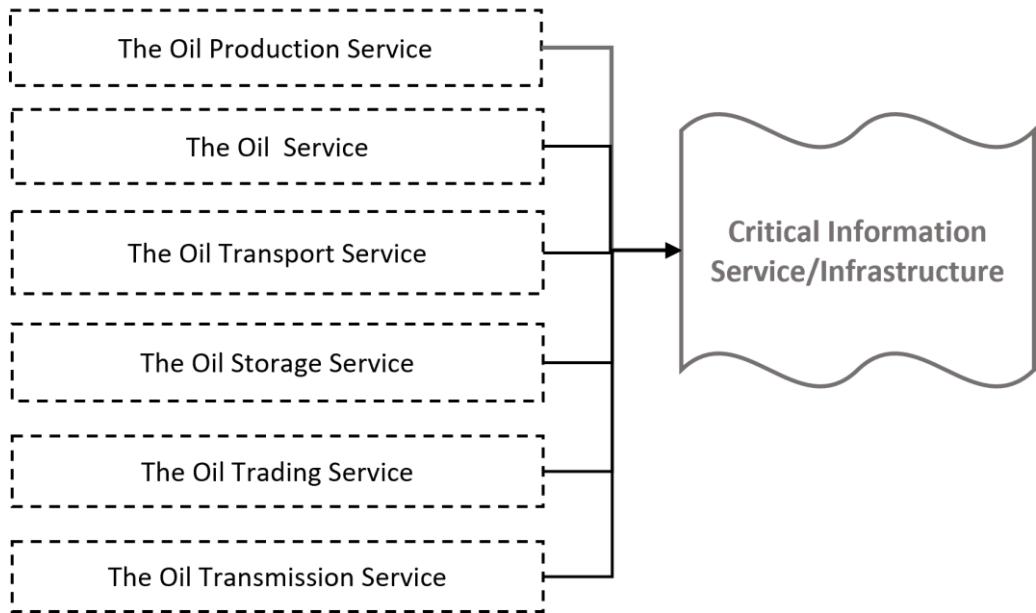
*Figure2. The classification of energy sector services – gas*

#### **IV. The oil subsector**

1. The oil subsector includes the services as follows:
  - a) the oil production service;
  - b) the oil processing service;
  - c) the oil transportation service;
  - c) the oil storage service;
  - d) the oil trading service;
  - dh) the oil transmission service.
2. The classification, based on the general sectoral criteria
  - 2.1 The oil production service is automatically classified as a critical service.
  - 2.2 The oil processing service is automatically classified as a critical service.
  - 2.3 The oil transportation service is automatically classified as a critical service.
  - 2.4 The oil storage service is automatically classified as a critical service.
  - 2.5 The oil trading service is automatically classified as a critical service.
  - 2.6 The oil transmission service is automatically classified as a critical service.
3. The specific sectoral criteria shall not apply to the oil subsector.

#### **Scheme**

*General Sectoral Criteria*



*Figure3. Classification of energy sector services – oil*

## CHAPTER VI TRANSPORT SECTOR

### I. The 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 encompasses an extensive network of airports, airlines, and modern aircraft, enabling rapid transport of passengers and goods. This sector is vital for the global economy, supporting tourism, international trade, and numerous businesses. Technological advancements and continuous improvements in safety and services have made air transport more accessible and reliable for a large number of people worldwide.

2. The air transport subsector includes the following services:

- a) the air navigation service;
- b) the passenger air transport service;
- c) the air transport service of goods/mail;
- ç) the airport services for passengers and goods.

3. The classification, based on the general sectoral criteria:

3.1 The air navigation service is automatically classified as a critical service.

3.2 The air passenger transport service is automatically classified as a critical service.

3.3 The air transportation service of goods classified as dangerous<sup>2</sup>, as well as biological, biochemical, nuclear and radioactive<sup>3</sup> is automatically classified as a critical service.

4. The classification, based on specific sectoral criteria and thresholds:

4.1 The airport services related to passengers are determined according to:

- a) the number of flights per year, referring to the previous year:
  - i. the important service/infrastructure from 500–3,000 flights/year;
  - ii. the critical service/infrastructure with over 3,000 flights/year.
- b) the annual number of passengers registered from the previous year:
  - i. the important service/infrastructure from 100,000–600,000 passengers/year;
  - ii. the critical service/infrastructure over 600,000 passengers/year.

5. The services in the air transport sector, as listed below, are not classified as critical and important services:

5.1 the air cargo transport service;

5.2 The air mail transport service.

### Scheme

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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)

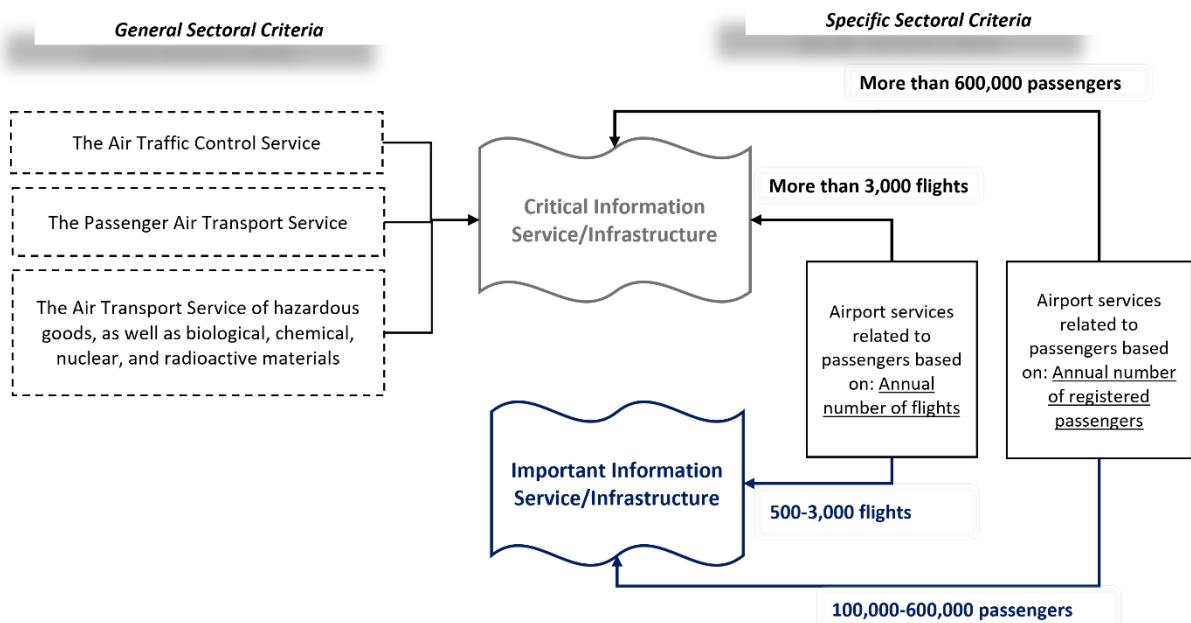


Figure 4. The classification of services in the air transport sector

## II. Railway transport subsector

1. The railway transport subsector is an essential part of transport infrastructure, providing sustainable and efficient way to transport passengers and goods over long distances. This sector includes extensive railway networks, train stations, and modern trains, used for intercity and international travel. Due to its high load capacity, railway transport is considered an ecological alternative to road and air transport.

### 2. Railway transport subsector includes the following services:

- a) railway infrastructure management service;
- b) traffic operation and interaction between railway undertakings and infrastructure managers;
- c) passenger transport service;
- ç) the service of transporting goods;
- d) railway vehicle traction and transport service.

### 3. Classification, based on general sectoral criteria:

3.1 Railway infrastructure management service provided by the national operator is automatically classified as a critical service.

3.2 Passenger transport service through the railway system is automatically classified as a critical service.

3.3 The service of transporting dangerous<sup>4</sup> goods through the railway system is automatically classified as a critical service.

3.4 The service of transporting non- dangerous<sup>5</sup> goods through the railway system is automatically classified as an essential service.

3.5 Railway vehicle traction and transport service

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

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

is classified as important.

4. No specific sectoral criteria apply to the railway transport subsector.<sup>5</sup> The following services within the railway transport subsector are not classified as critical and important services:

5.1 The service of traffic operation and interaction between railway undertakings and infrastructure managers.

## Scheme

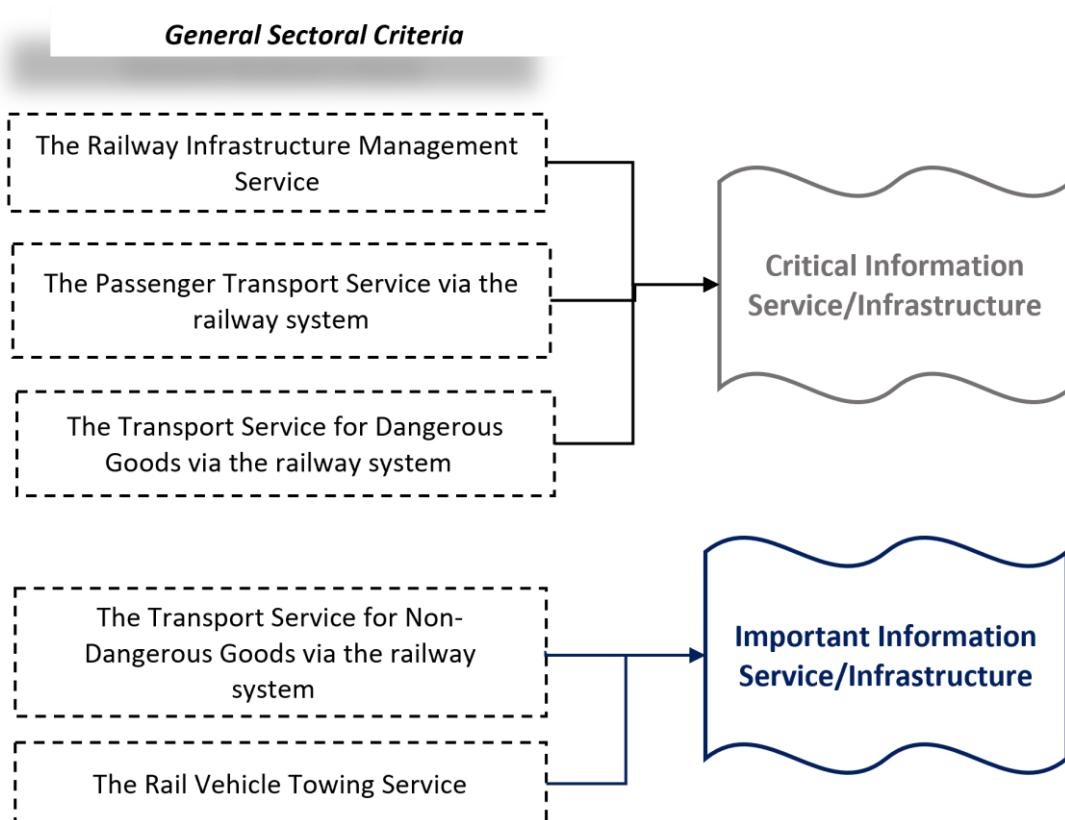


Figure 1. Classification of railway transport sector services –

## III. Maritime transport subsector

1. The maritime transport subsector is a main pillar of international trade, providing effective and economical means for transporting large and heavy goods across oceans and seas. This subsector includes a wide fleet of commercial ships, advanced ports, and complex logistics networks that facilitate the global movement of goods. Maritime transport is known for its high capacity and cost-efficiency, enabling different countries to import and export large quantities of products at low cost. Advances in navigation technology and safety standards have enhanced the efficiency and sustainability of this sector, contributing to the growth of global economies and the development of international trade.

### 2. Maritime transport subsector includes the following services:

- a) maritime transport of goods and people;
- b) port services;
- c) monitoring services of port authorities.

### 3. Classification based on general sectoral criteria

3.1 Maritime passenger transport service is automatically classified as a critical service.

3.2 Maritime transport service of goods classified as: chemical, biological, nuclear and radioactive <sup>6</sup>is automatically classified as a critical service.

3.3 Maritime transport service of non-dangerous goods is classified as an essential service.

3.4 Monitoring services of port authorities are automatically classified as an essential service.

#### 4. Classification based on special sectoral criteria and thresholds

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

a) Annual number of registered sea passengers from the previous year is determined as follows:

- i. important service/infrastructure from 100,000–700,000 passengers/year;
- ii. critical service/infrastructure exceeds 700,000 passengers/year;

b) Annual quantity of goods, processed in tons from the previous year, is determined as follows:

- i. important service/infrastructure from 1–3 million tons;
- ii. critical service/infrastructure over 3 million tons;

#### Scheme

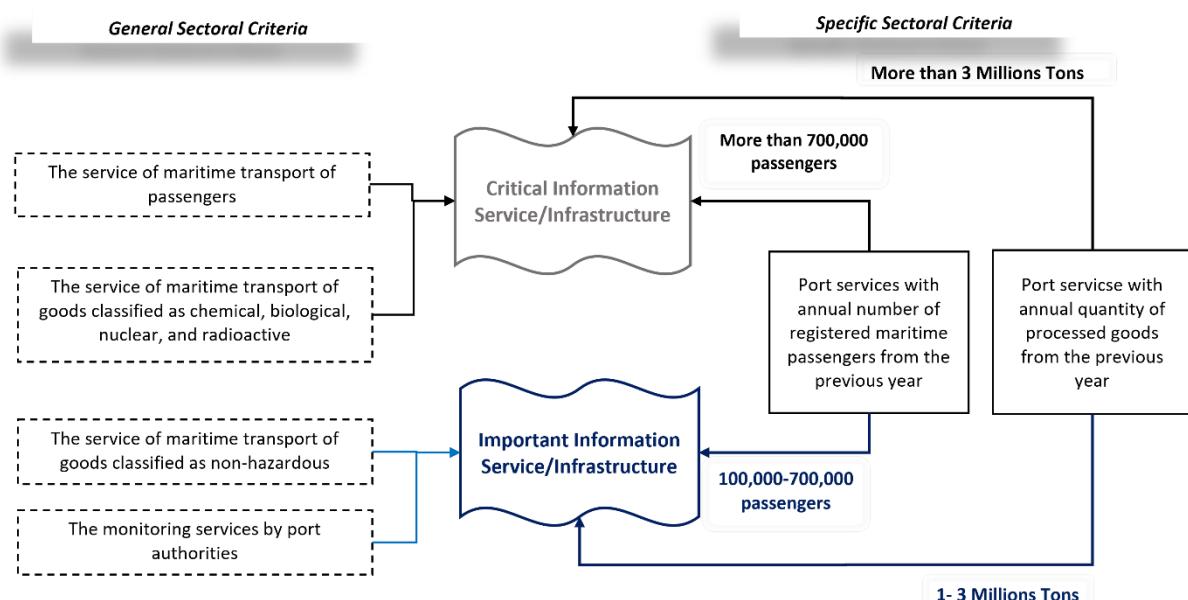


Figure 2. Classification of maritime transport sector services

#### IV. Road transport subsector

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

#### 2. The road transport subsector includes the following services:

- a) Service of managing urban and interurban passenger transport;
- b) Road traffic management and monitoring service;
- c) Road transport service of goods;

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

ç) Service provided by intelligent transport systems operators.

**3. Classification, based on general sectoral criteria:**

3.1 Road traffic management and monitoring service is automatically classified as a critical service.

3.2 Road transport service of dangerous goods is automatically classified as a critical service.

3.3 Service provided by intelligent transport system operators is automatically classified as a critical service.

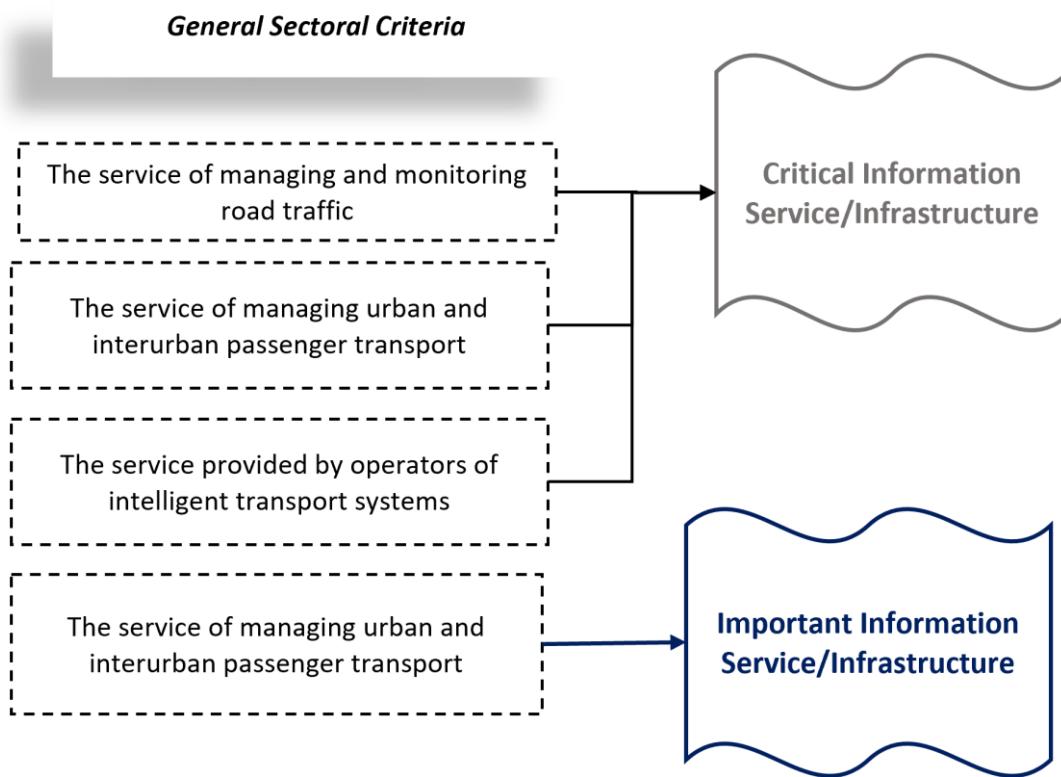
3.4 Service of managing urban and interurban passenger transport is automatically classified as an essential service.

4. No specific sectoral criteria apply to the road transport subsector.

5. The following service in the road transport subsector is not classified as critical and important service:

5.1 Road transport service of non-dangerous goods.

**Scheme**



*Figure 3. 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 enable the circulation of capital, as well as the support of investment and consumption activities. Through a wide range of financial assets and services, the banking sector plays a key role in

economic stability, growth and the development of financial infrastructure. Technological innovations, such as electronic and *mobile* banking have improved the accessibility and efficiency of banking services, making them more accessible and safer for a wide range of clients. The banking financial sector, under the licensing and supervisory authority of the Bank of Albania<sup>7</sup>, includes, as follows:

- a) banks;
- b) non-bank financial institutions;
- c) electronic money institutions;
- ç) savings and loan 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 finance, financial leasing;
  - iii. payment services and money transfers;
  - iv. provision of guarantees and undertaking of financial commitments;
  - v. currency exchange;
  - vi. money market instruments;
  - vii. transferable securities;
  - viii. issuance of all types of securities;
  - ix. issuance and management of payment instruments, including the issuance of electronic money.
- b) services provided by non-bank financial institutions;
- c) services provided by electronic money institutions;
- ç) services offered by savings and loan associations.

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

3.1 Banking services related to the citizen's deposit is automatically classified as a critical service.

3.2 Services of non-bank financial institutions related to the public or business are classified as important or unclassifiable services, according to the following specific sectoral criteria.

3.3 Services of savings and loan associations are classified as essential or unclassifiable services, according to the following specific sectoral criteria.

3.4 If the financial institution fails to perform digital financial transactions<sup>8</sup> for the public or business, then the service is classified, according to specific sectoral criteria, as an important service/ infrastructure for the country or as unclassifiable.

**4. Classification, based on specific sectoral criteria and thresholds**

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

- a) banks;
- b) non-bank financial institutions;
- c) electronic money institutions;
- ç) savings and loan associations and their unions;

are classified according to special sectoral criteria and thresholds, as follows:

4.1.1 The number of active clients registered in the operator's systems (directly or indirectly)<sup>9</sup> is defined as:

- a) important service/infrastructure from 5,000–50,000 clients;
- b) critical service/infrastructure exceeds 50,000 clients.

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<sup>7</sup>[https://www.bankofalbania.org/Stabiliteti\\_Financiar/Treguesit\\_e\\_stabilitetit\\_financiar/Struktura\\_e\\_sektorit\\_financiar/](https://www.bankofalbania.org/Stabiliteti_Financiar/Treguesit_e_stabilitetit_financiar/Struktura_e_sektorit_financiar/)

<sup>8</sup> **Digital financial transactions** are actions performed through digital technologies, involving the exchange of money or other financial assets.

<sup>9</sup> **Indirectly** refers to data originating from the client databases of other interacting operators.

## Scheme

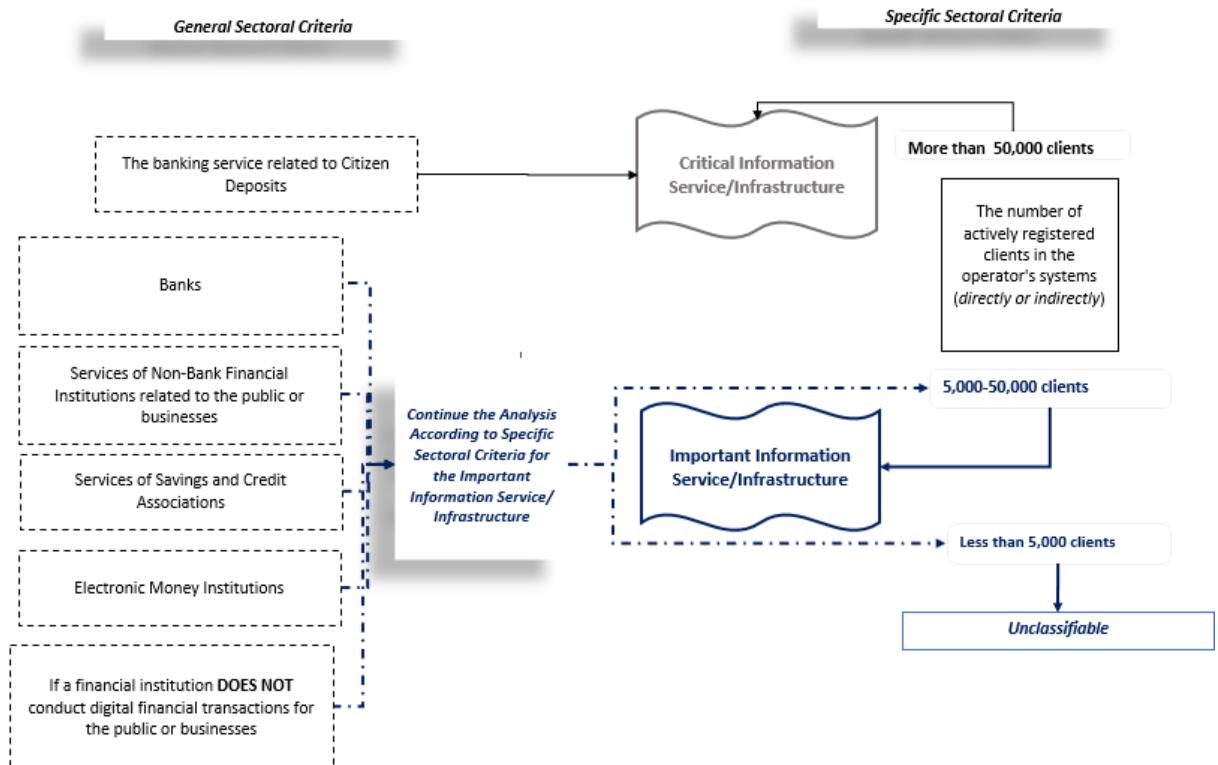


Figure 4. Classification of the banking sector

## II. Financial Market Infrastructure Sector

1. Financial markets are platforms where transactions of financial assets, such as shares, bonds, commodities, and currencies, take place. They facilitate the matching of supply and demand of these assets by allowing money to flow from entities with surplus funds (investors) to those need it (companies and governments).

### 2. Financial markets sector includes the following services:

- a) Insurance market: insurance companies, reinsurance companies, insurance agent and *broker*, loss adjuster, authorized actuary;
- b) Securities market: brokerage firm, registrar, and regulated market (exchange);
- c) Voluntary pension funds market: voluntary pension fund management company, voluntary pension fund, voluntary pension fund depositary;
- ç) Collective investment undertakings market: management company for collective investment undertakings, investment fund, investment company, alternative investment funds, depositary of collective investment undertakings;
- d) Payment institutions;
- dh) Other payment service providers.

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

- 3.1 Securities market services (national stock exchange) are automatically classified as an essential service.

3.2 Insurance market services are automatically classified as an essential service.

3.3 Voluntary pension fund market service is classified as an important or non-classifiable service, according to the following specific sectoral criteria.

3.4 Collective investment undertakings market service is classified as an important service or an unclassifiable service, according to the following specific sectoral criteria.

#### 4. Classification, based on the specific sectoral criteria and thresholds

4.1 The service of the voluntary pension fund market or the collective investment undertakings market is classified according to the following criterion:

a) the number of active registered clients benefiting from the service (directly or indirectly)<sup>10</sup> exceeds 5,000 clients, the service shall be classified as an important service/infrastructure.

4.2 Services provided by payment institutions and **other payment service providers** shall be 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) is determined as follows:

- i. important service/infrastructure from 5,000–50,000 clients;
- ii. critical service/infrastructure exceeds 50,000 clients.

#### Scheme

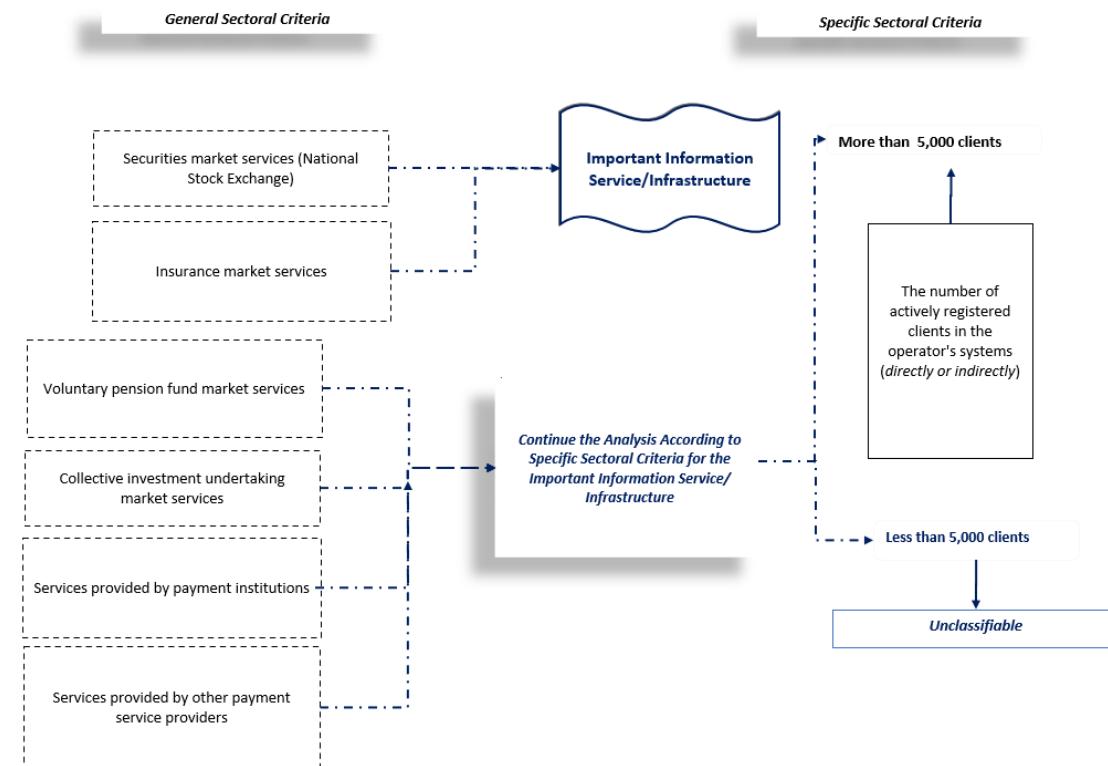


Figure 5. Classification of the financial market infrastructures sector

<sup>10</sup>Indirectly comes from the customer database of other interacting operators.

## CHAPTER VIII

### HEALTH SECTOR

1. The health sector is an important 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, working together to diagnose, treat, and prevent diseases. The health sector plays a key role in maintaining public health, responding to health emergencies, and supporting a healthy and productive society.

2. The health sector includes the following services:

- a) primary healthcare service;
- b) hospital care services;
- c) emergency medical service;
- ç) public health service;
- d) dental service;
- dh) pharmaceutical service of production, distribution, marketing, and control of medicinal products;
- e) blood transfusion service;
- ë) transplantation service for of tissues, cells, and organs;
- f) medical laboratory service.

3. Classification, based on the general sectoral criteria

3.1 The service related to citizens in primary health care institutions<sup>11</sup> is automatically classified as a critical service.

3.2 The service related to citizens in public healthcare institutions with beds<sup>12</sup> is automatically classified as a critical service.

3.3 The service related to citizens in the monitoring and control at the National Center for Medical Emergencies is automatically classified as a critical service.

3.4 The Public Health Service at the Institute of Public Health and in healthcare units, which are responsible for health security, disease surveillance, identification of dangerous pathogens, the impact of the environment on health, etc., is automatically classified as a critical service.

3.5 Services related to manufacturers of health medications are automatically classified as a critical service.

3.6 The blood transfusion service is automatically classified as a critical service.

3.7 Services related to genetic analyses in medical laboratories are automatically classified as a critical service.

3.8 Services related to *in-vitro* laboratories are automatically classified as a critical service.

3.9 The Service of Control of Medicines and Medical Devices, through the center for the control of medicines and medical devices, is automatically classified as a critical service.

3.10 The service for the transplantation of tissues, cells, and organs is automatically classified as a critical service.

3.11 The service of pharmaceutical warehouse management is automatically classified as an important service.

4. Classification, based on the specific sectoral criteria and thresholds

4.1 Health services for citizens provided by private institutions are determined according to:

- a) the number of registered patients who have benefited from the service during the previous year:

<sup>11</sup> Health centers, 4 specialty polyclinics in Tirana.

<sup>12</sup> All district hospitals and polyclinics.

- i. important service/infrastructure from 5,000–15,000 patients;
- ii. critical service/infrastructure over 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. critical service/infrastructure over 150,000 analyses/examinations.

5. The following health sector services are not classified as critical and important services:

5.1 The pharmaceutical service of retail trading of medicinal products;

5.2 Dental service.

## Scheme

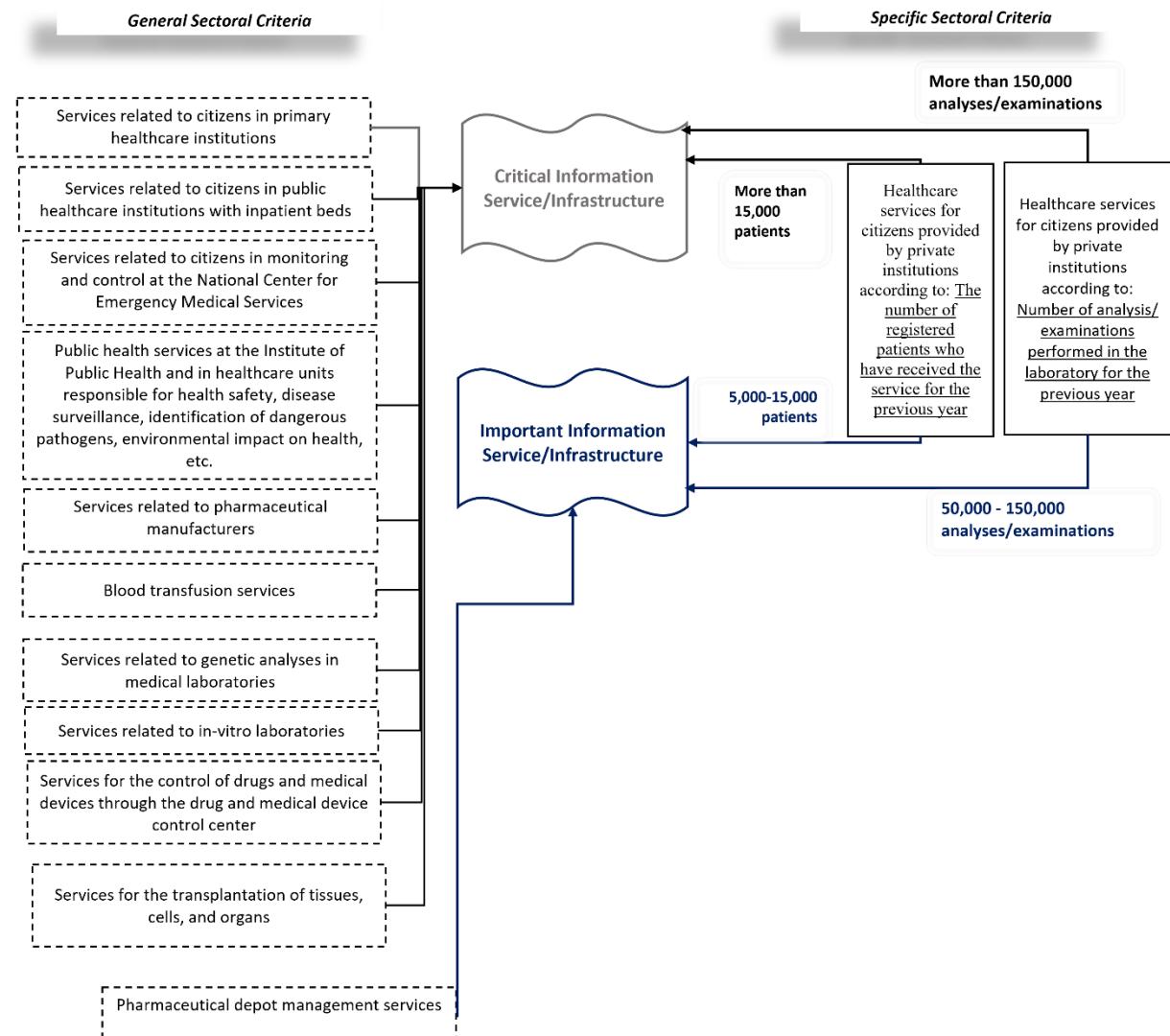


Figure 6. Classification of healthcare sector services

## CHAPTER IX

### THE DRINKING WATER SUPPLY SECTOR

#### **I. The drinking water supply sector**

1. The drinking water sector is an essential element for public health and economic development, ensuring the supply and distribution of safe and clean water for human consumption. This sector includes water resource infrastructure, water treatment and distribution, and the management of sewage and wastewater systems. Advanced technologies and sustainable management practices have made it possible to improve water quality and reduce pollution, protecting natural resources and the health of the population. The continuous supply of clean drinking water is vital for preventing waterborne diseases and for ensuring a high quality of life for communities around the world.

2. The drinking water supply sector includes the following services:

- a) the service of collection and treatment of drinking water;
- b) the potable water supply service;
- c) the service of internal and external monitoring for the verification of the quality of drinking water.

3. Classification, based on general sectoral criteria

3.1 The monitoring service for verifying the quality of drinking water is automatically classified as a critical service.

4. Classification, based on specific sectoral criteria and thresholds

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 who benefit from the service is determined as follows:
  - i. important service/infrastructure from 30,000–70,000 subscribers;
  - ii. critical service/infrastructure with over 70,000 subscribers.

## Scheme

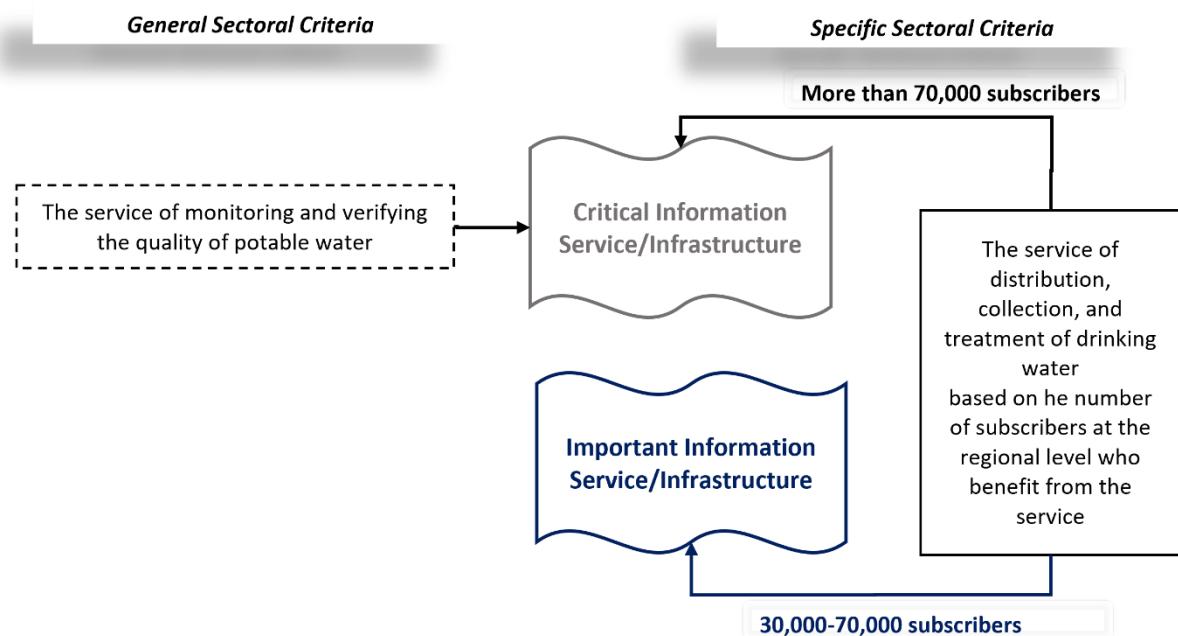


Figure 7. Classification of services in the potable water supply sector

## CHAPTER X SEWAGE SECTOR

### I. The wastewater sector

1. The wastewater sector is a key component of public infrastructure, encompassing the collection, transport, treatment, and disposal of wastewater from households, businesses, and industry. 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 wastewater sector recovers and purifies water, making it suitable for discharge into nature or reuse. Effective management of this sector is essential for environmental sustainability, the preservation of water resources, and the well-being of communities.

2. The wastewater sector includes the following services:

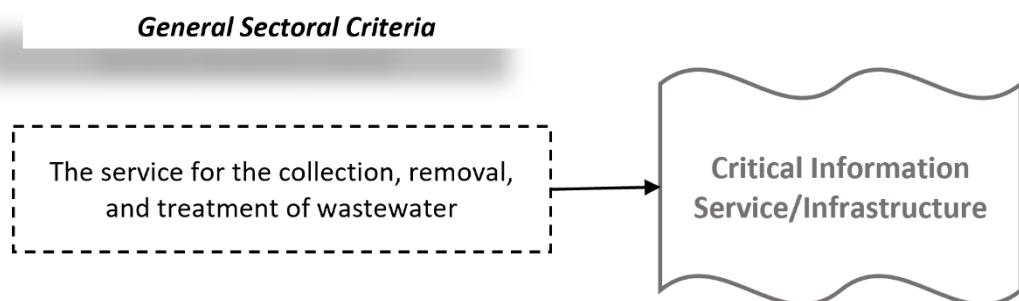
- a) the service of wastewater collection and disposal;
- b) the wastewater treatment service.

3. Classification, based on the general sectoral criteria

3.1 The service for the collection, removal and treatment of wastewater is automatically classified as a critical service.

4. For the wastewater sector, no special sectoral criteria are applied.

### Scheme



*Figure 8. Classification of wastewater sector services*

## CHAPTER XI

### DIGITAL INFRASTRUCTURE SECTOR

#### I. The 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 connectivity and data exchange. This sector includes extensive 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 sub-sector of electronic services and communication includes:

- a) services provided by internet exchange point providers;
- b) DNS services, excluding root name server operators
- c) services provided by TLD name registry operators;
- c) cloud computing services
- d) services provided by data center providers
- dh) services provided by content delivery network providers;
- e) services provided by qualified trust service providers;
- ë) services of providers of public electronic communications networks;
- f) publicly available electronic communications services;
- g) audio and audiovisual services available to the public.

3. Classification, based on general sectoral criteria

3.1 Services provided by TLD name registry operators are automatically classified as critical services.

3.2 Computer service in the cloud (“*cloud/on-premise hosting*”) offered for hosting critical and/or important information services is automatically classified as a critical service.

3.3 The service provided by public electronic communications network providers for critical and important infrastructures is automatically classified as a critical service.

3.4 The service provided by service operators of electronic communications networks with significant market power<sup>13</sup> for entities or end clients it is automatically classified as a critical service.

3.5 Services provided by qualified trust service providers (QTSP) are automatically classified as critical services.

3.6 DNS services, excluding the operators of root name servers (*root name servers*), are classified as critical.

3.7 Audio and audiovisual services<sup>14</sup> provided by operators categorized as national are automatically classified as an important service.

4. Classification, based on the special sectoral criteria and thresholds

4.1 The services of digital infrastructure operators shall be determined according to:

a) the number of entities connected to the infrastructures *Internet Exchange Point*” (IXP), which is classified as:

- i. significant service/infrastructure from 1–5 entities;
- ii. critical service/infrastructure for more than 5 entities.

4.2 The content distribution service according to the number of subscribers is classified as:

- a) important service/infrastructure from 1,000–5,000 subscribers;
- b) critical service/infrastructure with more than 5,000 subscribers.

<sup>13</sup> Reference: Law No. 9918, dated 19.5.2008 (as amended).

<sup>14</sup> Reference: Law No. 97/2013 (as amended).

4.3 The public electronic communications service according to the number of subscribers is classified as:

- a) important service/infrastructure from 1,000–5,000 subscribers;
- b) critical service/infrastructure with over 5,000 subscribers.

## Scheme

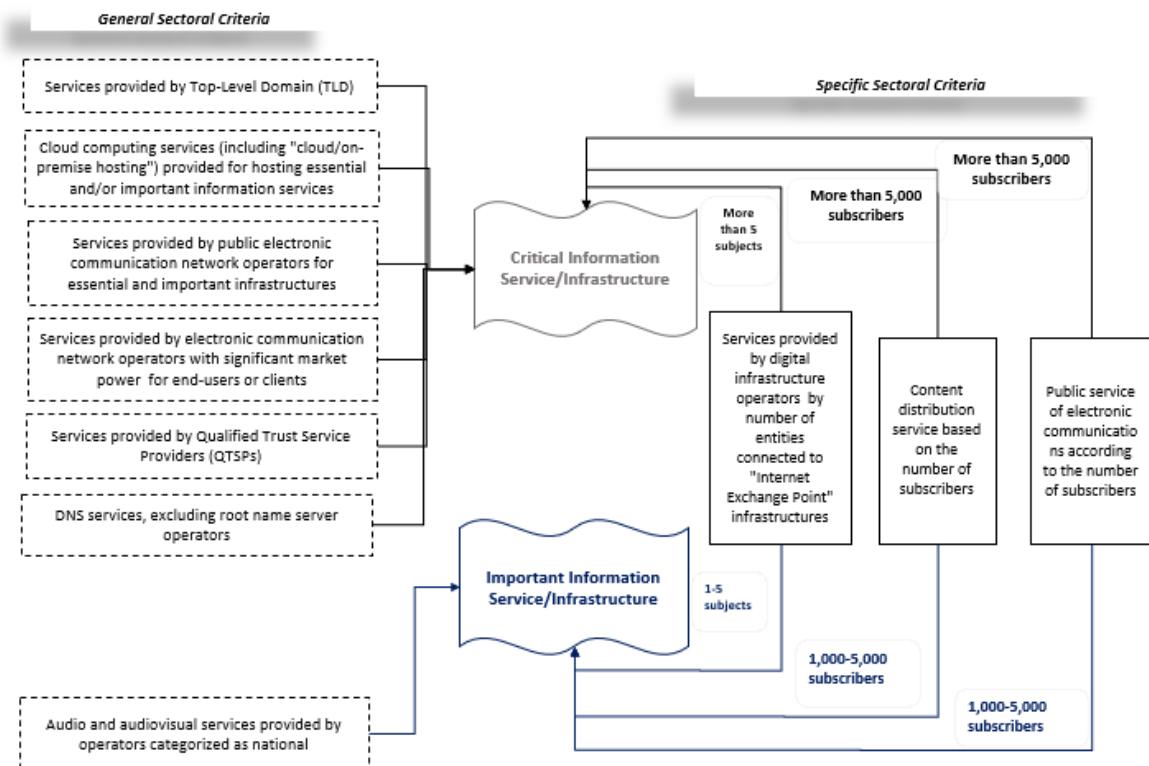


Figure 9. Classification of digital infrastructure sector services

## CHAPTER XII

### ICT SERVICES MANAGEMENT SECTOR

1. The information and communication technology (ICT) services management sector plays a key role in supporting and optimizing business operations and public services through technological solutions. This sector includes the provision of IT services, network systems management, cybersecurity, application development, and technical support. Effective ICT service management helps organizations increase efficiency, improve productivity, and ensure the continuity of operations. Advances in technology and best service management practices have made this sector a key factor in innovation and digital transformation, allowing businesses and public institutions to react quickly to market changes and customer demands.

2. Classification, based on the general sectoral criteria

2.1 ICT services provided by entities categorized as large businesses, according to the legislation in force, towards critical or important information infrastructures<sup>15</sup>, are automatically classified as a critical service.

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

#### Scheme

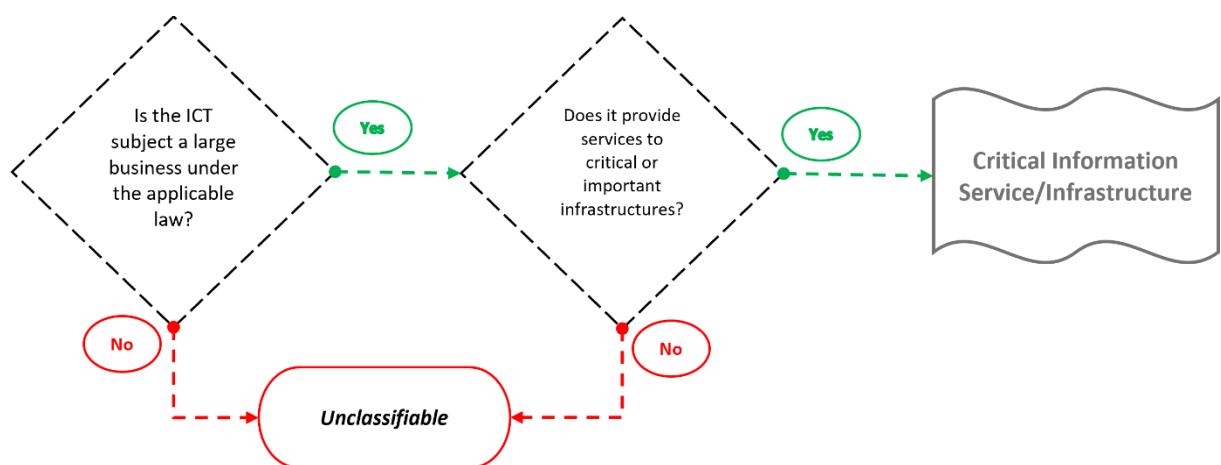


Figure 10. Classification of services in the ICT management sector

<sup>15</sup> Critical and important infrastructures defined under Law No. 25/2024, "On Cybersecurity".

## CHAPTER XIII

### PUBLIC ADMINISTRATION SECTOR

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

- a) central level public administration;
- b) public administration at the regional level;
- c) independent institutions.

#### **II. Public administration at the central level**

The public administration sector at the central level is responsible for the drafting and implementation of national policies, the management of public resources, and the provision of vital 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; the prefect's administration, all working to ensure welfare, security, and economic development at the national level. Public administration at the central level plays a crucial role in drafting policies and legislation, law implementation supervision, and public programs coordination .

#### 2. Classification, based on general sectoral criteria

2.1 The services provided to institutions classified as important or critical information infrastructure are automatically classified as a critical service.

2.2 The service provided by the unified government portal is automatically classified as a critical service.

#### 3. Classification, based on the specific sectoral criteria and thresholds

3.1 The unique services provided by public institutions for citizens, entities, or institutions of important or/and critical information infrastructures are classified as follows:

##### a) for citizens:

i. a service/infrastructure, from which 10,000–50,000 citizens benefit, is classified as an important service;

ii. a service/infrastructure, from which more than 50,000 citizens benefit, is classified as a critical service;

##### b) for the entities:

i. a service/infrastructure, from which 3,000–10,000 entities benefit, is classified as an important service;

ii. a service/infrastructure, from which more than 10,000 businesses benefit, is classified as a critical service.

#### **Scheme**

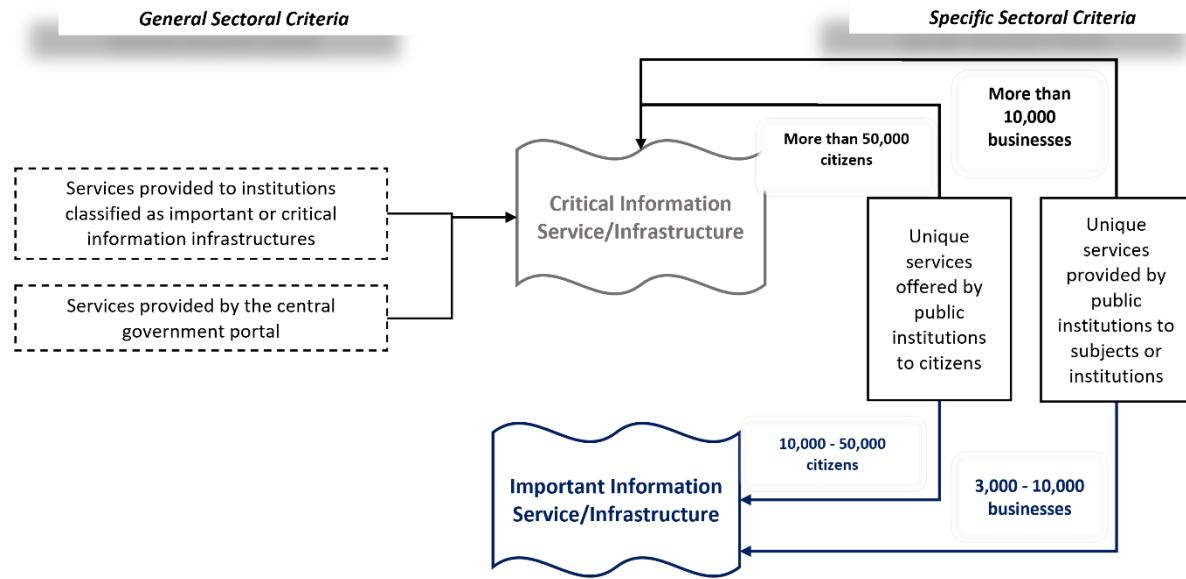


Figure 11. Classification of public administration services at the central level

### III. Public administration at the regional level

1. The public administration sector at the regional level is responsible for the management and implementation of public policies and services within specific regions, acting as a key link between the central government and local communities. This sector includes regional authorities, councils, and central agencies, which coordinate economic development, infrastructure, education, healthcare, and social services in order 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 fair distribution of resources. Efficiency and cooperation at this level are essential for improving the quality of life of residents and promoting sustainable regional development.

2. The general criteria do not apply to public administration entities at the regional level.

3. Classification, based on special sectoral criteria and thresholds

3.1 The services provided by public administration institutions at the regional level are identified and classified according to the criteria and thresholds, as follows:

a) the number of citizens receiving services per year (directly or indirectly) is determined as:

i. a service/infrastructure, from which 10,000–50,000 citizens benefit, is classified as an important service;

ii. a service/infrastructure, from which more than 50,000 citizens benefit, is classified as a critical service.

b) the number of entities receiving services related to the taxation system per year is determined as follows:

i. a service/infrastructure, from which 3,000–10,000 entities benefit, is classified as an important service;

ii. a service/infrastructure, from which more than 10,000 entities benefit, is classified as a critical service.

## Scheme

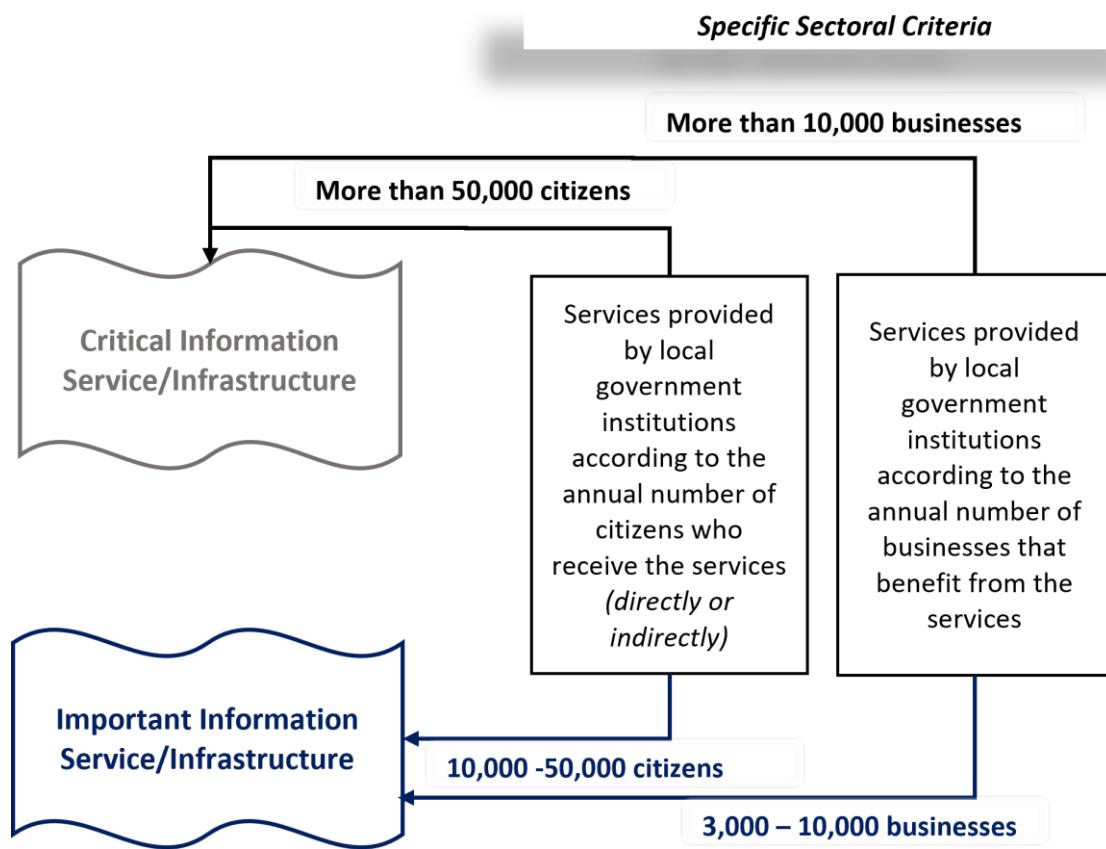


Figure 12. Classification of public administration services at the central level

## IV. Independent institutions

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

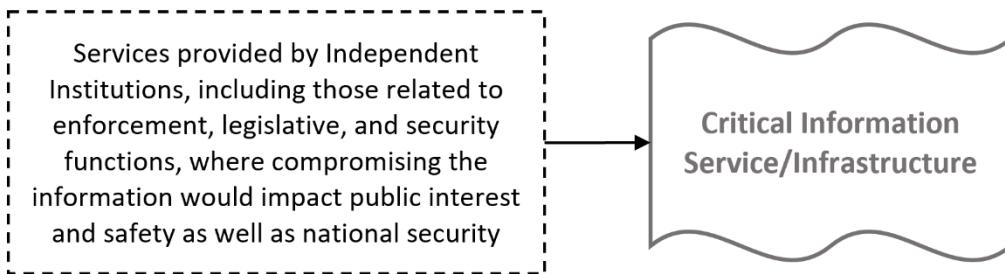
2. Classification, based on the general sectoral criteria

2.1 Services provided by independent, law enforcement, legislative, and security institutions, the compromise of information of which would affect public interest and security, as well as national security, shall be automatically classified as critical services.

3. No special sectoral criteria shall apply to the sector of independent institutions.

## Scheme

### ***General Sectoral Criteria***



*Figure 12 Classification of services of independent institutions*

## CHAPTER XIV SPACE SECTOR

1. The space sector is a dynamic and technologically advanced field, which includes the exploration, study, and utilization of space. This sector encompasses space agencies, private companies, research institutes, and universities, cooperating in developing advanced technologies, such as satellites and spacecraft. Activities in the space sector include planetary exploration missions, Earth observation, global communication, and scientific research in the unique environment of microgravity. The space sector also serves as a significant driver for innovation and economic development, opening new opportunities for industry and scientific research.
2. Classification, based on the general sectoral criteria
  - 2.1 The service provided by institutions/entities related to geospatial matters shall be automatically classified as a critical service.
3. No special sectoral criteria shall apply to the space sector.

### Scheme

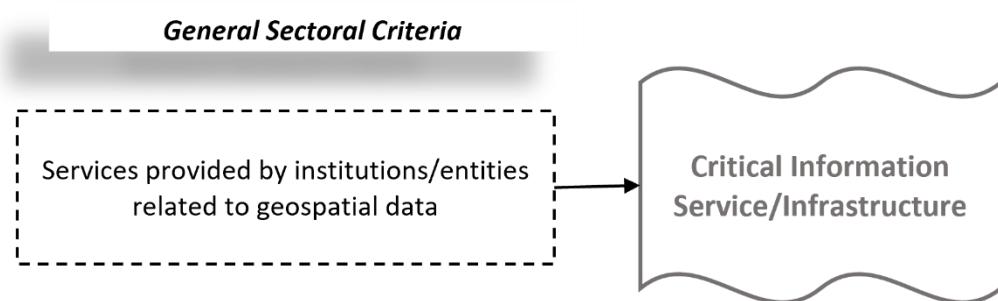


Figure 13. Classification of space sector services

## CHAPTER XV EDUCATION SECTOR

1. The education sector constitutes a fundamental component of social and economic development, providing opportunities for acquiring knowledge and developing skills that enable individuals to reach their full potential. This sector includes pre-university and higher education institutions, as well as vocational training centers and continuing education.
2. The education sector shall include the following services:
  - a) pre-university and higher education service.
  3. No general sectoral criteria shall apply to the education sector.
  4. Classification, based on specific sectoral criteria and thresholds
    - 4.1 The pre-university and higher education service shall be identified and classified as follows:
      - a) The active number of pupils/students enrolled at all educational levels/cycles of study is determined as:
        - i. a service/infrastructure, from which 3,000 – 10,000 pupils/students benefit, shall be classified as an important service;
        - ii. a service/infrastructure, from which more than 10,000 pupils/students benefit, shall be classified as a critical service.

### Scheme

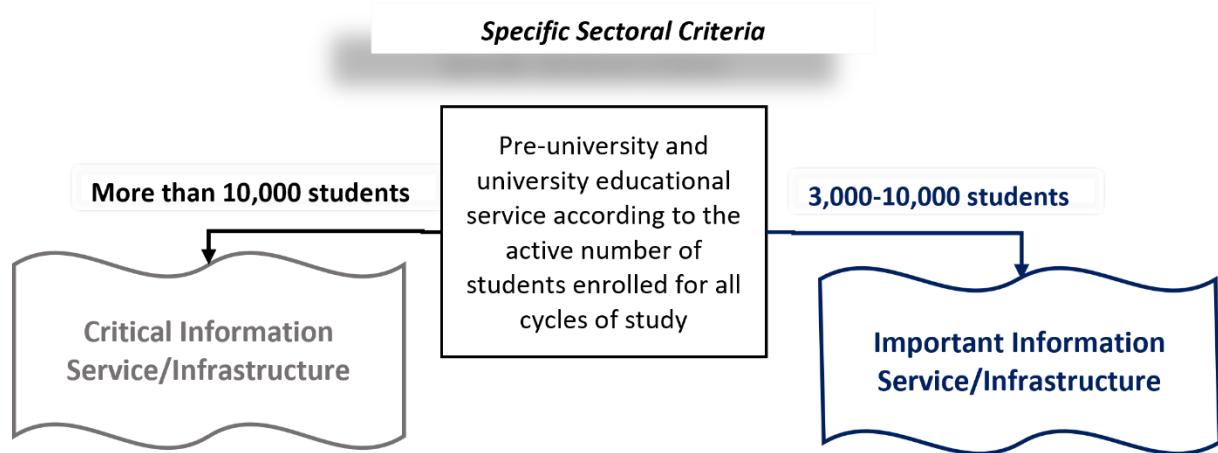


Figure 14 Classification of services in the education sector

## CHAPTER XVI TOURISM SECTOR

1. The tourism sector constitutes a vital part of the global economy, encompassing travel and the exploration of various destinations for recreational, cultural, and business purposes. This sector includes hotels, restaurants, travel agencies, transportation, and tourist attractions, all contributing collectively to delivering unforgettable experiences for visitors. Tourism plays a significant role in economic development, creating employment opportunities, stimulating investments, and improving local infrastructure.
2. The tourism sector shall include the following services:
  - a) the service provided by travel agencies;
  - b) the service provided by the tour operator;
  - c) the service provided by the tourism service provider;
  - c) the service provided by accommodation structures.
3. No general sectoral criteria shall apply to the tourism sector.
4. Classification, based on specific sectoral criteria and thresholds
  - 4.1 The service provided by the accommodation structures, from which more than 50,000 clients have benefited<sup>16</sup>/ year, shall be classified as an important service.
5. Road transport sector services shall not be classified as critical and important services, as follows:
  - 5.1 The service provided by travel agencies;
  - 5.2 The service provided by the tour operator;
  - 5.3 The service provided by the service provider.

### Scheme

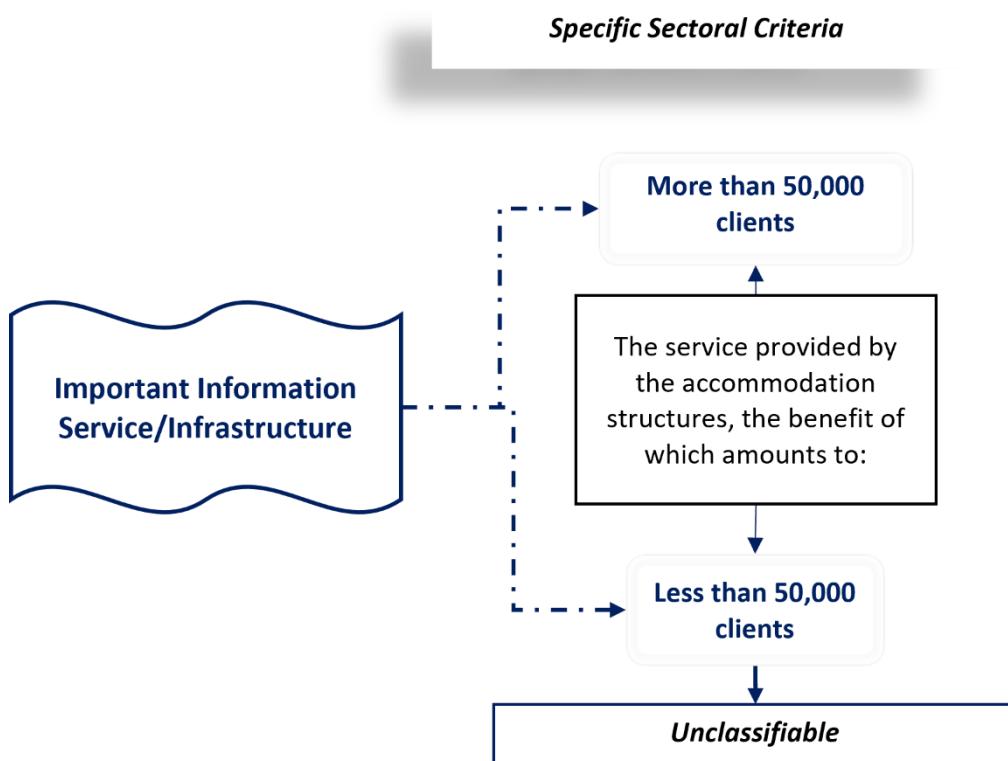


Figure 15. Classification of tourism sector services

<sup>16</sup> In the case of the tourism sector, a customer will be considered a citizen who spends at least one night stay..

## CHAPTER XVII

### POSTAL SECTOR AND COURIER SERVICES

1. The postal sector and courier services play a significant role in facilitating communication and the exchange of goods at both local and global levels. This sector includes the provision of traditional postal services, express delivery services, and advanced logistics, including the delivery of letters, parcels, and documents. Postal and courier companies, including both public and private operators, use extensive infrastructural networks and modern technology to ensure fast, secure, and reliable delivery. Improvements 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 shall include:

- a) postal service;
- b) universal postal service.

3. Classification, based on general sectoral criteria

3.1 The universal postal service shall be automatically classified as a critical service.

4. Classification, based on specific sectoral criteria and thresholds

4.1 Postal services shall be determined in accordance with:

- a) the annual number of postal transactions, referring to the previous year, which is determined as:
  - i. important service/infrastructure from 1,000,000–2,500,000 transactions/year;
  - ii. critical service/infrastructure over 2,500,000 transactions/year;

#### Scheme

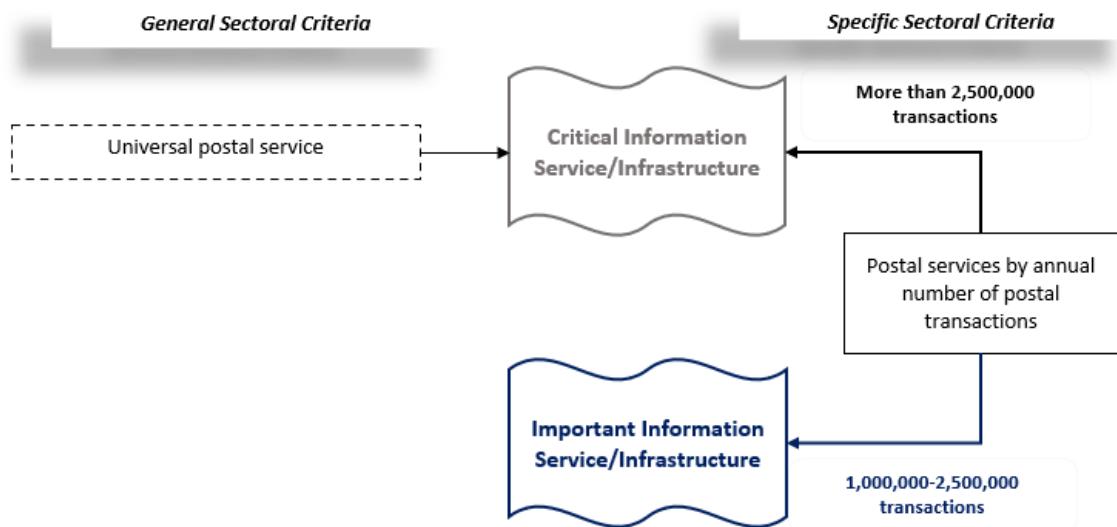


Figure 16. Classification of postal sector services

## CHAPTER XVIII

### WASTE MANAGEMENT SECTOR

1. The waste management sector is vital for the protection of the environment and public health, including the collection, transport, 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 and hazardous waste treatment centers. 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 fundamental for the preservation of natural resources, reduction of pollution, and improvement of quality of life for communities, contributing to a cleaner and more sustainable environment.

2. The waste management sector shall include the following services:

- a) the waste collection service;
- b) the waste disposal service;
- c) the service of reuse and recycling of waste;
- c) the transport of waste.

3. Classification, based on general sectoral criteria

3.1 The waste collection service shall be automatically classified as an important service.

3.2 The service of waste reuse and recycling shall be automatically classified as an important service.

4. Specific sectoral criteria

4.1 The waste disposal service shall be identified and classified as follows:

a) the maximum weight of burned (incinerated) urban waste in tons per 24-hour period shall be determined as follows:

- i. important service/infrastructure from 20–70 tons;
- ii. critical service/infrastructure over 70 tons;

b) the maximum weight of hospital waste incinerated (burned) in tons per 24-hour period shall be determined as follows:

- i. important service/infrastructure from 1–5 tons;
- ii. critical service/infrastructure over 5 tons.

5. Waste management sector services, as follows, shall not be classified as critical and important services:

5.1 Waste transport service.

#### **Scheme**

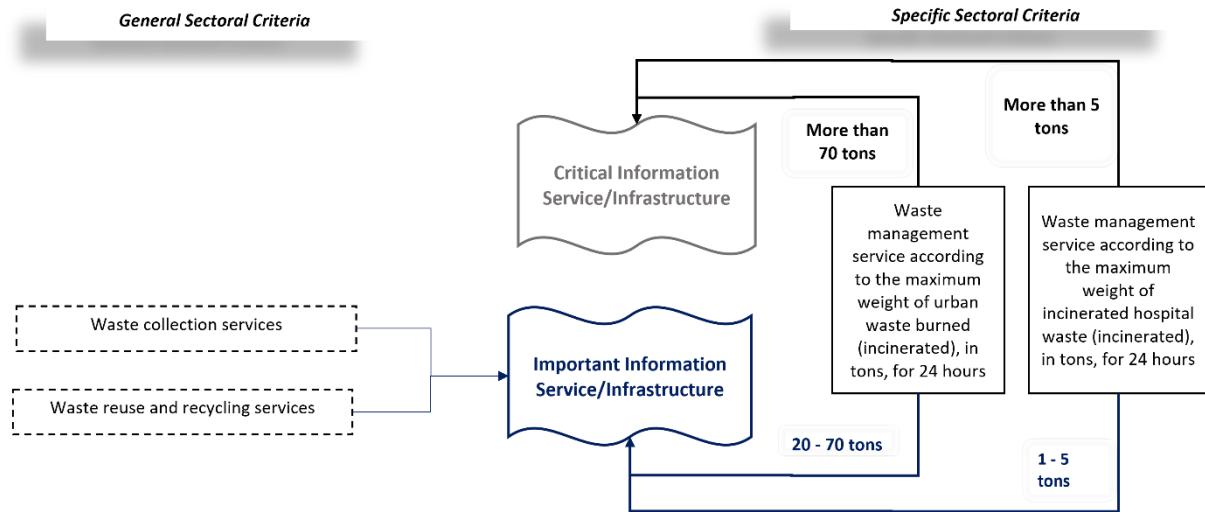


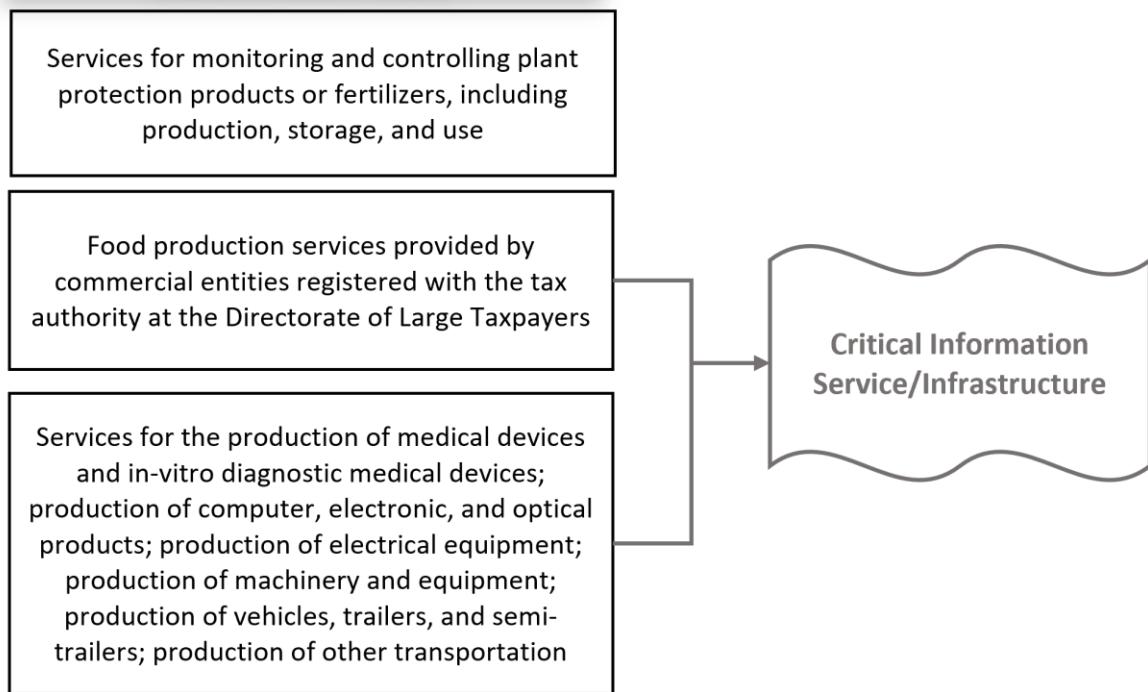
Figure 17 Classification of services in the waste management sector

## CHAPTER XIX MANUFACTURING SECTOR

1. The manufacturing sector is a main pillar 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 uses advanced technologies and innovative processes to increase efficiency and product quality. Improvements in automation, robotics, and artificial intelligence have revolutionized manufacturing, reducing costs and improving productivity.
2. The manufacturing sector shall include the following subsectors:
  - a) The manufacturing sub-sector of medical devices and in vitro diagnostic medical devices;
  - b) The manufacturing sub-sector of computer, electronic, and optical products;
  - c) The manufacturing sub-sector of electrical equipment;
  - ç) The manufacturing sub-sector of machinery and equipment n.e.c;
  - d) The manufacturing sub-sector of motor vehicles, trailers, and semi-trailers.
3. Classification, based on the general sectoral criteria
  - 3.1 Services for the monitoring and control of plant protection products or fertilizers, which include production, storage, and use, shall be automatically classified as important services.
  - 3.2 Food product manufacturing services provided by commercial entities registered with the tax authority at the Directorate of Large Taxpayers shall be automatically classified as important services.
  - 3.3 Services for the production of medical devices and in vitro diagnostic medical devices; for the production of computer, electronic and optical products; production of electrical equipment, production of machinery and equipment; production of motor vehicles, trailers and semi-trailers; production of other transport equipment; shall be automatically classified as important services.
4. No special sectoral criteria shall apply to the manufacturing sector.

### Scheme

### **General Sectoral Criteria**



*Figure 18. Classification of services in the manufacturing sector*

## CHAPTER XX

### DIGITAL SERVICE PROVIDERS SECTOR

1. The digital service providers sector includes companies and organizations offering a wide range of services and products through digital platforms, including the internet and *mobile* devices. This sector includes communication and social networking platforms, cloud data storage services, e-commerce, electronic payments and wallets, media broadcasting, on-line education and information technologies.
2. Classification, based on the general sectoral criteria
  - 2.1 Services provided by digital service providers, which affect the public, shall be automatically classified as important services.
  3. No special sectoral criteria shall apply to the digital service provider sector.

#### Scheme

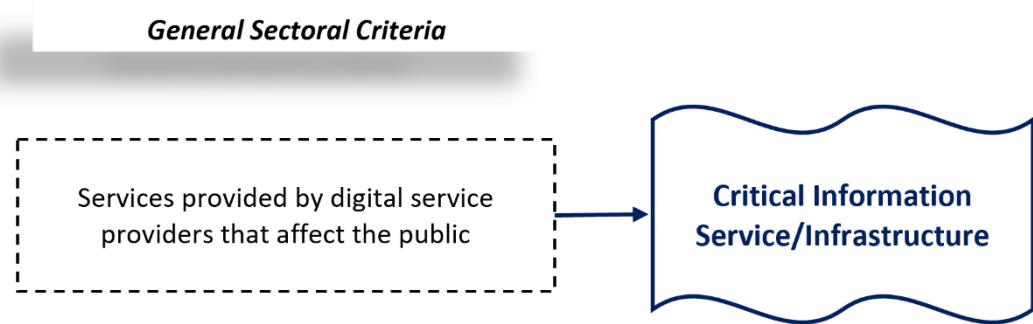


Figure 19. Classification of services in the sector of the digital service provider

## CHAPTER XXI

### PRODUCTION, PROCESSING AND DISTRIBUTION OF CHEMICALS SECTOR

1. The production, processing, and distribution of chemicals sector has an important role in the global economy and plays a critical role in many other industries. This sector is key for sectors such as: agriculture, pharmaceuticals, construction, and energy production. However, due to the sensitive and often hazardous nature of the chemical materials involved, this sector requires a high level of care and supervision, particularly to ensure the protection of human health and the environment.

2. The production, processing, and distribution of chemicals sector shall include the following services:

- a) chemical production service;
- b) trading chemicals service;
- c) service of using chemicals;
- c) the chemicals registry service.

3. Classification based on the general sectoral criteria

3.1 The chemical production service shall be automatically classified as important service.

3.2 The chemical trading service shall be automatically classified as important service.

3.3 The use of chemicals service shall be automatically classified as important service

3.4 The chemical registry service shall be automatically classified as important service.

#### Scheme

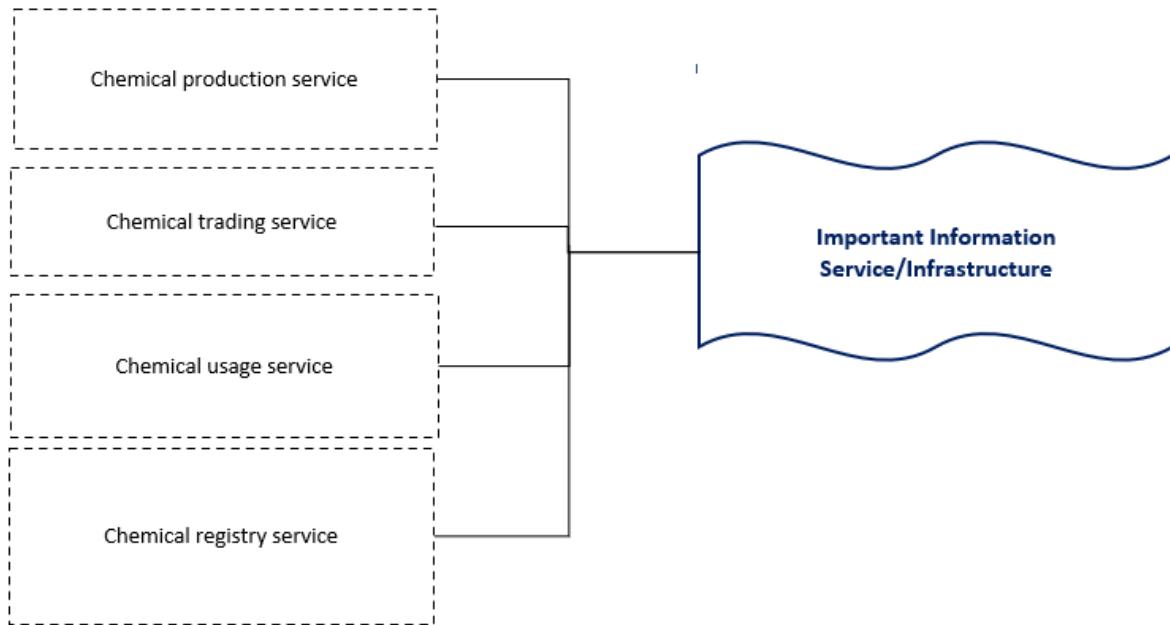


Figure 20 Classification of services in the production, processing, and distribution of chemicals sector

## ANNEX 1

### LOGIC SCHEME – OR

#### **Description**

The logic scheme “OR” constitutes a fundamental operation in logic and computer science, used for evaluating multiple conditionals or statements. Denoted by the symbol “V” or the word “OR”, it results in a true output if at least one of the combined conditionals is true, and false only if all conditionals are false. This scheme allows the construction of complex logical expressions by combining simpler statements, thereby enabling decision-making based on different scenarios, in which any single true conditional is sufficient to satisfy the general output.

i = services

j = criteria

ni = number over 1

nj = number of criteria over 1

The scheme refers to the mathematical model, whereby, if one of the criteria classifies the service as critical, then the service shall be automatically classified as critical and no further classification shall be carried out. Meanwhile, in cases where, by the fulfilled criterion, the service is classified as important, the analysis shall continue further. If, at the conclusion of the analysis, no critical criterion is identified, the service shall be automatically classified as important.

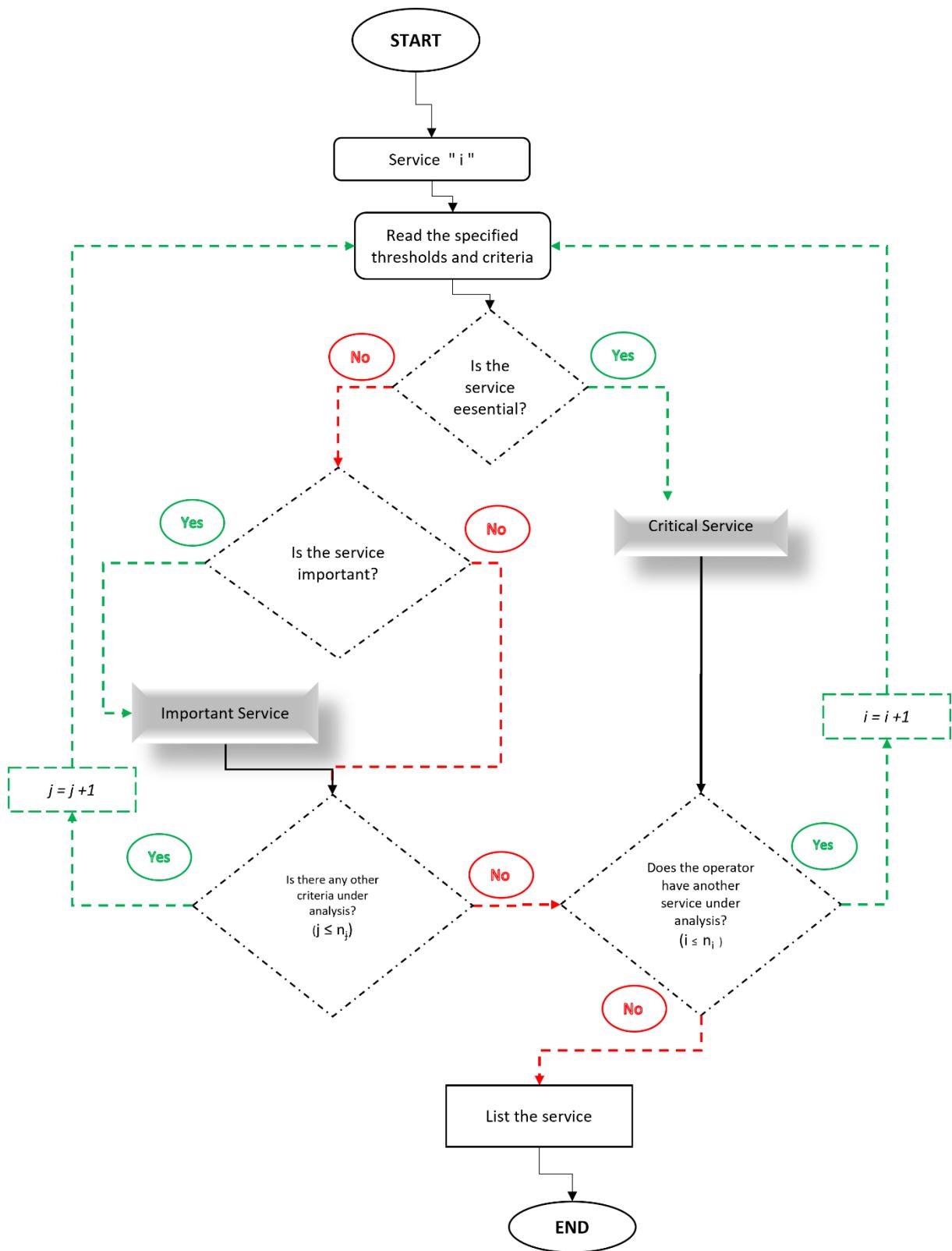


Figure 21. Logic scheme – OR