



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:  
<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)) and Rachael Purcell (email: [purcell@un.org](mailto:purcell@un.org)).

**COUNTRY NAME\***

**Contact information**

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**Please select whichever applies\***

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other \_\_\_\_\_

## A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. \*

The government of Luxembourg launched, on 17 November 2008, the [Guichet.lu portal](https://guichet.public.lu/en.html), which targets both citizens and companies and acts as a single point of contact (SPOC) for their interactions with the administrative bodies. The portal was [relaunched](#) on its tenth anniversary.

The portal comprises information on various topics and related administrative procedures, grouped by 10 major themes for citizens and 10 major themes for companies. The platform is regularly updated with new elements such as a focus on the changes to procedures following Brexit on 2020. *Guichet.lu's* primary objective is to improve the value and quality of electronic services, integrating various administrative formalities in a single internet portal that gathers all relevant procedures, forms and information made available by the State. The interactive portal MyGuichet.lu allows its users to:

- carry out administrative procedures in a simple and transparent manner reusing their personal data from authentic sources;
- view their personal data held by official bodies through authentic sources, e.g. information on received housing aids;
- receive electronic documents issued by official bodies (eDelivery);
- book an appointment online with administrative bodies;

In order to make full use of the different functionalities, such as authentic sources and eDelivery, users have to login to their personal space with an electronic authentication certificate ([LuxTrust Token](#), Smartcard, Signing Stick, or ID Card). These certificates guarantee highly secure information exchanges and personal data confidentiality along with an electronic signature.

The Government IT Centre is also currently working on the implementation of a mobile app for MyGuichet.lu so that users can use digital public services directly via their smartphone.

Furthermore, 14 descriptive factsheets on administrative procedures were published during 2020 in an easy language (*Leichte Sprache*) on the Guichet.lu information portal, with the aim to help people with limited reading and writing skills to navigate and get information through the portal.

2. Please provide links (Links) for portals providing specific services/features\*

E-services or similar

<https://guichet.public.lu/en.html>

E-participation or similar

<http://www.vosidees.lu/>

Open government data

<https://data.public.lu/en/>

Public procurement

<https://marches.public.lu/fr.html>

Others (if any)

[Official portal of the Grand Duchy of Luxembourg](#)

[Directory of national public websites](#)

[Information portal of the government press and information office](#)

[Legal journal of the Grand Duchy of Luxembourg](#)

[Portals for transport-related subjects](#)

[Official portal of the courts and of the judicial system](#)

[Parliament's website](#)

[Platform to process all customs-related paperwork](#)

[National official geoportal](#)

[Portal for spatial planning](#)

[Portal for municipalities](#)

[Accessibility Portal of Luxembourg](#)

[Luxembourg Open Government Partnership Portal](#)

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

The [Ministry for Digitalisation](#) is the political body of the Luxembourg Government charge of e-government, as defined in its [strategic priorities](#).  
In addition, the [Government IT Centre](#), which is the technological arm of the Ministry for Digitalisation, is the administration responsible for the execution and implementation of IT services for Luxembourg's government, ministries and public administrations.

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes  No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Patrick Houtsch
Title*	Director
Organization*	Government IT Center
Email*	<a href="mailto:Patrick.houtsch@digital.etat.lu">Patrick.houtsch@digital.etat.lu</a>

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

The Ministry for Digitalisation was created after the elections in 2018. It is a young ministry. The Government IT Center (CTIE: Centre des technologies de information de l'État), which is under the supervision of the ministry, is our technological arm and has already existed since the 1970s'.  
The actors in their skills and activities underline the diversity and transversality of digitalisation at the national level.  
Sigi (Intercommunal Syndicate of IT Management); CGIE (Center for IT management of education); CCSS (Joint Social Security Center); the e-health agency (eSanté) and finally the Government IT Centre (CTIE).  
In order to facilitate exchanges and collaboration at the level of the Public Administration, the government has decided to establish a digital governance based, on the one hand, on an interministerial approach through 'an Interministerial Committee for Digitalisation, and a Higher Committee for digital Transformation.  
The Interministerial Committee for Digitalisation meets 3 to 4 times a year and is the state platform for the development of digitalisation of public services and the digitalisation of public administrations. The establishment of this committee should allow those responsible for digital projects within the various administrations to exchange views with each other. It makes it possible to establish a coordinated agenda and to facilitate the implementation of the transversality necessary for the proper functioning of an e-administration. Until now, the only interface common to all the administrations was the CTIE, who was addressed individually by each ministry/administration with specific requests. The coordination/governance implemented facilitates the exchange of best practices but also makes it possible to consider developments based on identified common needs more precisely synergies.  
The Higher Committee for Digital Transformation aims to discuss the state of play of the Luxembourg ecosystem with the aim of supporting the development of digitalisation in Luxembourg. To do this, it is essential to understand the challenges and opportunities identified by the actors represented there (government, labour unions or civil society) as well as to have discussions on a digital transformation

that is more participatory, co-creative and having as a priority the improvement of the well-being of citizens and the competitiveness and sustainable approach of businesses.  
 Finally, after the launch of the National Interoperability Framework, a specific governance dedicated to it was put in place which covers the three powers of the State and thus multiple and diverse public actors.  
 Indeed, digitalisation needs governance to promote consultation, coordination, awareness-raising, exchange of good practices and above all to find synergies.

### Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following\*

Planning/development	<a href="#">Ministry of Energy and Spatial Planning</a> - Department of Spatial Planning
Education	<a href="#">Ministry of Education, Children and Youth</a> <a href="#">Ministry of Higher Education and Research</a>
Health	<a href="#">Ministry of Health</a>
Social Welfare (inclusion, social protection, etc.)	<a href="#">Ministry of Social Security</a>
Employment and Labour	<a href="#">Ministry of Labour, Employment and the Social and Solidarity Economy</a>
Environment	<a href="#">Ministry of the Environment, Climate and Sustainable Development</a>
Justice	<a href="#">Ministry of Justice</a>
Economy/finance	<a href="#">Ministry of the Economy</a> <a href="#">Ministry of Finance</a>
Industry/trade	<a href="#">Ministry of the Economy</a> – Industry – Research and New Technologies Directorate

### B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic\*?

Yes  No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

<https://covid19.public.lu/fr.html>  
 The covid19.public.lu website contains all official information on health measures and recommendations, information for travellers, protection measures, sectoral information and thematic FAQs.

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

At the EU level, in the context of the [Plan for Resilience and Recovery](#) (PRR) will allocate funds to Luxembourg for post COVID-19 recovery. A portion of these funds have been requested to be allocated toward e-government projects until 2026, which are mainly carried out by the Ministry for Digitalisation and the Government IT Centre. On EU level, the PRR hasn't been agreed yet.

On top, not directly linked to COVID though somehow indirectly the Ministry for Digitalisation and the Government IT Center have requested an increased budget for the year 2022 to cope with the increase of requests regarding digitalisation in the public sector in general.

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

Luxembourg has presented the strategy “Nei Start Lëtzebuerg” by the Ministry of the Economy which integrates several pillars. This strategy is not directly linked to eGovernment though it foresees a specific field/priority linked to the digitalisation of company and business in Luxembourg. This strategy englobes a budget of 700-800 EUR.

[https://gouvernement.lu/fr/actualites/toutes\\_actualites/communiqués/2020/05-mai/20-neistart-relance.html](https://gouvernement.lu/fr/actualites/toutes_actualites/communiqués/2020/05-mai/20-neistart-relance.html)

## C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? \*

Yes  No

If yes, please provide link and detail.

The law relating to a [transparent and open administration](#) was adopted on 14 September 2018. The purpose of the new law was to define the framework for the implementation of a policy for opening citizens’ administrative documents held by government departments, municipalities, local authorities and public institutions and placed under the supervision of the State or municipalities.

10. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes  No

If yes, please provide link and detail.

In May 2018, the [EU General Data Protection Regulation](#) entered into force in the whole EU and therefore also in [Luxembourg](#). In Luxembourg, the [National Commission for Data Protection](#) (CNPD), an independent authority for the protection of individuals with regard to the processing of personal data, acts as data controller to fulfil certain requirements regarding the form and the content. Furthermore, the [act of 1 August 2018 on the organisation of the National Data Protection Commission and the general data protection framework](#), repealed the previous act on data protection (amended act of 2 August 2002) and completed the [General Data Protection Regulation](#) at national level. The aim of the law of 1 August 2018 is to invest the National Commission for Data Protection (CNPD) with extended tasks conferred by the GDPR and give it greater powers. Second, it defines the legal framework for the specific provisions of Luxembourg law, and in particular those relating to the supervision of employees.

Finally, the [amended act](#) of 30 May 2005, concerning the specific provisions for the protection of the individual as to the processing of personal data in the electronic communications sector, and amending Articles 88(2) and 88(4) of the Code of Criminal Procedure, which transposes the amended Directive 2002/58/EC, covers the processing of personal data in the sector of electronic communications. The act governs personal data protection in the field of telecommunications and electronic communications, taking into account recent and foreseeable developments in the field of services and technologies involving electronic communications. It aims to protect the privacy of internet users (including

protection against unsolicited commercial communications or 'spam') and users of added value services, such as GPS.

11. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes  No

If yes, please provide link and detail.

On 24 February 2021, the government approved the fourth national cybersecurity strategy. The strategy builds on the foundations of the previous strategies and illustrates the government's engagement to meet the security challenges related to the digital transformation. The strategy focuses on three strategic objectives, each with a number of strategic priorities:

- Objective I: Confidence building in the digital world and protection of human rights online;
- Objective II: Strengthening the security and resilience of digital infrastructures in Luxembourg;
- Objective III: Development of a reliable, sustainable and secure digital economy.

At national level, the legal framework is the following:

- [Law of 28 May 2019](#) transposing [Directive \(EU\) 2016/1148](#) on measures intended to ensure a high common level of security for networks and information systems in the EU.
- [Law of 23 July 2016](#) establishing a High Commission for National Protection.
- [Law of 1 August 2018](#) organizing the National Commission for Data Protection and implementing Regulation (EU) 2016/679 (2016) on the protection of individuals with regard to processing of personal data and the free movement of such data.
- [Law of 18 July 2014](#) on the approval of the Council of [Europe Convention on Cybercrime](#). The Convention is the first international treaty on crimes committed via the Internet and other computer networks, dealing particularly with infringements of copyright, computer-related fraud, child pornography and violations of network security. It also contains a series of powers and procedures such as the search of computer networks and interception
- [Law of 18 July 2014](#) approving the Agreement between the Member States of the European Union, relating to the protection of classified information exchanged in the interest of the EU.
- [Law of June 15, 2004](#) relating to the classification of parts and security clearances.
- [Grand-Ducal decree of May 9, 2018](#) establishing the governance of information security management.
- [Grand-Ducal decree of May 9, 2018](#) determining the organization and attributions of the IT emergency processing center, called "Governmental CERT".

At EU level, the legal framework consists of EU regulation and Directives, which are implemented at national level:

- GDPR (Please find details under question 10)
- [Directive 2016/1148 / EC \(2016\)](#) on measures intended to ensure a high common level of security for networks and information systems in the Union.
- [Directive 2002/58 / EC \(2002\)](#) on the processing of personal data and the protection of privacy in the electronic communications sector.
- [Directive 2009/136 / EC \(2009\)](#) on universal service and user rights with regard to electronic communications networks and services, and [Directive 2002/58 / EC](#) on the processing of personal data and the protection of privacy in the electronic communications sector and [Regulation \(EC\)](#)

No 2006/2004 on cooperation between national authorities responsible for ensuring the application of consumer protection legislation.

- [Directive 2009/140 / EC](#) of the European Parliament and of the Council of 25 November 2009 amending Directives 2002/21 / EC on a common regulatory framework for electronic communications networks and services, 2002/19 / EC on access to electronic communications networks and associated resources, as well as their interconnection, and 2002/20 / EC relating to the authorization of electronic communications networks and services.
- [Directive 2013/40 / EC](#) of the European Parliament and of the Council of 12 August 2013 on attacks against information systems and replacing Framework Decision 2005/222 / JHA of the Council.
- [Council Directive 2008/114 / EC](#) of 8 December 2008 on the identification and designation of European critical infrastructures as well as the assessment of the need to improve their protection.

12. Is there any legislation, law or regulation on digital identity? \*

Yes  No

If yes, please provide link and detail.

The [law No 7427](#) of 17 July 2020 was published on the official journal on 28 July 2020. The new law modifies the Luxembourg Act of 14 August 2000 on electronic commerce (the e-Commerce Act) to bring it into line with Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (the [eIDAS Regulation](#)).

The new law represents the last piece in Luxembourg's comprehensive and robust legal framework on trust services (including e-signatures) and e-archiving.

As mentioned above, at the EU level there is the Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.

13. Is there any legislation, law or regulation on digital signature? \*

Yes  No

If yes, please provide link and detail.

The [law No 7427](#) of 17 July 2020 was published on the official journal on 28 July 2020. The new law modifies the Luxembourg Act of 14 August 2000 on electronic commerce (the e-Commerce Act) to bring it into line with Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market (the [eIDAS Regulation](#)).

The new law represents the last piece in Luxembourg's comprehensive and robust legal framework on trust services (including e-signatures) and e-archiving.

As mentioned above, at the EU level there is the Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.

14. Is there any legislation, law or regulation on e-procurement? \*

Yes  No

If yes, please provide link and detail.

The Luxembourg Parliament adopted a new law on public procurement in 2018, the [modified act on public procurement](#) of 8 April 2018.

This new law had four main objectives:

- enabling public markets to become an instrument of political strategy;
- introducing simplification measures;
- preventing conflicts of interest, favouritism and corruption; and
- clarifying certain rules.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

Note: This is related to SDG Indicator 16.6.1

Yes  No

If yes, please provide link and detail.

The annual budget, after having been adopted by the government, is published online on the national legal portal [legilux.lu](#).

Furthermore, the expenses from the previous budget year are also published on a dedicated website namely: <https://budget.public.lu>

There is a [law](#) which foresees that every law needs to be published electronically on the national legal portal, this also applies to the annual budget as mentioned above.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes  No

If yes, please provide link and detail.

**Data sharing and data exchange legal framework:**

- As part of their statutory missions, the Grand Duchy's public sector bodies constantly gather, manage and use data, information and documents. According to the Luxembourg Government's Open Data strategy, all this data - except data that may not be made public by law - is open to the public *by default*. Excluded data includes data protected by intellectual property rights, data relating to national security, and data containing personal information.

In the European Union, the legislative framework of the Open Data movement is set out in [Directive 2003/98/EC](#) and [Directive 2013/37/EU](#) on the reuse of public-sector information. In the Grand Duchy, these Directives have been transposed by the [Law of 4 December 2007, as amended](#), on the reuse of public-sector information.

- GDPR (Please find details under question 10)
- [Law of 1 August 2018](#) organizing the National Commission for Data Protection and implementing Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to processing of personal data and the free movement of such data.
- The [law of 1<sup>st</sup> August 2018](#) applies to the processing of personal data carried out for the purposes of preventing and detecting criminal offenses, investigating and prosecuting them or executing criminal sanctions, including protection against threats to public security and the prevention of such threats, by any competent public authority or any other body or entity which has been entrusted, for these same purposes, with the exercise of public authority and the prerogatives of public power, hereinafter referred to as "competent authority".

**Interoperability legal framework:**



- On the 1st of March 2019, the Government Council adopted the [National Interoperability Framework \(NIF\)](#) guiding public sector organisms of the Grand Duchy of Luxembourg, which fall within its scope, on how to attain a higher level of interoperability.

While there is no overarching regulation/law/legislation on interoperability, there are sectorial ones:

- For instance, the **Inspire Directive** aims to create an EU spatial data infrastructure for the purposes of EU environmental policies and policies or activities which may have an impact on the environment. This European Spatial Data Infrastructure will enable the sharing of environmental spatial information among public sector organizations, facilitate public access to spatial information across Europe and assist in policy-making across boundaries.
- The **National Registry of Natural Persons (RNPP)** (Civil Registry) is covered by the amended law of 19 June 2013 on the identification of natural persons. The law encompasses the National Registry mandate to hold identifying information for natural persons, data contained in the Registry (reference data such as ID number, name, first name, address, date and place of birth, family status, nationality, refugee status, sex, ID number of parents, ID number of kids, date and place of death, noblesse title), the commission of the National Registry, the communal registry and its maintenance, the entries to be made in the Municipal Registry, etc. The law on the Registry of Natural Persons, in Article 4(2), prescribes that authentic data already contained in the Registry of Natural Persons must be reused by public administrations, and that the administrations cannot ask citizens to produce more evidence to prove the exactitude of data already existing in the Registry.
- Another national law which concerns interoperability is the [law on electronic invoicing in public procurement and concession contracts](#) was approved on 26 March 2019. It transposed into Luxembourgish law [Directive 2014/55/EU](#) of the European Parliament and of the Council of 16 April 2014, on electronic invoicing in public procurement.

The law establishes for all electronic invoices issued under a public contract or a concession contract an obligation for contracting authorities and contracting entities to accept them, to receive them in electronic form and to process them, provided they comply with the European standard on electronic invoicing and one of the syntaxes appearing on the list published by the European Commission. This obligation on the part of contracting authorities and contracting entities obviously entails that the undertakings concerned have the right to send compliant electronic invoices, and no longer have to provide invoices in paper format or in another electronic format. The draft law amending the law of 16 May 2019 on electronic invoicing in the context of public contracts and concession contracts is currently under review.

- Another EU Directive which touches upon interoperability is the [Web Accessibility Directive](#) (Directive (EU) 2016/2102) has been force since 22 December 2016 and provides people with disabilities with better access to websites and mobile apps of public services. The rules laid down in the Directive reflect the Commission's ongoing work to build a social and inclusive European 'Union of equality', where all Europeans can take a full and active part in the digital economy and society. The Directive obliges websites and apps of public sector bodies to meet specific technical accessibility standards. There are a limited number of exceptions that include broadcasters and live streaming.
- Yet another EU Directive which concerns interoperability, is the BRIS is based on legal obligations set out by [Directive 2012/17/EU](#) on the interconnection of business registers and the [Implementing Regulation \(EU\) 2015/884](#) of 8 June 2015. The directive requires the establishment of an information system that interconnects the central, commercial and companies registers (also referred to as business registers) of all Member States, whereas the Regulation details the technical specifications for the system.

- Another EU regulation which promotes interoperability is the [eIDAS Regulation](#), which created one single framework for electronic identification (eID) and trust services, making it more straightforward to deliver services across the European Union. eIDAS promoted interoperability across the 27 EU Member States, ensuring that countries mutually recognise each other's notified electronic identification schemes.

17. Is there any legislation, law or regulation on open government data? \*

Yes  No

If yes, please provide link and detail.

As part of their statutory missions, the Grand Duchy's public sector bodies constantly gather, manage and use data, information and documents. According to the Luxembourg Government's Open Data strategy, all this data - except data that may not be made public by law - is open to the public *by default*. Excluded data includes data protected by intellectual property rights, data relating to national security, and data containing personal information.

In the European Union, the legislative framework of the Open Data movement is set out in [Directive 2003/98/EC](#) and [Directive 2013/37/EU](#) on the reuse of public-sector information. In the Grand Duchy, these Directives have been transposed by the [Law of 4 December 2007, as amended](#), on the reuse of public-sector information.

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes  No

If yes, please provide link and detail.

#### **Artificial intelligence :**

In April 2021 the European Commission put forward its proposal for the first ever [legal framework](#) on AI, which addresses the risks of AI and positions Europe to play a leading role globally. This regulation, once it has been adopted, will also be implemented in Luxembourg and across all EU member states. The Proposal aims to address the risks generated by specific uses of AI through a set of complementary, proportionate and flexible rules. These rules will also provide Europe with a leading role in setting the global gold standard. This framework gives AI developers, deployers and users the clarity they need by intervening only in those cases that existing national and EU legislations do not cover. The legal framework for AI proposes a clear, easy to understand approach, based on four different levels of risk: unacceptable risk, high risk, limited risk, and minimal risk.

In 2019, Luxembourg published a human-centered [AI vision](#). In the meanwhile, all Government AI projects are analyzed on a legal and ethical basis.

#### **5G:**

In November 2018, the Ministry of State Department of Media, Telecommunications and Digital Policy launched the [5G strategy for Luxembourg](#).

The Luxembourg 5G strategy can be summarized as follows:

- Assign the necessary spectrum: Luxembourg's efforts focused on freeing the necessary spectrum bands and in assigning them in a suitable form to the interested mobile network operators;
- Support the technical roll-out: Based on the existing regulatory framework, Luxembourg is open to support the technical roll-out (e.g. access to public infrastructure);

- Answer citizen's concerns: Luxembourg is among the countries with the lowest exposure limits for electro-magnetic fields (EMF). The questions raised by its citizens are addressed by a transparent communication of the roll-out process and the scientific data about EMF;
- Pioneering a citizen-centric 5G network: With its past conferences and a call for projects, Luxembourg is challenging all stakeholders in utilizing the potential of the 5G network by triggering pilot projects that bring added value to the society in the fields of eHealth, smart mobility and digital communities.

#### **Blockchain :**

A new law on the [circulation of securities](#), was published on 1 March 2019, amending the of 1 August 2001, The purpose of this new law was to create a legal framework enabling the circulation of securities by the new secure electronic registration technologies, in particular those based on the 'Blockchain', with the aim of increasing legal certainty in this area.

In July 2020, the Luxembourg government submitted to the Parliament the [draft law 7637](#) to amend the law of 6 April 2013 on dematerialised securities (Dematerialized Securities Law) and the law of 5 April 1993 on the financial sector (Financial Sector Law).

The Draft Law has as an objective the modernisation of Luxembourg securities laws along two directions:

- The introduction of a definition of what constitutes an issuance account in the Dematerialised Securities Law. This is a novelty and will allow for a variety of technologies to be adopted.
- The expansion in the scope of entities that may be considered as a central account keeper.

## D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? \*

Yes  No

If yes, please provide link and detail.

The 'Electronic Governance 2021-2025' strategy, drawn up jointly by the [Ministry for Digitalisation](#) and the Government IT Centre (CTIE), was adopted by the Government Council early in 2021.

One of the [key areas of focus](#) of the Ministry for Digitalisation aims at reinforcing eGovernment and enabling the transition to digital government

The '[Electronic Governance 2021-2025' strategy](#) is part of this approach, determining the essential elements of the State's successful digital transition in order to provide the citizens with access to quality digital services and ensure the gradual transition to digital government and a 100% digital public administration, as advocated by international bodies.

20. How long is the period/cycle of the national e-government strategy or equivalent? \*

- Two-year  
 Three-year  
 Five-year  
 Ten-year

Other Four year, from 2021-2025.

21. Is the national e-government strategy guided by or aligned with the national development strategy?

Please provide link and detail.

The national e-governance strategy is aligned with the Ministry for Digitalisation's [strategic priorities](#), one of the priorities being the development of e-government. The Ministry's strategic priorities are guided by the [Government's coalition agreement](#) for the period 2018-2023.

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

When elaborating the strategy we took the considerations, engagements and objectives stipulated in the SDG Strategy into account.

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

At the regional level (Municipalities) the eGovernment is not coordinated by the Ministry for Digitalisation but by the Syvicol (political body) and the Sigi – intercommunal syndicate for information (technological body). Though, it is definitely useful for the Municipalities when on a national level the digitalisation is progressing. For several initiatives as the Public Sector Blockchain or in the context of the national interoperability framework we collaborate strongly together.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

The national e-governance strategy makes specific reference to digital inclusion (part 1.1 of the strategy). Indeed, the strategy aims to promote transversal digital accessibility. The public administration aims to conceive its online services from the design in an inclusive manner in order to allow all of its citizens to fully benefit from all the advantages offered by new technologies. On top, the national strategy refers as well to “easy language” tool that intends to present in an easier way the administrative procedures to the citizens.

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

The e-governance strategy refers to the [national open data strategy](#) (p. 6). In a general effort to strengthen democracy and head towards an open society willing to trust its institutions, Luxembourg's Government envisages a policy of augmented openness and transparency. The first step of this perspective has been the promotion and development of a truly digital society, a main objective of the national Digital Luxembourg initiative. This will also enable the Grand-Duchy to thrive as a European hub of digital skills and related economic activities. In this context, open data has been identified as a key factor, not only for government, but also for businesses and the entire civil society.

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

The e-governance strategy refers to national digital identity in the context of cross-border workers' access to digital public services. Indeed, the strategy mentions that in addition of current measures taken, such as the eIDAS system, additional measures must be taken so that each cross-border worker can ultimately complete the same administrative procedures online as a resident (page 3).

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

The e-governance strategy is guided by the following six principles for the development of an efficient eAdministration. Six key principles make it possible to guide and support the digitalisation of public services and ensure that online public services meet the needs of society: Once Only, Digital by Default,

inclusion and accessibility, openness and transparency, reliability and security, interoperability and standardisation. These 6 principles will constitute the foundation for specific actions and initiatives accompanying Luxembourg's public administration in its digital transition.

The principles of Once Only, Digital by Default and transparency have been core elements of the Luxembourg Government's strategy since 2015. The strategy for 2021-2025 adds 3 new principles: inclusion and accessibility, reliability and security, and interoperability and standardisation.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Yes, the national e-governance strategy makes specific reference to once only principle. Please refer to question 27 for further detail.

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

■ Artificial intelligence (AI); link/detail: The e-governance strategy makes reference to AI, blockchain and IoT p. 14 of the strategy. The introduction of the new technologies has put the State in front of new challenges, which need to be addressed, to achieve the objective of a digital government.

Robotics; link/detail: \_\_\_\_\_

■ Blockchains; link/detail: Please see above. \_\_\_\_\_

5G; link/detail: \_\_\_\_\_

■ Internet of Things (IoT); link/detail: Please see above. \_\_\_\_\_

Others; link/detail: \_\_\_\_\_

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

The e-governance strategy is aligned with principles adopted in the framework of the [Tallinn Declaration](#) (2017) about e-government. The six principles (please find details under question 27) should guide the public administration in pursuing its efforts to develop a participatory, efficient, user-friendly and intelligent eAdministration. In order to implement them, the Government IT Centre and the Ministry for Digitalisation will develop actions / initiatives, but are open to actions and prepositions of initiatives on the side of public administrations.

The principles are based on those adopted as part of the Tallinn Declaration on e-government and thus mark Luxembourg's desire to continue its efforts to implement this agreement signed in October 2017 by the members of the European Union and those of the European Free Trade Association, while considering the specific national context and needs and supplementing, adapting and detailing where this is necessary or desirable.

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Luxembourg has requested at the OECD a Digital Government study that is actually ongoing for the year 2021. It is foreseen that the recommendations and results will be finalised by 2022. Luxembourg awaits these recommendations to define its next steps, projects, initiatives and policy adaptations regarding the development of Digital Government of Luxembourg.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

The Luxembourg State has set up a [GovTech Lab](#) combining GovTech and open innovation in order to accelerate the development and further improvement of digital public services.

The GovTech Lab, which is the result of a cooperation between the Ministry for Digitalisation and the [Government IT Centre \(CTIE\)](#), sets out to encourage and support a culture of innovation and change within the State in order to rethink existing procedures and operational flows and integrate principles such as digital by default, design thinking or service by design when conceiving new solutions.

The GovTech Lab has three missions in order to meet the objective pursued by the Ministry for Digitalisation and the CTIE.

- Accelerating innovation in the Public Sector through calls for challenges and calls for solutions
- Creating a GovTech community through the organisation of specialised events
- Becoming the reference and meeting place for State officials interested in GovTech

## E. Digital Inclusion and E-Participation

*Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others*

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?\*

Yes  No

If yes, please provide link and detail.

One of the [main missions](#) of the Ministry concerns digital inclusion, the process which aims to make digital technology accessible to each individual and to transmit to him the skills which will be the lever of his social and economic inclusion. This mission responds to the government's commitment to study the many avenues for including all citizens in the digital transformation of society and thus counteract the digital divide that risks dividing it.

In 2019, the Ministry for Digitalisation [created an interdepartmental working group](#), with representatives from ministries, on the matter of digital inclusion to start the coordination and preparation of a national action plan for digital inclusion. The national action plan will include concrete objectives and measures to improve digital inclusion in Luxembourg and avoid a widening of the digital gap.

The Ministry for Digitalisation is leading the coordinated efforts on devising the Digital Inclusion Action Plan, which will be published by the end of 2021.

34. Is there a national e-participation policy/strategy or similar? \*

Yes  No

If yes, please provide link and detail.

- The [national policy on eParticipation and/or inclusion](#), as well as a [web strategy insisting](#) on web accessibility have existed for more than 15 years. The law transposing EU Directive 2016/2102 of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies was passed by Parliament on 7 May 2019 and was published in the Luxembourg Official Journal on the 28 May 2019. Websites of public sector bodies were made compliant with accessibility standards (see Article 9 of the aforementioned Luxembourg law of May 28, 2019) by 23 September 2019.

- The UN Convention on the rights of persons with disabilities (CRPD) of 13 December 2006 and the optional protocol were ratified by Luxembourg on 26 September 2011.
- On 15 January 2020, the new [national action plan](#) for the implementation of the Convention on the Rights of Persons with Disabilities 2019-2024 was [presented](#) by the Ministry for Family and Integration. The following eight priorities were set in the action plan: Awareness (Article 8 of the CRPD); Recognition of legal personality under equal he conditions (Article 12 of the CRPD); Living autonomy and inclusion in society (article 19 of the CRPD); Freedom of expression and opinion and access to information (Article 21 of the CRPD); Education (Article 24 of the CRPD); Health (Article 25 of the CRPD); Work and employment (Article 27 of the CRPD) and; Participation in political and public life (Article 29 of the CRPD).
- The Information and Press Service is in charge of checking the accessibility of public web services and sites as well as providing information on digital accessibility via its [Web Accessibility Portal](#).

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

• Yes  No

If yes, please provide link and detail.

- The law of 28 May 2019 on the [accessibility of websites](#) and mobile applications of public sector bodies transposing Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies, as well as the Renow framework for the standardisation of the Government of the Grand Duchy of Luxembourg's websites. The digital accessibility process therefore makes it possible to provide for a better quality of life through easier access to public services, and as such, it is a Government priority. The Information and Press Service (SIP) supports its implementation. The Information and Press Service of the government (Service information et presse du gouvernement, SIP) is committed to making governmental sites and services accessible in compliance with the above-mentioned European law and directive. The SIP is responsible for carrying out periodic accessibility checks on the websites and mobile applications of public sector bodies. These checks are regularly reported to the European Commission. In addition, the SIP is in charge of dealing with the complaints about the digital accessibility of mobile websites or applications in collaboration with the concerned public sector bodies (see "Complaints" section below). Finally, the SIP has a mission to inform, raise awareness and train public sector bodies on the subject of e-accessibility.
- The information portal Guichet.lu [publishes](#) descriptive sheets of [procedures in easy language](#), a clear language intended primarily for people with mental disabilities and those with limited reading and writing skills.
- 

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

■ Yes  No

If yes, please provide link and detail.

- Several digital administrative procedures, specific for seniors, people with a disability and women, are available on the myguichet.lu platform. The procedures are available in an [easy-to-understand language](#).

- All e-services are accessible in accordance to the law of 28 May 2019 on the [accessibility of websites](#) and mobile applications of public sector bodies transposing Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of websites and mobile applications of public sector bodies, as well as the Renow framework for the standardisation of the Government of the Grand Duchy of Luxembourg's websites.

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes  No

If yes, please provide link and detail.

- The procedure to submit a petition at the Luxembourgish parliament is [available in an easy language](#) to make it more inclusive for people with cognitive disabilities

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes  No

If yes, please provide link and detail.

#### **Digital (4) Education Strategy**

On 20 May 2015, the Minister for Education, Children and Youth, presented the [Digital Strategy for Education](#). This strategy had two key objectives:

- To prepare young people for work in a complex and constantly changing environment (under the 'digital for education' umbrella);
- To promote new learning strategies, software, and innovate educational projects (under the 'digital for education' umbrella).

One of the initiated projects was the introduction of free computing classes for young Luxembourgers through the launch of 'makerspaces' at secondary schools during the 2015/2016 school year. The makerspaces were open to the schools which hosted them, as well as to other schools, after-school clubs, youth clubs, parents and associations. There are currently more than 20 makerspaces. Another pilot scheme aims to introduce the use of tablet devices in five secondary schools for students' daily activities.

Other projects under the Digital Education Strategy include: training teaching staff and offering access to digital teaching resources as part of [eduSphere](#); the introduction of a maths teaching software (for cycle 4) to be used at home and at school as part of [MathemaTIC](#); and [Digital Classroom Lëtzebuerg](#), providing comprehensive computer literacy training and enabling students to better manage their lives through digital tools. Further projects include makerspaces in schools, FutureHub labels for schools committed to new technologies and an online teaching/learning platform.

#### **Introduction of coding in the basic educational programmes**

Since January 2020, the Minister for Education, Children and Youth introduced coding in all mathematics classes throughout cycle four and five of the basic educational programme. The development of digital skills, particularly coding and computational thinking, is now seen as a fundamental precondition for schools wishing to effectively prepare young people for the careers of tomorrow, which will continuously require more and more digital skills. Thus, digital, computational and coding skills will systematically be taught throughout the primary and secondary education programmes in public schools. As part of the Code Week 2020, the Ministry of Education organised



coding workshops with high schools and primary schools. In that context, it was setup a "matchmaker" platform, with the contribution of Digital Luxembourg, allowing teachers who want to organize coding workshops and need experienced assistance to register for an appointment with IT volunteers.

### **Einfach digital**

In February 2020, the government presented [Einfach Digital](#), a new approach to digitalisation in the classroom focused on critical thinking, creativity, communication, collaboration and coding. Einfach Digital represents the next generation of the Ministry of Education's digitalisation approach, replacing the [Digital 4 Education Strategy](#). The objective is to allow all of Luxembourg's children and young adults to learn how computers work.

The measures taken are part of the Media compass (*Medienkompass*), a framework of reference providing guidelines to schoolteachers issued by the ministry in March 2020.

Within the frame of the Einfach digital initiative, a campaign on media use addressed to parents has been launched.

### **Advanced digital skills policy**

The Department of Media, Telecommunications and Digital Policy has a long tradition of promoting digital skills. Starting in 2014 with the Digital Luxembourg initiative, in a whole-of-government and highly collaborative approach, a growing number of projects and initiatives were launched, in the frame of a digital skills strategy targeting 4 segments: youth and education, upskilling of the work force, ICT specialists and the broader population. Since 2019, within a team including ministries for education, higher education, economy, professional chambers, university, training providers, this strategy is more and more addressing advanced digital skills. To help research, industry and education to train workforce and students in advanced digital skills: code, AI, 5G and Blockchain, Digital Luxembourg, together with specialized partners, also supports advanced digital skills training offers for industry, education and research:

- AI Academy de Devoteam/ Microsoft
- NVIDIA Deep Learning Training for research and industry
- KI Campus in cooperation with the German Ministry for Higher Education
- Elements of AI specifically packaged for Luxembourg

### **Development of basic digital skills courses**

The Ministry for Digitalisation is collaborating with the Erwuessebildung asbl in order [to develop 3 different digital literacy courses](#). The courses cover basic and advanced digital skills, as well as practical courses such as "e-banking" modules, and are available in 4 different languages and specifically designed to accommodate the needs of elderly people. A fourth training course, intended for independent trainers or from interested organizations, provides trainers with the necessary background and knowledge to teach the 3 basic digital skills courses.

### **BEE SECURE training courses**

BEE SECURE is a government initiative, by the Ministry of National Education, Children and Youth, the Ministry of the Economy and the Ministry of Family and Integration. BEE SECURE provides information, resources and [training courses](#) on safe and correct internet usages, as well as online security. The main target groups are children/adolescents, parents, teachers/educators, seniors and people with disabilities. The training courses are available in 5 languages and are accompanied by a number of valuable resources in order to make its participants aware of the responsible use of new technologies from an early age. (Compulsory training is provided for pupils in the 7th year of secondary education).

### **Service Formation Adultes**

The [Adult Training Service](#) has introduced more digital technology in basic instructional courses and offers specific courses for basic digital instruction. Basic training courses are held across the country and allow for an individual approach. In addition, the Adult Education Service plans to include the development of basic digital skills in linguistic integration courses, as well as in integration classes of the second qualification path.

#### **Build digital skills of young girls**

The Digital Luxembourg Initiative organizes free workshops within the framework of the international initiative "[Rails Girls](#)" to introduce girls and women to coding by the Digital Luxembourg initiative, in collaboration with the 'a.sbl WIDE - Women in Digital Empowerment. Workshop participants create web applications using the Ruby on Rails programming tool to spark their interest in coding and related disciplines.

#### **The Digital Skills and Job Coalition**

The governmental initiative Digital Luxembourg governs the "[Digital Skills and Jobs Coalition](#)" together with the Chamber of Commerce and the Chamber of Trades. The coordination is handled by the a.s.b.l. WIDE - Women in Digital Empowerment in consultation with the Digital Luxembourg initiative. The "Digital Skills and Jobs Coalition" is a platform for exchange and matchmaking between supply and demand for digital training and the promotion of basic and advanced digital skills.

#### **Development of digital skills of the unemployed**

The Employment Development Agency ADEM coordinates the [Fit4DigitalFuture 2.0.](#) and [Basic Digital Skills](#) skill projects, as well as the [Future Skills Initiative](#). These projects equip job seekers with basic digital, technical and behavioral skills in order to develop their digital literacy and autonomy. Furthermore, ADEM supports the development of digital skills of young job seekers [Youth eAcademy](#), allowing young people under the age of thirty to benefit from free access to the "Belearn" e-learning platform. On this platform, candidates have the choice to follow a variety of digital training courses available in 5 languages.

39. Does the Government use social media platform(s)? \*

Yes  No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The [website gouvernement.lu](https://gouvernement.lu) is the information portal of the government press and information office. It gathers all information – such as news and press releases - concerning the Luxembourg government. The portal was relaunched in February 2018, making it available in four different languages: French, German, English and Luxembourgish.

<https://gouvernement.lu/fr.html>

[https://twitter.com/gouv\\_lu](https://twitter.com/gouv_lu)

<https://www.facebook.com/pages/Gouvernement-luxembourgeois/792509457440940>

[https://www.youtube.com/channel/UCVZIMEjammns\\_AsigHxxfFw](https://www.youtube.com/channel/UCVZIMEjammns_AsigHxxfFw)

However, the communication across the Public administration is decentralised and each administration is in charge of their own channels to provide information. Thus, every Ministry and public administration have their own social media channels, which are used to share relevant information. The social media channels are however not used for consultations or decision-making.

We will hereafter only provide the social media channels of the Ministry for Digitalisation (including all social media channels of all Ministries and administrations would be a long list):

[https://twitter.com/MinDigital\\_LU](https://twitter.com/MinDigital_LU)

<https://www.facebook.com/MinDigital.LU>

<https://www.linkedin.com/company/ministere-de-la-digitalisation-luxembourg>

There are two websites which are used for e-consultation, namely:

- On the [national portal for public inquiries](#), the "Inquiries" section presents all the information relating to ongoing public inquiries and allows citizens to electronically submit contributions directly to the authorities concerned if the applying legal framework already allows it.
- On the « [Vos idées](#) » portal which will relaunch by the end of 2021, citizens can contribute their ideas to the Public administration to improve public services and procedures.
- Another website is the <https://www.petitiounen.lu/en/> website, which is the petition website of the national Parliament, for individuals to start their petition and gather signatures online.

Please include any guidelines for government officials/institutions on the use of social media.

There are internal guidelines for government officials and institutions on the use of social media. Cf.

<https://renow.public.lu/fr/guides-pratiques/guides-medias-sociaux.html> and

<https://logo.public.lu/fr/internet/reseaux-sociaux.html>.

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? \*

Yes  No

If yes, please provide link and detail.

- The government publishes information on how people's voices were included in policy decision-making by providing the outcomes of talks, discussions or sessions. Several examples are the [National Action Plan for Integration](#), the [National Action Plan for the Implementation of the Convention on the Rights of Persons with Disabilities 2019 – 2024](#) or the [National Action Plan for Equality between Women and Men](#). The National Action Plan for Digital Inclusion will also include the results of surveys and talks with digitally vulnerable groups.

## F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? \*

Yes  No

If yes, please provide link and detail.

The Government IT Centre collects systematically usage statistics of e-government services in an aim to improve the services quality, accessibility and user-centricity approach. Cf.

<https://renow.public.lu/fr/techniques-ux/statistiques.html>

In the context of the [Single Digital Gateway \(SDG\) Regulation](#) of the EU, a legal obligation exists also since December 2020 to provide usage statistics for each webpage that is part of the SDG. As nearly all the Luxembourgish webpages (several hundred) that are part of SDG come from the guichet.lu Point of Single Contact (PSC), guichet.lu falls also under the legal obligation of the SDGR to provide such usage statistics.

42. Does the Government measure user satisfaction of e-government services? \*

Yes  No

If yes, please provide link and detail.

The Government IT Centre measures user satisfaction of e-government services through satisfaction services.

On the Guichet.lu portal, which targets both citizens and companies and acts as a single point of contact (SPOC) for their interactions with the administrative bodies, users have the opportunity to provide feedback on some pages of the portal.

Asking for user feedback is also one of the recommended methods of the already mentioned Renow web quality framework and is regularly done in the context of web projects or when websites are already online. Cf. <https://renow.public.lu/fr/guides-pratiques/tuto-sondage.html>.

In the context of the [Single Digital Gateway \(SDG\) Regulation](#) of the EU, a legal obligation exists also since December 2020 to provide a user feedback questionnaire for each webpage that is part of the SDG. As nearly all the Luxembourgish webpages (several hundred) that are part of SDG come from the guichet.lu Point of Single Contact (PSC), guichet.lu falls also under the legal obligation of the SDGR to provide such user feedback.

A portal, based on the [Vos Idées](#) portal, is currently under development, which will allow citizens to contribute ideas and provide feedback on public services and procedures. This portal will provide a way for citizens to contribute to simplification or betterment of government services.

## G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \*

### **Data embassies**

Luxembourg is hosting two data embassies to date. The Estonian government is using a data embassy infrastructure to host a copy of their most important servers and databases. Luxembourg thus hosts the very first [Data Embassy](#) ever. In addition, Luxembourg and the Principality of Monaco agreed in 2018 to launch a study to safeguard sensitive data in a Luxembourg Data Centre with immunity guarantees and privileges resembling those of the above-mentioned Data Embassy. In 2020, the Principality of Monaco announced that the country will opt for hosting a sovereign cloud while Luxembourg will host its digital twin. This will allow Monaco to have at least 120 km between two storage points, thus applying the recommended security standard.

### **Luxembourg – Morocco Declaration of intent for collaboration in the digital sector**

On January 25, 2021, Marc Hansen, Minister Delegate for Digitalisation, and Moulay Hafid Elalami, Minister of Industry, Trade and Green and Digital Economy of the Kingdom of Morocco, signed, during a meeting organized by videoconferencing, a declaration of intent by which the two governments indicate their desire to collaborate more closely in the digital domain.

The declaration of intent between Luxembourg and Morocco highlights the desire of the two countries to exchange their expertise in the development of the digitalisation of public services. Thus, areas such as digital trust, digital inclusion and digital infrastructures will be fully-fledged subjects of this cooperation.

### **Tallin Declaration**

Luxembourg and all the EU Member States and EFTA countries signed the '[eGovernment Declaration](#)' in Tallin on 6 October 2017. The Declaration marks a new political commitment at EU level on significant priorities towards ensuring high quality, user-centric digital public services for citizens and seamless cross-border public services for businesses.

#### **Berlin Declaration**

On December 8, 2020, Marc Hansen, Minister Delegate for Digitalisation, signed the "[Berlin Declaration on digital society and value-based digital government](#)". The Berlin Declaration follows on from the Tallinn Declaration of 2017 and the European e-Government Action Plan 2016-2020 and sets out common principles and objectives for a digital public administration based on democratic values and fundamental rights established in particular in the Charter of Fundamental Rights of the EU.

#### **Lisbon Declaration**

On June 2, 2021, the 27 EU Member States approved the [Lisbon Declaration](#). The Lisbon Declaration on Digital Rights is the “kick-start” for a future Charter on Digital Rights and seeks to affirm Europe as a “space of confidence, trust and balance between economic and technological development and ethical principles”.

#### **Digital pole**

The European Commission is committed to creating a [Digital Pole in Luxembourg](#). This has three threads: (1) locating more digital services together, (2) encouraging cooperation between European Commission services in Luxembourg on concrete digital projects and (3) developing cooperation with the Luxembourg authorities.

Through these, the digital pole aims to: build up a critical mass of knowledge and expertise in Luxembourg; improving cooperation across the European Commission’s services and produce more high quality innovative and practical digital solutions for individuals, EU public administrations, industry, and the EU institutions.

#### **Open Government Partnership**

The [Open Government Partnership](#) (OGP) is a multilateral initiative that seeks to mobilise governments around the world to making measurable commitments to promote transparency, citizen participation, as well as fight against corruption and good governance, through the use of new technologies. The OGP was launched in 2011 by eight countries (South Africa, Brazil, the United States of America, Indonesia, Mexico, Norway, the Philippines, and the United Kingdom) and is governed by a Steering Committee, which is composed of representatives of governments and civil society.

Luxembourg joined the Open Government Partnership in December 2016 as a logical step following the government's commitment to more openness.

44. Please provide any other information related to e-government development in your country.

N.a.

## H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes  No

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCidT>