

View results

Respondent

111

Anonymous

288:49

Time to complete

1. Country name *

Luxembourg

Contact information

2. Your name *

Martine Hildgen

3. Title *

Conseiller

4. Organization *

Ministère de la Digitalisation

5. Email *

Martine.Hildgen@digital.etat.lu

6. 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 am authorized but 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

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

The government of Luxembourg launched, on 17 November 2008, 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. 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.

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 has implemented 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.

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

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

9. - E-participation or similar *

www.zesummen-vereinfachen.lu

10. - Open government data

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

11. - Public procurement

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

12. - Others (if any)

<https://luxembourg.public.lu/en.html> - Official portal of the Grand-Duchy of Luxembourg
<https://data.public.lu/en/> - Open Data portal
<https://etat.public.lu/fr.html> - Directory of national public websites
<https://gouvernement.lu/en.html> - Information portal of the government press and information office
<https://legilux.public.lu/> - Legal journal of the Grand Duchy of Luxembourg
<https://transports.public.lu/fr.html> - Portals for transport-related subjects
<https://justice.public.lu/fr.html> - Official portal of the courts and of the judicial system
<https://www.chd.lu/en> - Parliament's website
<https://douanes.public.lu/fr.html> - Platform to process all customs-related paperwork
<https://amenagement-territoire.public.lu/fr.html> - Portal for spatial planning
<https://www.geoportail.lu/en/> - National official geoportal
<https://www.macommune.lu/en.html> -Portal for municipalities
<https://accessibilite.public.lu/fr/> - Accessibility Portal of Luxembourg
<https://www.opengovpartnership.org/luxembourg-withdrawn/> - Luxembourg Open Government Partnership Portal

13. 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.

<https://digital.gouvernement.lu/en.html> ; <https://digital.gouvernement.lu/en/axes.html> ; <https://ctie.gouvernement.lu/en.html>

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

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Patrick Houtsch

16. Title *

17. Organization *

18. Email *

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

- Yes
- No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

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

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

<https://mea.gouvernement.lu/en.html> - Department of Spatial Planning

22. Education *

<https://men.public.lu/en.html> - Ministry of Education, Children and Youth ; <https://mesr.gouvernement.lu/en.html> - Ministry of higher Education and Research

23. Health *

<https://msan.gouvernement.lu/fr.html> - Ministry of Health ;

24. Social Welfare (social inclusion, social protection, etc.) *

<https://mss.gouvernement.lu/en.html> - Ministry of Social Security

25. Employment and Labour *

<https://mteess.gouvernement.lu/en.html> - Ministry of Labour, Employment and the Social and Solidarity Economy

26. Environment *

<https://mecdd.gouvernement.lu/en.html> - Ministry of the Environment, Climate and Sustainable Development

27. Justice *

<https://mj.gouvernement.lu/en.html> - Ministère de la Justice

28. Economy/finance *

<https://meco.gouvernement.lu/en.html> Ministry of the Economy ; <https://mfin.gouvernement.lu/en.html> Ministry of Finance

29. Industry/trade *

<https://meco.gouvernement.lu/fr/le-ministere/organigramme.html> Ministry of the Economy – Industry – Research and New Technologies Directorate

30. Sustainable Development Goals (SDGs) [NEW] *

<https://unesco.public.lu/en/themes/SDG.html>

<https://cooperation.gouvernement.lu/dam-assets/politique-cooperation-action-humanitaire/documents-de-reference/strat%C3%A9gie/Strat%C3%A9gie-MAEE-EN.pdf>

31. Climate Change [NEW] *

<https://mecdd.gouvernement.lu/en.html> - Ministry of the Environment, Climat and Sustainable Development

32. Others (Please specify) *

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

B. Crisis/Emergency Response and Recovery [NEW]**33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

*

Yes

No

Other

34. Please provide links and details. *

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.

https://gouvernement.lu/fr/dossiers.gouv_mfin%2Bfr%2Bdossiers%2B2021%2Bplanderelance.html

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

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

<https://hcpn.gouvernement.lu/en.html>

C. Legal Framework

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

Yes

No

38. 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.

<https://legilux.public.lu/eli/etat/leg/loi/2018/09/14/a883/jo>

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

Yes

No

40. 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.

<https://gdpr.eu/> <https://legilux.public.lu/eli/etat/leg/loi/2018/08/01/a686/jo> <https://cnpd.public.lu/en.html>
<https://legilux.public.lu/eli/etat/leg/loi/2018/08/01/a686/jo> <https://legilux.public.lu/eli/etat/leg/loi/2018/08/01/a686/jo>
<https://cnpd.public.lu/en/legislation/droit-europ/union-europeenne/rpgpd.html>
<https://legilux.public.lu/eli/etat/leg/loi/2005/05/30/n4/jo>

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

Yes

No

42. 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.

<https://www.cybersecurity.lu/strategy>

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. <https://legilux.public.lu/eli/etat/leg/loi/2019/05/28/a372/jo>
- 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.

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

Yes

No

44. 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.

<https://legilux.public.lu/eli/etat/leg/loi/2020/07/17/a644/jo>

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

Yes

No

46. 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.

<https://legilux.public.lu/eli/etat/leg/loi/2020/07/17/a644/jo>

Draft law on the electronic signature of administrative documents and secure platform for public documents <https://wdocs-pub.chd.lu/docs/exped/0135/017/270175.pdf>

In order to facilitate and accelerate the transmission of documents in administrative matters, between the Government and the various State administrations and services, and between State services and citizens, it is proposed to introduce the possibility of affixing the electronic signature and the electronic seal in administrative matters. Like the possibility introduced by the amended law of 14 August 2000 on electronic commerce, which provides for the option of attaching an electronic signature to private documents, this draft law provides for the possibility of providing electronic signatures or seals to administrative documents issued by the administrative authorities and to transmit them electronically.

The purpose of affixing a digital identifier to a public document is to guarantee digital inclusion, making it possible to continue to make available to citizens who cannot or do not wish to opt for a digital approach, the various documents and files in paper form, while guaranteeing the possibility for the administrative authority and other entities to electronically sign acts in administrative matters. The digital identifier thus allows any citizen to whom the document is addressed, and any administration to which a citizen presents a copy of the act, to access, using this digital identifier, the place where the original document is stored and to become acquainted with it.

The platform will allow

- the affixing of digital identifiers on public documents,
- the electronic storage of originals with a digital identifier;
- access to the storage location through a digital ID

Link to target : Through its various functionalities, the (draft) law and the platform will contribute to the digitalization of the public administration, by facilitating the conclusion in digital format of administrative acts. Many internal procedures and procedures based on a signed act can now be digitized. In addition, digital inclusion will also be enhanced by the functionality of affixing a digital identifier on public documents, which will allow any citizen to access the original acts stored on the platform by simply knowing the corresponding identifier.

ongoing project; depending on the legislative procedure of the draft law introducing this platform

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

Yes

No

48. 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.

<https://legilux.public.lu/eli/etat/leg/loi/2018/04/08/a243/jo>

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. 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.

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. 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.

<https://legilux.lu>

- 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 1st 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.

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

Yes

No

54. 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.

<https://legilux.public.lu/eli/etat/leg/loi/2007/12/04/n1/jo>

55. 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

56. If yes, please provide link(s) and detail(s).

Artificial intelligence : <https://digital-luxembourg.public.lu/initiatives/artificial-intelligence-strategic-vision-luxembourg>

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: <https://digital-luxembourg.public.lu/stories/luxembourgs-5g-strategy#:~:text=The%20Government%20believes%20that%205G,part%20of%20our%20national%20infrastructure.>

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 : <https://legilux.public.lu/eli/etat/leg/loi/2021/01/22/a43/jo> <https://legilux.public.lu/eli/etat/leg/loi/2019/03/01/a111/jo>

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.

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

D. Strategy and Implementation

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

- Yes
- No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Four-Year

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **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. <https://ctie.gouvernement.lu/en/publications/2021/strategie-gouvernance-electronique-2021-2025.html>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. 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.
<https://gouvernement.lu/en/publications/accord-coalition/2018-2023.html>
<https://digital.gouvernement.lu/en/axes.html>

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

- Yes
- No

66. Please provide link and detail.

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

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

- Yes
- No

68. 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.

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

- Yes
- No

70. 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.

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

72. 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.
<https://data.public.lu/en/pages/strategy/>

73. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

74. 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).

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

76. 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.

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Yes, the national e-governance strategy makes specific reference to once only principle. Please refer to question 76 for further detail.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

p.27 the electronic strategy makes reference to life-event

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

p. 5/24/26

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and 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.

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

yes, p.15.

88. 5G - please provide link and detail:

89. Internet of Things (IoT) - please provide link and detail:

yes p.15

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

Not yet, however we created an internal Working group on how implement automated/pro-active Egovernement which took place in july 2022 for the first time.

91. Others - please provide link and detail:

There are no documents available publicly

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. 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.

An addition it is alligned to the Berlin Declaration (2019)

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

95. Please provide link and detail.

Luxembourg has requested at the OECD a Digital Government study , results where presented in september 2023.

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

97. 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
<https://govtechlab.public.lu/en.html>

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

a management platform for all IT projects will allow this monitoring (Quapital IT Rapport d'activité 2021 <https://gouvernement.lu/fr/publications/rapport-activite/min-digital/2021-rapport-activite-mindigital.html>) p. 71

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. 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.

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

<https://digital.gouvernement.lu/en/publications/document-de-reference/panin-2021.html>

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

Yes

No

103. 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. <https://digital-luxembourg.public.lu/initiatives/digital-inclusion> <https://renow.public.lu/fr.html>

• 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). <https://mfamigr.gouvernement.lu/dam-assets/publications/plan-strategie/handicap/2019-2024/pan-personnes-handicap%C3%A9es/PAN-2019-2024-Droits-des-personnes-handicapees.pdf>

• 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.

<https://accessibilite.public.lu/fr/>

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

Yes

No

105. If yes, please provide link and detail.

<https://gouvernement.lu/en/dossiers/2020/accessibilite-numerique.html>

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. <https://guichet.public.lu/de/support/leichte-sprache.html>

https://digital.gouvernement.lu/de/actualites.gouvernement%2Bde%2Bactualites%2Btoutes_actualites%2Bcommuniqués%2B2019%2B12-decembre%2B02-guichet-langage-facile.html

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

<https://digital.gouvernement.lu/en/publications/document-de-reference/panin-2021.html>

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

Yes

No

107. 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.

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

Yes

No

109. 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

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

Yes

No

111. 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-schoolclubs, 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 str

112. Does the Government use any social media platform(s)? *

Yes

No

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

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://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. <https://enquetes.public.lu/en.html>
- www.zesummen-vereinfachen.lu <https://www.zesumme-vereinfachen.lu/en-GB/pages/information>
- Another website is the <https://www.petitionen.lu/en/> website, which is the petition website of the national Parliament, for individuals to start their petition and gather signatures online.

114. If yes, 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>.

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

Yes

No

116. If yes, please provide link (URL) 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

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

Yes

No

118. 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.

119. Does the Government collect usage data with dis-aggregation by gender? *

no

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

Yes

No

121. 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.

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

no

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]**

<https://cooperation.gouvernement.lu/en/service.html>

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] ***

xx

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] ***

n.a.

126. **Consent to publish this Questionnaire**

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

Yes

No

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