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FOREWORD

A country where almost half of population is under 25 years old, the young population is considered as the greatest treasure. Considering this fact human resources along with education are considered as fundamental for the sustainable and rapid economic development of Kosova.

Organization of the Balkan Case Challenge sub competition in Prishtina the last three years brought a new breath and creation of the new links between higher education and economy. It represented the new reality toward which society should focus its activities for the generation of new employment opportunities. This way a new window of perspective is opened for the brilliant students to identify future employers. Also different companies and institutions meet and recruit the future employees.

Participants by being selected through a rigorous selection procedure possess skills and abilities compatible with the labor market needs.



But Dedaj Regional Manager of WUS – Austria Office in Prishtina



THE KOSOVA CASE CHALLENGE

72 TOP STUDENTS Senior level students of business and

economics, law, international relations, and information communication technology (ICT)

of both private and public university

4 ACADEMIC DISCIPLINES Business Case Challenge, Law Moot Court,

Model United Nations, ICT Case Competition

The Kosova Case Challenge 2007

Representing sub competition for Balkan Case Challenge

The case study competition KCC is a unique event which has been organized for the past three years in Prishitna with the specific aim to bring together bright minds, future leaders of companies operating in the country.

CASE STUDY COMPETITION

The Kosova Case Challenge is a case study based competition with the aim of furthering excellent students. The competition has adopted the case – study – method developed as learning tool at Harvard University in order to promote its use as a modern, practice - oriented method of learning. Another key element of the event is the potential it offers the business sector to recruit high – quality employees, just as it allows participants to establish contact with possible future employers.

In all categories of the competition, participants work on their respective case real – life or fictitious in mixed teams of three to four students. The mixed teams of students are challenged to produce solutions for a concrete case in their respective field. Team solutions are presented by the students to a panel of academic experts and representatives of the business world, national and international institutions.

THE KOSOVA CASE CHALLENGE 2007 IN PRISHTINA

Over the past 3 years, the annual Kosova Case Challenge has been inviting excellent students from both public and private universities to prove their competence and establish contact with potential employers.

The 2007 competition in Prishtina served as a unique point of contact between Kosovas's companies, international and national organizations and students. The Kosova Case Challenge 2007 was officially opened at "Grand Hotel" on March 2nd. The opening ceremony was attended by representatives of the University of Prishtina, the Austrian Development Cooperation, the Ministry of Education, Science and Technology, Ministry of Trade and Industry, European Agency for Reconstruction, German Technical Cooperation, Post and Telecommunication of Kosova and other partners.

PARTICIPANTS

There are 72 students participating. These students who are at the verge of their studies of political sciences, , international relations, law, business and economics, and information and communication technology (ICT) had qualified via rigorous selection procedure based on their academic performance, non – university activities, and proficiency in English and German.

COMPETITION IN FOUR ACADEMIC DISCIPLINES

The contestants competed for the following disciplines: The Business Case Competition, the Law Moot Court, the ICT Competition and the Model United Nations.

The **Business Case Competition** brings together top students from the fields of business studies, management and economics. The case study is a business related theme relevant to economic development in the country. This year's business case study was supplied by **Post and Telecommunication of Kosova**, the largest public company in the country.

The **ICT Case Competition** simulates the application of ICT in a specific business context. Participants are required to analyze the business procedures and infrastructure of the company in question and provide an integrative ICT solution. The 2007 case study sponsor was German Technical Cooperation, a traditional partner of the event.

The **Law Moot Court** is a simulation of a trial before the International Court of Justice. The teams are presented with a fictitious dispute between two states. Drawing on their knowledge of both international and European law, student teams prepare and present their cases before the court. The case for this year's Law Moot Court was provided by the University of Leiden in the Netherlands.

The **Model United Nations** is an authentic simulation of the UN Security Council. Students are given the opportunity to step into the shoes of diplomats of UN member states in order to debate current issues, to negotiate and draft solutions, and to eventually resolve conflict in the interest of "international cooperation". In the 2007 Model United Nations the simulation was prepared and presided by a representative of the European Commission.

PTK BUSINESS CASE COMPETITION

The Business Case Competition brought up together 18 top students from the fields of business studies, management and economics. The senior level students had qualified via rigorous selection procedure based on their academic performance, non – university activities, and proficiency in English and German.

The mixed teams made up of three students each – were challenged to produce, within 24 hours upon arrival at the competition, solutions for a concrete case. This case as usually was a business related theme relevant to economic development of the country. Team solutions were presented by the students to a panel of academic experts and representatives of the business world.

CASE SPONSOR

This year's business case study was provided by Post and Telecommunications of Kosova, the largest public company in the field of telecommunication.

After 6 years of efforts, PTK has established following three business units: Post of Kosovo, Telecom of Kosovo, and Vala mobile network operator. These three business units of the PTK are licensed by the Kosovo Telecommunications Regulatory Authority. On 29 June 2005, PTK was transformed into a joint-stock-company under the new name of PTK J.S.C.

PTK J.S.C. has approximately 2.480 full-time employees and their policy recruitment is based also on cooperating with university for identifying future bright minds employees.

Mission of the PTK is: "To always be the leader in providing superior (communication) services that improve the lives of all Kosovars, through the passion of our people and leveraging proven cutting edge technologies. To be the driving force for creating prosperity for the nation and enriching the lives of Kosovars".

The case for "Development of the Strategy and Implementation Plan for the Post of Kosovo"

The BIZ participants at the KCC 2007 were presented with a case which dealt with the operational unit of the PTK, Post of Kosovo.

Based on this topic the teams needed to put themselves in the position of representatives of consulting company and identify priorities, present a strategy, propose an implementation plan and highlight the key issues that would enable the implementation of the plan.

The case for the PTK Business Competition was written by Mr. Thomas Melchior, an international expert working at the respective company.

PTK BUSINESS CASE COMPETITION



PREVIOUS BUSINESS CASES

2004 University of Prishtina: Budgetary issues of the University of Prishtina:

How to provide and manage additional

funding

2006 GTZ: How do we create a brand name for the region

of Sharri Mountain?

LAW MOOT COURT

The **Law Moot Court (LMC)** is a simulation of a trial before the International Court of Justice. The teams are presented with a fictitious dispute between two states. The main aim of the LMC competition is to provide the law students with the possibility to gain in depth understanding of the International Public Law and the procedural issues before the International Court of Justice.



Previous cases:

2004 The Kaafu Conflict

2006 The Case of Anna M.

The **2007 Law Moot Court** brought together 16 outstanding law students from the higher education of Kosovo.

The participants represented - in teams of four members - the states the dispute through pleadings before a panel of judges. These pleadings were based on the application to the International Court of Justice that the students needed to prepare and submit in the form of memorials prior to the competition. The judge panels consisted of three legal experts from university, Kosovars and international institutions that ensured a professional approach to the case solving and a high level of legal debate.

The case of "Illegal Expropriation"

The LMC participants at the KCC 2007 were presented with a case which dealt with the issues of the International Law.

The case was a fictitious dealing with illegal expropriation. The LMC participants had to argue the case on behalf of both the applicant country and the respondent country in front of the simulated International Court of Justice.

The case for the Law Moot Court was written by Mr. Thomas Skouteris, an expert in International Public Law from the University of Leiden in the Netherlands, which is famous for its moot court competitions.

MODEL UNITED NATIONS

The Model United Nations is an authentic simulation of the UN Security Council. Students were given the opportunity to step into the shoes of diplomats of UN member states in order to debate current issues, to negotiate and draft solutions, and to eventually resolve conflict in the interest of "international cooperation". In this way Model UN allows participants not only to understand the decisions nations make but also how those changes affect politics nationally, regionally, and globally. The 20 students of international relations, political sciences, law, and other social sciences that participated in the 2007 MUN were divided into teams representing the five permanent and ten rotating member countries of the Security Council. The fictive crisis of the 2007 MUN, which dealt with an immediate threat to international peace and security, was as usually a situation that could easily happen given current military, strategic and geo-political considerations.





Topic "Dispute over Kashmir"

The ensuing discussions in the Security Council produced hours of heated debates, presentations, and negotiations. At certain stages, it seemed through as if the Dispute over Kashmir had transferred into the MUN Security Council. Through both formal procedures but also much more through direct and focused approach through informal sessions and caucus sessions, the Security Council members managed to come up with a resolution which would alleviate the immediate tensions and proposed a way for a sustainable peace to be achieved.

The MUN 2007 was prepared by Mr. Faris Hadrovic, who is working for the European Commission in Bosnia and Herzegovina.

PREVIOUS MODEL UNITED NATIONS

2004 Iran nuclear crisis

2006 Israeli Palestine Crisis

GTZ ICT CASE COMPETITION

The **ICT Competition** simulates the application of ICT (Information and Communication Technologies) in a specific business context. Participants are required to analyze the business procedures and infrastructure of the company in question and provide an integrative ICT solution.

The 18 senior level students of information and communication technology that participated in the BCC 2007 had qualified via a rigorous selection procedure. In the ICT competition the participants in mixed teams were challenged to produce solutions for the ICT case by putting themselves in the position of a consulting company.

CASE SPONSOR

German Development Cooperation in Kosovo began immediately after hostilities ceased and KFOR troops were stationed in 1999.

The promotion of civil society structures and the development of a modern basic and advanced vocational training system are core elements of Technical Cooperation. They are integral elements of cross - sectoral programme structures and aligned with the objectives of Germany's policy for South-Eastern Europe.

Promotion currently concentrates on the following priority areas:

- Local water supply and sanitation
- Waste disposal
- Economic and employment promotion
- Basic and advanced vocational training under the aspect of crisis management and education

GTZ contributes towards activities in the field of democratization and civil society with a supra regional youth project.

GTZ is located worldwide: Asia and Pacific, Europe, Caucasus and Central Asia, Latin America and Caribbean, Maghreb and Middle East, Sub – Saharan Africa.

GTZ has been supporting the KCC project from the beginning, two times case sponsor for ICT Case Competition and once for Business Case. As a result it owns the status of traditional partner of the project.

ICT CASE

Massive Multiplayer Online Role-Playing Games

Massive Multiplayer Online Role-Playing Game (MMORPG) is a genre of online computer role-playing games (RPGs) in which a large number of players interact with one another in a virtual world. As in all RPGs, players assume the role of a fictional character (most commonly in a fantasy setting) and take control over many of that character's actions. MMORPGs are distinguished from single-player or small multiplayer RPGs by the number of players, and by the game's persistent world, usually hosted by the game's publisher, which continues to exist and evolve while the player is away from the game.

Students were in a position of a consultant and had to make recommendation about the possibilities, opportunities, limitations and threats of using Massively Multiplayer Online Role Playing Games (MMORPG) for training, education, entertainment and business for young people. The recommendations were related to game known as Second Life.

In order to prove the concept they were are encouraged to: make as much money as possible and acquire training certificates. Create objects, buy and sell land and other property in this virtual world. Present screenshots of their activities, created objects and bought or sold property. Money acquired through gambling, betting, and other "illegal" activities in Second Life were not taken into consideration.

Previous Cases

2004 eCommerce

2006 How to establish the eLearning facility for the

Company?



Participants and winners of Kosova Case Challenge 2007

No	PTK Business Case Competition	GTZ ICT Case Competition	
1	Adelina Emini	Gent Mati	
2	Zekirja Shabani	Zana Limani UP	
3	Fatos Hajdari	Fatos Peci	
4	Edona Zhuri	Albin Ahmeti	
5	Flamur Visoka	Donjete Ibrahimi	
6	Blerim Sharku	Fatbardh Dragusha	
7	Dafina Balidemaj	Armend Salihu	
8	Ardian Hasanaj	Besmir Fetoshi	
9	Bernard Zhuri	Ernest Culaj	
10	Fatmir Ismaili	Ibrahim Ibrahimi	
11	Fatbardh Toska	Meriton Zeneli	
12	Visar Kelmendi	Egzon Berisha	
13	Petrit Kelmendi	Kamer Vishi	
14	Fisnik Reçica	Petrit Berisha	
15	Petrit Ibrahimi	Edmond Qerimi	
16	Agron Parduzi	Kushtrim Dragusha	
17	Shpresa Perolli	Ermal Mehaj	
18	Artan Visoka	Arbnor Hasani	
	MODEL UNITED NATIONS	LAW MOOT COURT CASE	
1	Naim Telaku	Fatos Mustafa	
2	Abit Hoxha	Arben Gashi	
3	Alban Kryeziu	Armend Hetemi	
4	Mirlinda Gashi	Valmira Latifi	
5	Artan Sadiku	Korab Dibra	
6	Pëllumb Kallaba	Valëza Ukaj	
7	Veli Hoti	Emira Alushi	
8	Valon Hyseni	Behar Isma	
9	Enis Rexhepi	Ragmi Mustafa	
10	Visar Latifi	Donika Qerimi	
11	Idriz Hasaj	Naim Spahiu	
12	Berat Bejtullahu	Demë Mustafaj	
13	Fatos Maqedonci	Blerta Gagica	
14	Armend Mazreku	Eldita Tarani	
15	Arbër Ponari	Ilir Desku	
16	Ardiana Sejdiu	Florentina Grubi	
17	Miranda Brovina		
	Novitet Nezaj		
17			

WINNERS LAW MOOT COURT

First place

PTK BUSINESS CASE COMPETITION

First place

Petrit Kelmendi Fisnik Reçica Petrit Ibrahimi

Second place Dafina Balidemaj Ardian Hasanaj Bernard Zhuri

Third place

Edona Zhuri Flamur Visoka Blerim Sharku

Best Consultant

Dafina Balidemaj

Second Place

Donikë Qerimi Naim Spahiu

Demë Mustafaj Blerta Gagica

Fatos Mustafa Arben Gashi Valmira Latifi Korab Dibra

Best Speaker

Donikë Qerimi

GTZ ICT CASE COMPETITION

First place

Kushtrim Dragusha Ermal Mehaj Arbnor Hasani

Second place

Albin Ahmeti Donjetë Ibrahimi Fatbardh Dragusha

Third place

Kamer Vishi Petrit Berisha Edmond Qerimi

Best Consultant

Donjetë Ibrahimi

MODEL UNITED NATIONS

Best Delegate

Kujtim Salihu

Most Diplomatic Delegate

Miranda Brovina

Best Prepared Delegate

Artan Sadiku

Best Speaker

Berat Bejtullahu

	Discipline	Awards	Provided by
	Best Consultant	Internship	IPKO Institute
		Training	Computer & Software Engineering
	First Place	Internship	IPKO Institute
		Training	Computer & Software Engineering
		Training	Computer & Software Engineering
—		1149	Compater a Contrare Engineering
CT			
		Training	Computer & Software Engineering
	Second Place	Training	Computer & Software Engineering
		Training	Computer & Software Engineering
		Training	Computer & Software Engineering
	Third Place	Training	Computer & Software Engineering
		Training	Computer & Software Engineering
			Management & Development
	Best Consultant	Training	Associates
	First Place	Internship	Raiffeisen Bank Kosovo
		Internship	Raiffeisen Bank Kosovo
		Internship	Raiffeisen Bank Kosovo
			Management & Development
	Second Place	Training	Associates
BIZ			
B			Management & Development
		Training	Associates
			Management & Development
		Training	Associates
		Laterrality	Management & Development
		Internship	Associates
		Internabia	Management & Development Associates
		Internship	Management & Development
		Internship	Associates
		Gift Packs	Raiffeisen Bank Kosovo
			KIPRED
7		Internship	KIPKED
Ξ			
		Internship	KIPRED
		"Book for Negotiation" - 20	KIDDED
	D 10 1	participants	KIPRED
	Best Speaker	Internship	Kosovo Law Centre
	E B.	Book set	Kosovo Law Centre
	First Place	Internship	ABA Ceeli
		Internship	ABA Ceeli
		Internship	OMBUDSPERSON
		Book set	Kosovo Law Centre
LMC			
-		Book set	Kosovo Law Centre
		English Course	OSCE
		English Course	OSCE
	Second Place	Internship	OMBUDSPERSON
		"Kosovo Trial Skills", T. Markus	
		Funk - 16 participants	United States Office

FEEDBACK BY THE STUDENTS

"I was a part of Kosova Case Challenge this year, and I think that this kind of programs and challenges are more then welcomed for us students, which will help us to gain more experiences and exchange of knowledge with a lot of different students. The other thing that BCC helped me is that from this program I actually was recruited to finish three months internship and then got a full time job in the most respectful, consulting and training company in the country called Management & Development Associates."

Fatos Hajdari

Participant of PTK Business Case Challenge

"As a student of a not very popular faculty - especially for young women, I felt there is a lack of opportunities for students of this field especially in terms of internships, trainings and competitions - so there was no way to see the compatibility of our faculty with other faculties or the region, and that often led to the question: am I prepared for a globalize market?

The KCC 2007 was the perfect opportunity to answer many of my questions and has opened new windows for my career. I was the winner of the ICT competition (Information Communication Technology) as the Best Consultant in the KCC 2007 and that immediately granted me an internship in a very prestigious company in Kosovo - the IPKO Institute, which was a very helpful experience that helped me a lot and will be a very good reference in the future. The experience in the BCC Vienna was also wonderful. I really hope that the Balkan Case Challenge will continue to provide possibilities to coming students in Kosovo and the region, and I really hope it will become a tradition in our countries."

Donjetë Ibrahimi

Participant of GTZ ICT Case Competition

"While attending the studies on management and mechatronic at UBT one great thing is that all of my professors are from Austria and all round a world so this is great opportunity for us to gain from experience of these professors and to be in touch with west countries, or better to say to be updated with time.

My participation in BCC 2007 was really good experience and give us a lot information about our friends in other countries where they are with practice and to improve our skills in the way of challenge which is so exiting. In Kosova Case Challenge 2007 I win with my team the first place at Information Communication Technology. And the opportunity of doing internship in IPKO Institute was offered. And there I finished two months internship and now I have a job to IPKO Institute thanks to WUS Austria.

Participation in Balkan Case Challenge final was an amazing experience."

Kushtrim Dragusha

Particpant of GTZ ICT Case Competition

After participating at Kosova Case Challenge 2007, to me and my team members were offered internships with one of largest Banks in Kosova - Raiffeisen Bank as winners of Business Case Competition.

I only hope that WUS Austria will continue to offer this kind of opportunity to the Kosovar students, as I believe that they deserve the chance to learn new practical things and at the same time they can prove their abilities and enthusiasm.

Petrit Ibrahimi

Participant of PTK Business Case Challenge

SUCCESS STORIES

Participants employed after attending internships:

Donikë Qerimi - Kosovo Law Centre

Kushtrim Dragusha – IPKO Institute

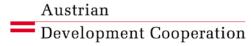
Fatos Hajdari – Management & Development Associates

Remark: The number of employed through the project could be higher, but this is until the reporting time.

In the implementation of the Balkan Case Challenge WUS Austria is depending on the support of cooperative partners. Partners are given various options for their involvement in the Balkan Case Challenge. They can either support the event financially or in-kind, by supplying a case and/or internships for the participating students, through being present at the event as judges or jury members, by holding workshops or by providing awards for the winners (e.g. summer schools, trainings, products).

The Balkan Case Challenge 2007 was:





Case sponsors:



Partners:



ACKNOWLEDGMENTS

WUS Austria would like to express its frankest gratitude to all the responsible persons in the before mentioned institutions and companies. Additionally we would like to thank all key-note speakers and jury members, who dedicated their precious free time to the Kosova Case Challenge 2007.

WORLD UNIVERSITY SERVICE (WUS) - AUSTRIA

The Reconstruction and Reform Process in South-Eastern Europe

WUS Austria was founded in 1983 as a national committee of the international NGO World University Service (WUS) and has since been supporting the reconstruction and reform process in the field of higher education with a regional focus on South-Eastern Europe. Based in Graz, it also has regional offices in Belgrade, Sarajevo, Banja Luka, Podgorica and Prishtina. WUS Austria employs 20 permanent staff and administers an annual budget of approximately 1.8 million €.

Education as a Human Right

WUS Austria views education as a basic human right and advocates free and fair social and political structures at both national and international levels by promoting the social responsibility of higher education. The current focus of WUS Austria's activities in South-Eastern Europe is to quell the ongoing "brain drain" by strengthening human resources and supporting inter-regional cooperation.

Medium term EU Expansion and Co-operation in Higher Education

When conflicts in Bosnia-Herzegovina, Croatia and Kosovo caused an exodus of students in the 1990s, WUS Austria responded with scholarship schemes and university support programmes throughout the region where higher education had been severely affected by war and political upheaval. Initially establishing a stipend programme, WUS Austria went on to grant direct aid to universities, starting in Zagreb in 1993, and soon extending support to Bosnia-Herzegovina, beginning with Sarajevo in 1994. Further aid was granted to Podgorica in 1998, Prishtina in 1999 and universities in Serbia in 2001. Following the emergency and reconstruction phases, efforts concentrated on reforming the higher education system in the targeted regions, with particular emphasis on the Bologna Declaration. In the course of this process, the context of WUS Austria's activities shifted from one of reconstruction to that of medium term EU expansion, which now forms the framework of cooperation in the field of higher education.

Building Networks and Strengthening Cooperation

WUS Austria's services include support in the area of curricular and course development, as well as programmes furthering academic exchange and infrastructure. More recently, WUS Austria has helped link the business and higher education sectors by encouraging cooperation through business start-up centers and new methods of teaching and research have been introduced through an eLearning programme. WUS Austria has also built up a network of counseling and information centers. These activities are focused in Bosnia and Herzegovina, Serbia, Montenegro and Kosovo, while some programmes have been extended to Bulgaria, Romania, Slovenia, Croatia, Albania, Macedonia and Moldova.

WUS Austria's partners are the Austrian Foreign Ministry, the Austrian Development Agency, the Austrian Federal Ministry for Education, Science and Culture, the European Union and other (inter)national organizations, as well as universities in South-Eastern Europe, Austria and the EU. WUS Austria is currently stepping up the involvement of the business sector in its activities.

WUS AUSTRIA'S WORK FOCUSES PRIMARILY ON THE FOLLOWING FIELDS:

1. Higher Education: Curriculum- and Course-Development,

Academic Mobility and Cooperation,

eLearning, University Management and Quality Assurance,

Counselling and Information Service

2. Economy and Higher Education: Balkan Case Challenge (BCC),

Creation of a Business Start-Up Center at the

University of Prishtina,

Knowledge Transfer for the Establishment of a Business Start-Up Center at the University of Tuzla, Skopje University Business Start-Up Center (BSC)

3. Architecture and Culture: Eco-Building in Montenegro.

Skomrahi – International Film and Theatre Festival for

Students

WUS - Austria Office in Prishtina

Reacting to a call for support from the University of Prishtina (the Albanian Parallel System), **WUS Austria** established its Prishtina Office in October 1998. Activities consisted of language and computer courses for staff and students, academic travel grants and counseling services. Support was offered to both the Albanian Shadow University and the Serbian State University, The latter, however, showed little interest in cooperation. Consequently, material support was planned but could not be implemented.

The end of the March 1999 NATO air strikes put an early end to activities in Kosova. During the refugee crisis, **WUS Austria** opened a temporary office in Tetova, Macedonia and continued to support the academic community in exile. In July 1999 the office was relocated to Prishtina and activities were resumed in Kosova. During the summer, WUS continued computer and language courses as well as micro-projects of students and staff that had started in Macedonia. First equipment was provided to the faculties. The University was supported in their preparations for the academic year 1999/2000 and in re-establishing international links (CRE, Academic Task Force).

The beginning of the academic year 1999/2000 was still marked by emergency measures. Since the university staff was left without income, WUS Austria paid stipends provided by the Austrian Ministry of Science to all staff in the summer and autumn 1999. For teaching and administrative purposes, each faculty and college received a technical start-up package consisting of computers, printers, a copy-machine, a fax-machine, and an overhead projector. Additional and more specific equipment, as well as scientific literature, is being provided through WUS Austria's regular programmes, which put applying university institutions in direct competition with each other.

THE TEAM OF KOSOVA CASE CHALLENGE 2007

Regional Manager: But Dedaj

Coordinator in GRAZ: Veronika Nitsche

Project Coordinator for Kosovo: Mjellma Carabregu

Competition Coordinators: Ilir Rexhepi (ICT), Bardha Zatriqi (BIZ), Burim

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Finances: Shyhrete Jashari

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