

[eGovernment in]

Luxembourg

Luxemburg



eGovernment
eGovernment
eGovernment
eGovernment
eGovernment

- Country Profile
- History
- Strategy
- Legal Framework
- Actors
- Who's Who
- Infrastructure
- Services for Citizens
- Services for Businesses

What's Inside

Contents:

Country Profile	1
eGovernment History	3
eGovernment Strategy	9
eGovernment Legal Framework	11
eGovernment Actors.....	13
eGovernment Who's Who.....	15
eGovernment Infrastructure	17
eGovernment Services for Citizens	19
eGovernment Services for Businesses	23

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Luxembourg. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 502.1 inhabitants (2010)

GDP at market prices: 67 000.0 million Euros (2010)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 274.0 (2010)

GDP growth rate: 2.7 % (2010)

Inflation rate: 2.8 % (2010)

Unemployment rate: 4.6 % (2010)

Government debt/GDP: 19.1 % (2010)

Public balance (government deficit or surplus/GDP): -1.1 % (2010)

Source: [Eurostat](#)

Area: 2 586 km²

Capital city: Luxembourg

Official EU language: French, German

Currency: Euro

Source: [Europa website](#)

Political Structure

The Grand Duchy of Luxembourg is a **constitutional monarchy**. The [Grand Duke](#) is the Head of State. Legislative power is in the hands of the unicameral Parliament ([Chamber of Deputies](#)), with 60 members elected for a period of five (5) years. The Parliament approves bills put forward by its legislative body or by the [Government](#) following consultations with the [Council of State](#), an advisory body and judicial committee comprising 21 members.

The [Constitution](#) of Luxembourg was adopted on 17 October 1868 and has been amended numerous times since then. The latest constitutional revision was made in 2009.

Luxembourg became a founding member of the European Economic Community in 1957.

Head of State: [Grand Duke Henri](#) (since 7 October 2000).

Head of Government: Prime Minister [Jean-Claude Juncker](#) (since 20 January 1995).

Information Society Indicators

Percentage of households with Internet access: 90 % (2010)

Percentage of enterprises with Internet access: 96 % (2010)

Percentage of individuals using the Internet at least once a week: 86 % (2010)

Percentage of households with a broadband connection: 70 % (2010)

Percentage of enterprises with a broadband connection: 87 % (2010)

Percentage of individuals having purchased/ordered online in the last three months: 47 % (2010)

Percentage of enterprises having received orders online within the previous year: 9 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 44.9 %, downloading forms 36.6 %, returning filled forms 15.5 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 83 %, downloading forms 85 %, returning filled forms 42 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#).

Recent News

September 2011

To meet users' increased need for connectivity and interactivity, the State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat* - [CTIE](#)) [publishes](#) in September 2011 its smartphone application for Luxembourg's eGovernment portal *de Guichet*.

This interactive directory lists over 600 competent State and municipal bodies for the various administrative procedures, including full contact details, opening hours, direct contact with organisations from the application, the use of geo-location with route suggestions, a reference to the [mobile version](#) of the *de Guichet* portal and a direct link to the news section of *de Guichet*.

May 2011

- ▶ [Luxinnovation](#), the National Agency for Innovation and Research and the State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat* - [CTIE](#)), [present](#) the second generation of the Luxembourg [portal](#) for Innovation and Research during the Luxinnovation Forum 'Business meets Research' held on 26 May 2011.

The portal has been completely revamped and modernised to meet the needs and expectations of its target audiences. It features navigation, ergonomics and a complete design overhaul to facilitate its use, as well as new innovative features which will gradually improve all of the State's official websites. Built in true portal fashion, the site provides complete yet general information; it then navigates the user to actors and resources that can offer further support.

The portal is rich in innovative features for which it has served as both pilot and sponsor. These features represent the new generation of State portals as defined by the strategy document '[Master Plan for Electronic Governance](#)'.

- ▶ The national [geoportal](#), which acts as a single entry point for all official geodata in Luxembourg, [launches](#) several new features in May 2011: a mobile version, route planning, a third dimension (altitude) display and advanced printing.

Initially launched on 10 February 2011 by the Cadastre and Topography Administration of the Grand-Duchy of Luxembourg, the geoportal provides access to the general public mapping window, free access to various thematic mapping windows and an eShop for online ordering of geodata and related products. A [mobile version](#) of the geoportal has been available since late-May 2011 meeting international standards and being compatible with most modern devices.

The geoportal and the data it contains are managed by the Cadastre and Topography Administration, which was mandated by the government as part of the [INSPIRE Directive](#) to make spatial data and geographic services of Luxembourg public bodies accessible centrally.

February 2011

The Water Management Administration (*Administration de la gestion de l'eau* - [WMA](#)) [launches](#) the [inondations.lu](#) website in an effort to inform the public in real time on the progress of floods in Luxembourg.

WMA provides hourly updates on the water levels of the Sûre, Moselle and Meuse rivers on its website. When warranted, flood risk analysis, forecasting and flood control measures are made available on the portal. Furthermore, WMA disseminates flood risk and flood hazard scenarios via the national [geoportal](#), and provides a [map](#) of flood zones. In the same context, the government decides to grant solidarity aid to households, family farms and associations affected by the flood. Applications for obtaining social relief are available in [municipal secretariats](#).

News 2010-2001

2010

- ▶ The main administrative procedures of Luxembourg's Commission for Maritime Affairs (*Commissariat aux Affaires Maritimes* - [CAM](#)), aimed at maritime businesses established in Luxembourg, [are](#) made available online on *November 2010*. A pilot project has already made it possible to go through the relevant formalities online, assisted by online service wizards (*assistants de service*) in the business section of ['de Guichet'](#) and by the CAM's electronic data processing interface.

This marks an additional step towards the dematerialisation and administrative simplification of the exchanges between the State and the citizens/businesses; it has been initiated under the responsibility of the Ministry of the Civil Service and Administrative Reform, in close collaboration with the Ministry of the Economy and Foreign Trade and the Ministry of Small and Medium-Sized Businesses and Tourism. The CAM's online service wizards, which were designed by the State Information Technology Centre (*Centre des technologies de l'information de l'Etat* - [CTIE](#)) are being used as pilots in the frame of the development of a transactional platform between public bodies and businesses on *'de Guichet'*.

- ▶ A mobile version of ['de Guichet'](#), Luxembourg's online one-stop shop to administrative information and online services [is made](#) available in *July 2010* in order to respond to user demand. This version (<http://m.guichet.lu>) has been completely rethought and optimised for mobile use and is accessible free of charge via most smartphones. The mobile version of *'de Guichet'* features are: summaries of all administrative formalities for both citizens and businesses; the possibility to contact the public agencies directly; and, continuous updates on administrative procedures.

'de Guichet' now also issues regular [newsletters](#), which inform on the latest developments, provide explanations with practical examples and notify of major events, as well as newly available online services.

- ▶ New government sites go live and important developments in eGovernance occur in the first *half of 2010*:
 - The site of the Land register and topography administration (*Administration du cadastre et topographie*, ACT) was substantially updated and brought in line with the ReNo guidelines. This geoportal provides access to all publicly available geographic, geological and topographic data.
 - The site of the newly-created Ministry for Sustainable Development and Infrastructure (*Ministère du Développement durable et des Infrastructures*) offers a single access point to information on the topics of territorial planning, environment, transportation and public works.
 - The [eTVA](#) portal enables businesses to file and follow up on their VAT returns using a secure online service. VAT returns can be filed either in PDF, or – should the user's accounting software permit it – in XML format. Users can also verify EU VAT numbers using the site.
 - The [Public research directory](#) enables users, whether corporate or active in research to find information (axes of research, projects, equipment, partnerships, staff etc.) on more than 100 research units and teams belonging to seven public research organisations in Luxembourg. The information can be accessed thematically by research domain, or by research organisation.

- Another noteworthy new site is the site of the [Department of Tourism](#), offering valuable information on the sector.
- The new version of the eGovernment Action Plan is adopted. The Plan consolidates the government's strategy to move towards portals, integrating, for instance, the descriptions of the different ministries and administrations into the [gouvernement.lu](#) portal, which is in the process of being redesigned. In addition, an internal audit/benchmark of the government's Internet presence as a whole (*'Baromètre de la qualité des presences Internet de l'Etat'*) is in its final stage.
- A helpdesk, which can be reached, either by phone or by e-mail, has been set up for the users of the *'de Guichet'*, one-stop shop portal.

2009

- ▶ In *November 2009*, the former Business Portal is integrated with the *'de Guichet'*. In addition to the various administrative procedures and online forms already available for citizens, the portal now offers general business information and advice for each of the phases of a company's lifecycle, as well as downloadable forms.

During the same month, *'de Guichet'* is selected as 'Good practice' in the domain of 'Performance Improvement in Public Service Delivery' by the European Institute of Public Administration (EIPA) during the European Public Sector Award (EPSA) 2009, in Maastricht (NL).

During the same time period, the [Mobility Centre provides](#) its users with a new portal '[PendlerPortal](#)', which facilitates carpooling and **provides** information on travel planning. This free online platform enables commuters to submit bids or requests for carpooling in both French and German. The portal offers commuters a quick overview of available journeys as well as direct contact with other commuters. The main objective of the portal is to **assist** people in **commuting** between their workplace and their home. Commuters who cannot find a suitable carpooling solution may use the portal to obtain information on other travel opportunities via public transport.

- ▶ On *9 September 2009*, the [www.anelo.lu](#) portal [goes](#) online, having as a main objective to facilitate the transition of young Luxembourgian graduates of schools and of higher education institutions into the workforce. Designed and powered in a concerted effort of the [National Youth Service](#) (*Service national de la jeunesse* - SNJ), the [Employment Administration](#) (*l'Administration de l'emploi* - ADEM), the [Centre for Documentation and Information on Higher Education](#) (*Le Centre de documentation et d'information sur l'enseignement supérieur* - CEDIES) and the [Ministry of National Education and Professional Training](#), this website aims to **centralise information, contacts** and **useful links** that will guide young people while searching for a job, continuing their education, doing voluntary services, or their internship.
- ▶ As of *1 June 2009*, a new version of the biometric passport is officially launched, including fingerprints and digital imaging.
- ▶ To meet the **new challenges** of the information society and to **better support** the **electronic exchanges** within the public administrations, the Government of Luxembourg [establishes](#) in *May 2009* the [State Information Technology Center \(CTIE\)](#). The new administration merges the State Computer Centre (CIE) - established in 1974 - and the eLuxembourg Service (SEL) - formed in 2004.

Apart from the technical support, the CTIE is a **service provider** for the entire government. It provides coordination, planning and assistance to government bodies. It is also responsible for implementing the Government Programme and the Master Plan for Electronic Governance. These comprise the preparation and updating of a normative framework for IT projects and the modernisation of the State.

During the same time period, on *26 May 2009*, the State Secretary for Culture, Higher Education and Research, Ms Octavie Modert, and the Director of the National Library of Luxembourg (BnL), Ms Monique Kieffer, [present](#) the **new 'eLuxemburgensia' web portal** which will eventually gather all

the documents that will be digitised by the National Library. The launch of 'eluxemburgensia' puts the BnL on track to digitise its collections. Over 100 000 pages and 800 000 articles, images, obituaries and ads from two daily newspapers have already been made accessible via the portal.

- ▶ As of *2 February 2009*, a new online service enables citizens to submit their income tax declaration on line. To use this service, users have to download the interactive declaration form available on the [Tax Administration](#) website or the ['De Guichet'](#) portal. After having entered the required information, this form can be submitted electronically to the Tax Administration. The data exchange is secured by [LuxTrust](#), the **Luxembourgish certification authority**, to ensure security and privacy of the transmitted information.

2008

- ▶ On *17 November 2008*, the government [launches](#) the ["De Guichet" portal](#). This platform aims to improve the quality of electronic services by **integrating** various administrative formalities in a **single Internet portal** that gathers all relevant procedures, forms and information made available by the State. This portal offers up-to-date information on various themes and on the administrative procedures connected to them, grouped by category, namely taxes, employment, family, education, accommodation, citizenship and transport. It allows citizens to accomplish their administrative formalities online in a simple and transparent manner.
- ▶ In *September 2008*, the Minister for Transport, Lucien Lux, [launches](#) the **new 'eGo' electronic payment system** for public transport. eGo allows public transport users to pay for public transport using a rechargeable **chip card**. This mode of payment is intended to replace conventional tickets for regular transport users completely. Occasional users will, however, still be able to buy paper tickets on buses or at ticket distribution booths.
- ▶ In *August 2008*, [CEDIES](#), Luxembourg's Higher Education Information & Documentation Centre, [sets up](#) a new [electronic assistant](#) aimed at helping students to apply for student grants online. Launched within the framework of the ["De Guichet"](#) portal, the new electronic assistant provides students with an interactive guide on how to authenticate, submit and sign their application for financial aid. The new service is a part of the 'SAFE-e' project launched by the eLuxembourg Service and CEDIES in 2007, as part of the implementation of Luxembourg's new 'Governmental Action Plan for the Information Society'.
- ▶ Video content, events calendars and maps are among the features [added](#) to official sites in *March 2008*. A user will be able to complete an **administrative procedure online** and various administrations will be encouraged to merge their sites into portals. Electronic signatures will play a greater role in eGovernment applications, following the recent introduction of **certified 'LuxTrust' signatures**. Accessibility for people with disabilities is strongly emphasised in the updated reference framework. Official sites will be expected to conform to the international [W3C accessibility standards](#).
- ▶ In *January 2008*, the **National Fund for Family Allowances (CNPF)** launches a new online service, giving parents the opportunity to claim their childbirth allowances electronically.

2007

- ▶ In *December 2007*, the Minister of Sports, Jeannot Krecké, officially presents Luxembourg's **new sports portal**. The new website, [www.sports.lu](#), offers a multitude of information and has been conceived according to the standards of the new [ReNo framework](#), laying particular emphasis on accessibility.
- ▶ In *March 2007*, the Minister of Justice, Luc Frieden, [presents](#) the new Internet platform of Luxembourg's [Registry of Trade and Commerce](#). Initially, the **electronic access** to the Registry will make it possible, among other services, to consult documents registered after 1 January 2006 and to order copies of documents that have been registered since 1 January 1997.

2006

- ▶ In *September 2006*, [Luxconnect](#) is created in order to improve international connectivity in Luxembourg by installing a state of the art broadband network which connects Luxembourg with the primary Internet access centres abroad.

At the same time period, a project and portfolio management tool is introduced as part of the [QUAPITAL programme](#), which aims to professionalise the management of public sector ICT projects. This tool is intended to help both project managers during the planning and follow-up of their projects, as well as the centralised Project Management Office (PMO). It is expected to enable the PMO to follow the complete portfolio of the electronic governance projects in terms of budget, percentage of work completed, risks and quality. It also provides greater transparency for decision makers.

- ▶ In *August 2006*, the [biometric passport](#) is officially launched, including in its first stage, digital images placed on a contactless chip.
- ▶ In *July 2006*, **LuxTrust S.A.**, a public/private partnership created, in 2003, to manage the development of a common Public Key Infrastructure (PKI) in order to secure eCommerce and eGovernment in Luxembourg, presents the consortium that awarded the contract for the setting up of a PKI. This consortium, called [u-trust](#), was expected to set up the PKI within the months to come.
- ▶ In *June 2006*, Luxembourg's [Business Portal](#) is selected as 'Good practice 2006' during a conference on the 'European Charter for small enterprises' which was jointly organised in Vienna by the European Commission and the Austrian Presidency of the EU.
- ▶ In *May 2006*, Luxembourg's new 'Let's-talk-Europe' blog website is [launched](#) on the European day (9 May). It was intended to encourage an informal exchange of views between policy-makers and Luxembourg's citizens on the issues facing Europe.

The ['Repères 2006' Report](#) on the penetration of Information technologies in Luxembourg is also published in *May 2006*. This report gathered the latest facts and figures regarding the information society in the country and addressed the state eGovernment policy, as well as ongoing eGovernment-related key projects.

- ▶ In *February 2006*, the Minister for public works, Mr Wiseler, presents the [Public Procurement portal](#). This portal is designed to serve as an eProcurement information and communication platform. Its main functionality resides in the publication of the various advertisements for bids from all contracting authorities (government, municipalities and cities) to allow enterprises to be informed on new opportunities emanating from the public sector.
- ▶ In *January 2006*, the [MySchool!](#) website is [launched](#). This **government-sponsored portal** is dedicated to the **educational needs** of primary school children and teachers in Luxembourg.

2005

- ▶ In *June 2005*, the government [presents](#) a new [eGovernment Master Plan](#), whose purpose is to accelerate eGovernment progress in the country.
- ▶ In *February 2005*, the government decides [to adopt Hermes](#), an **ICT project management methodology** developed and used by the Swiss federal Public Administration as part of the [QUAPITAL](#) project. The purpose of **QUAPITAL** is to professionalise the management of public sector ICT projects to improve both project efficiency and quality. QUAPITAL integrates a number of standards, rules, guidelines and good practices to be followed by all government ICT actors.

2004

In *November 2004*, the government [launches](#) a [Business Portal](#) aimed at making life easier for companies and entrepreneurs by progressively delivering a range of information and services through a single and convenient one-stop online shop. The portal has offered general business information, advice for each of the phases of a company's lifecycle and details on a number of relevant procedures and downloadable forms.

2003

In *March 2003*, **LuxTrust** is [created](#). LuxTrust is a public/private partnership tasked with managing the development of a common Public Key Infrastructure (PKI) to secure eCommerce and eGovernment in Luxembourg. Its partners include the State (through the Ministry of Economy) and several major banks.

2002

In *May 2002*, the National Commission for the Information Society (CNSI) publishes a **Standardisation Charter** for the government's Internet presence. Due to the growing prevalence of online public services in the state-citizen relationship, this document includes rules and procedures to regulate this field in order to improve the efficiency of public online services.

2001

In *February 2001*, the **eLuxembourg Action plan** presents a national plan whose goal was to reach the eEurope objectives, approved by the European Council in June 2000.

News 2000 and before

- ▶ The **National Commission for the Information Society (CNSI)** is created in *2000* and was responsible for devising and driving the implementation of the Government's policy for the information society.
- ▶ The '**Info 2000 Committee**' is created in *1995*, tasked with identifying the challenges of the information society in Luxembourg and the government's role in addressing them. A report on '[The Role of the State in the Information Society](#)' was published in *1996*, along with a parliamentary report on '[The Information Society in Luxembourg](#)'.

eGovernment Strategy

Main strategic objectives and principles

Master Plan for the Implementation of Information Technology within the State (2010-2014)



The current eGovernment Strategy of Luxembourg mainly lies on the effort to ensure effective implementation of new Information and Communication Technologies through the [Master Plan for the Implementation of Information Technology within the State](#).

The State Information Technology Centre (*Centre des Technologies de l'Information de l'Etat* - [CTIE](#)), the entity responsible for tracing the country's eGovernment

Strategy, has articulated its action plan around three complementary lines: services to the public; services to government and public partners; optimisation and standardisation of practices.

Services to the public

To provide efficient public services for citizens and contractors, substantial resources have been made available in order to respond to the new needs and expectations, and promote electronic exchange. The aim is to ensure accessibility to all public sites and deliver customised and user-centric services. In this context, the State Information Technology Centre (CTIE) is implementing a **multi-channel communication** in order to develop the overall effectiveness of public information systems, namely:

- ▶ an Internet presence to disseminate all relevant information to preserve transparency;
- ▶ interactive access through ['de Guichet'](#), Luxembourg's online one-stop shop;
- ▶ a 'Helpdesk' accessible by telephone and email.

The **first** phase of deployment of eGovernment is over; ['de Guichet'](#), the virtual guide of Governmental Administrations in Luxembourg, has been operable since November 2008. The portal centralises and consolidates into a single point of contact the main administrative procedures, both for citizens and for companies (since 2009). The **second** phase, already underway, aims to diversify the content and to enhance the interactive component of remote services so that almost all administrative services would be offered online in the long run.

Services to government and public partners

The dematerialisation of procedures provides an opportunity for governments to analyse their organisation and work processes in order to restructure them. One of the roles of CTIE lies in assisting agencies in their efforts to optimise processes through its Centre of excellence dedicated to this task. In the context of digitisation, the responsibility lies with the State to define a normative framework for the exchange and archiving of the documents concerned. Moreover, the State must guarantee the implementation of systems to protect citizens and businesses against any abuse that may result from such exchanges. The related projects will focus on **strategies** aiming at:

- ▶ securely exchanging sensitive data;
- ▶ ensuring the long-term preservation of electronic documents;
- ▶ maintaining the evidential value of electronic signatures;
- ▶ ensuring the protection of personal data;
- ▶ strengthening the quality and security of identity documents;

- ▶ ensuring interoperability between the Government and economic stakeholders at national and European levels.

Optimisation and standardisation of practices

The implementation of Information Technology is a **transversal** procedure, involving all Ministries, Departments and State services. The launch of new services is accompanied by the introduction of new **quality** standards that aim to standardise the delivery of public services.

In terms of Internet presence, a reference standard has been developed by the CTIE to provide a consistent framework for application development. Sites and public portals are to be structured along the same lines, contain identical features and offer users a standardised service with maximum efficiency. At the same time, great efforts are devoted to securing administrative sites and the electronic services offered through them. A central and strategic role, in this context, also concerns the management of projects, the role of project manager being in the process of professionalisation within State mechanisms.

In conclusion, the Planning Core (PMO) of CTIE will ensure that the Master Plan for the Implementation of Information Technology within the State reflects at all times the **policy priorities** and that the various programmes and projects conform to this Plan. Finally, the CTIE intends to implement a package of measures for a more ecological approach in the field of ICT (Green IT).

Previous eGovernment Strategies

eGovernment Master Plan (2005-2010)

The Government IT strategy during the years 2005 to 2010 was based upon the respective eGovernment [Master Plan](#) whose main **strategic objectives** were: government transparency; inclusion and participation of citizens; public sector efficiency; economic competitiveness in the public and private sectors; Increased know-how and knowledge within society; and, full alignment with the major eGovernment objectives set in the European [i2010](#) programme.

This strategy through the eGovernment [Master Plan](#) creates a coherent framework for the different aspects of IT use, which implies taking actions in six complementary **action fields**:

- ▶ **Organisation and Management** (simplification of procedures, use of norms and standards)
- ▶ **Content and Services** (state presence on the Internet, citizen portal, horizontal portals, thematic portals, institutional sites, digitalisation and availability of content)
- ▶ **Technologies & Infrastructure** (to ensure interoperability between the State's information systems)
- ▶ **Education & Training**
- ▶ **Security & Privacy**
- ▶ **Legislative Framework.**

In this respect, the strategy and action plan in question make a distinction among three main **categories** of projects:

- ▶ **Short term Internet projects**, such as the creation of an online service for VAT returns, or the development of an eProcurement platform.
- ▶ **Short term administrative management projects**, such as the setting up of an integrated system for the management of housing grants.
- ▶ **Medium and long term strategic projects**, such as infrastructure, interoperability and service integration projects, as well as initiatives for the organisational reform of public administration.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Luxembourg.

Freedom of Information Legislation

Current status

There is currently no specific freedom of information legislation in Luxembourg.

Data Protection/Privacy Legislation

[Data Protection Act](#) (1995)

The Data Protection Act constituting the implementation of Directive [95/46/EC](#) regarding the protection of personal data of 2 August 2002 amended by the law of [27th July 2007](#) is governing the processing and use of personal data in Luxembourg.

[Processing of Personal Data in the Electronic Communications Sector Act](#) (2005)

The 'Processing of Personal Data in the Electronic Communications Sector Act', adopted on 30 May 2005 and entered into force on 1 July 2005, transposes the EU Directive on privacy and electronic communications (Directive [2002/58/EC](#)). This Act forms part of Luxembourg's legislative 'telecom package' (cf. below). It aims at protecting the privacy of Internet users (including protection against unsolicited commercial communications or 'spam') and users of services with added value such as the GPS. The data protection authority, [National Commission for Data Protection](#) (CNPD) created by the 2002 Data Protection Act, remains competent for checking the legality of the processing of personal data.

eSignatures Legislation

[eCommerce Act](#) (2000)

The eCommerce Act of 14 August 2000 complemented by a [regulation](#) of 1 June 2001 on electronic signatures and electronic payments, transposes the EU Directive on Electronic Signatures ([1999/93/EC](#)).

eCommerce Legislation

[eCommerce Act \(2000\)](#)

The eCommerce Act of 14 August 2000 (modified on 5 July 2004) transposes the EU eCommerce Directive ([2000/31/EC](#)).

eCommunications Legislation

[eCommunications Act \(2005\)](#)

The new eCommunications Act of 30 May 2005 transposes the EU regulatory framework for electronic communications (Directives [2002/19/EC](#), [2002/20/EC](#), [2002/21/EC](#), [2002/22/EC](#)). This act forms part of Luxembourg's legislative 'telecom package' which also includes a specific law on the processing of personal data in the electronic communications sector. The Act regulates access to electronic communications networks and their interconnection to create a sustainable, competitive environment in this sector, and ensure the interoperability of eCommunications services. It defines the rights of users and the obligations of services and network providers, thereby defining the 'universal service' notion for eCommunications.

eProcurement Legislation

[Public Procurement Act \(2003\)](#)

The Public Procurement Act of 30 June 2003 and the implementing regulation of 7 July 2003 allow for the use of electronic means in the public procurement process: electronic publication of calls for tender and electronic submission of offers. The transposition of the EU public procurement directives ([2004/17/EC](#) and [2004/18/EC](#)), including their provisions related to eProcurement, was undertaken with the [Law on Procurement](#) of 25 June 2009.

Re-use of Public Sector Information (PSI)

[Law on the re-use of Public Sector Information](#)

The transposition of the EU Directive [2003/98/EC](#) of 17 November 2003 on the re-use of public sector information (PSI) took place in Luxembourg on 4 December 2007.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of the Civil Service and Administrative Reform](#)

The Ministry of the Civil Service and Administrative Reform is responsible for eGovernment policy/strategy in Luxembourg.

[State Information Technology Centre \(CTIE\)](#)

The Government of Luxembourg established in 2009 the State Information Technology Centre (*Centre des technologies de l'information de l'Etat*, CTIE), with the merger of the State Computer Centre (CIE) - established in 1974 - and the eLuxembourg Service (SEL) - formed in 2004. The Centre constitutes an active part of the Ministry of the Civil Service and Administrative Reform and is in charge of the development and updating of a normative framework for IT projects and the modernisation of the state.

Coordination

[Ministry of the Civil Service and Administrative Reform](#)

The Ministry of the Civil Service and Administrative Reform coordinates eGovernment developments in the Public Administration.

[State Information Technology Centre \(CTIE\)](#)

The State Information Technology Centre provides coordination and planning of services to government bodies, and assists those bodies in the reorganisation and optimisation of their tasks. To this end, the Centre coordinates the following activities: Organisation of the automation of government departments regarding the collection, transmission and processing of data; development and maintenance of administrative processes' mapping and their interoperability status; provision of organisational support to state administrations and assistance in their reorganisation efforts, and; identification of synergies between the various state administrations and optimisation of the information exchange among them. The Centre is furthermore responsible for specific tasks such as the management of the '*De Guichet*' portal.

Implementation

[State Information Technology Centre \(CTIE\)](#)

The CTIE is responsible for implementing the provisions that originate directly from the Government programme and the eGovernment master plan. The production and personalisation of secure administrative documents together with the processing of biometric data (e-passport) are also part of the Centre's duties. The Centre is furthermore responsible for the establishment of an electronic document management system (GED).

[Government ministries and administrations](#)

Government ministries and administrations are responsible for the implementation of the eGovernment projects falling within their respective fields of competence.

Support

[State Information Technology Centre \(CTIE\)](#)

The State Information Technology Centre is an IT services provider for the various state administrations, providing them with: assistance in the implementation of regular IT works; management of security, IT and electronic equipment necessary for the execution of their mandate; purchase and management of IT and office equipment; administration of the IT network and the government's electronic messaging facilities; secure IT infrastructure and compliance with the provisions of the Law on the Protection of Individuals with regard to the Processing of Personal Data; and, management of a support centre (helpdesk) for the internal and external users of the systems operated by the CTIE.

Audit/Assurance

[Court of Auditors](#)

The Court of Auditors monitors the legality and regularity of the State income and expenditure; it furthermore controls the use of public funds.

Data Protection

[National Data Protection Commission](#)

The National Data Protection Commission (CNPD), created in December 2002, is an independent agency whose task is to control the processing of personal data in Luxembourg and ensure compliance with data protection regulations.

Regional & Local eGovernment

Policy/Strategy

[Association of Luxembourg's cities and communes \(Syvicol\)](#)

The Municipalities of Luxembourg are the interlocutor of the Government on matters of opinion giving on future eGovernment strategies and laws at a local/municipal level.

Coordination

[Inter-Communal IT Management Association \(SIGI\)](#)

The Inter-Communal IT Management Association (SIGI) is a service provider set up by Luxembourg's municipalities to coordinate the development of common systems and the promotion of the exchange and re-use of solutions and good practices. 103 out of the 116 local authorities in Luxembourg are members of SIGI and benefit from its IT services related to citizenship (population records, births, deaths and marriages, electoral registers, tax cards, etc), invoicing and administrative accounting.

Support

[Association of Luxembourg's cities and communes \(Syvicol\)](#)

The Association of Luxembourg's cities and communes (Syvicol) is the representative body of Luxembourg's municipalities. It promotes their interests and provides them with technical support in a number of areas, including public management and reform.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



François Biltgen
Minister for the Civil Service and Administrative Reform

Contact details:

Ministère de la Fonction publique et de la Réforme administrative
63, Avenue de la Liberté

L-1931 Luxembourg

Tel.: +352 247 83 101

Fax: +352 247 83 122

E-mail: Cabinet.Ministre@mfp.etat.lu

Source: <http://www.gouvernement.lu/>

Minister responsible for Administrative Simplification attached to the Prime Minister



Octavie Modert
Minister Delegate for the Civil Service and Administrative Reform

Contact details:

Ministère de la Fonction publique et de la Réforme administrative
63, Avenue de la Liberté

L-1931 Luxembourg

Tel.: +352 247 83 102

Fax: +352 264 83 616

E-mail: Cabinet.Ministre@mfp.etat.lu

Source: <http://www.gouvernement.lu/>

Head of eGovernment



Pierre Zimmer
Director of the State Information Technology Centre

Contact details:

Centre des technologies de l'information de l'Etat
1, rue Mercier

B.P. 1111 - L-2144 Luxembourg

Tel.: +352 499 25 686

Fax: +352 48 23 88

E-mail: N/A

Source: <http://www.fonction-publique.public.lu/>

eGovernment Executive



Pierre Schilling
Deputy Director of the State Information Technology Centre

Contact details:

Centre des technologies de l'information de l'Etat

1, rue Mercier

B.P. 1111 - L-2144 Luxembourg

Tel.: +352 247 82 060

Fax: +352 48 23 88

E-mail: N/A

Source: <http://www.fonction-publique.public.lu/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

www.luxembourg.lu

The www.luxembourg.lu portal is an official site offering general information on various aspects of the Grand Duchy of Luxembourg, together with a **thematic directory** of links that guide users to sites that offer detailed information on their topic(s) of interest. This site is of interest not only for the inhabitants of Luxembourg, but also for any foreigners who wish to find pertinent information on Luxembourg.

['De Guichet'](#)

The Government of Luxembourg launched, on 17 November 2008, the new *'De Guichet'* portal which targets both citizens and enterprises.

The portal comprises information on various themes and related administrative procedures, grouped by theme (taxes, employment, family, education, accommodation, citizenship and transport). This interactive platform allows citizens to accomplish their administrative formalities online in a simple and transparent manner. The platform is regularly enriched with new elements such as the interactive tax return (introduced in January 2009) and the content of the [Business portal](#) which has been entirely restructured, and integrated in this website. Its 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.

In addition, this portal guides the user through the several stages thanks to online **service wizards** (*'assistants de service'*). Users have access to them when equipped with an electronic authentication certificate (Smartcard, Signing Stick, Token or via SMS). Those certificates guarantee highly secure information exchanges and personal data confidentiality along with an electronic signature.

Exchanges between the State and citizens, through this portal are mandated by the Ministry of Civil Service and Administrative Reform in collaboration with the competent ministries. Thanks to the active participation of all concerned actors, the administration has progressed towards a faster, simpler and lower-budget relation with citizens and businesses.

[eDouane](#)

[eDouane](#) is an interactive platform for online services that enables businesses to accomplish online all customs-related paperwork regarding the Grand Duchy of Luxembourg.

Network

RACINE

RACINE is the name of the network connecting all government institutions in Luxembourg. It is set up and maintained by the [State Information Technology Centre \(CTIE\)](#).

eIdentification/eAuthentication

Current status

There is currently a central eIdentity infrastructure in Luxembourg that provides an **electronic ID card**, [LuxTrust S.A.](#), a public/private partnership, created in 2003, to manage the development of a common Public Key Infrastructure (PKI) in order to **secure eCommerce** and **eGovernment** in Luxembourg. The consortium that was awarded the PKI contract was presented in July 2006.

Furthermore, the progressive introduction of biometric documents in Europe forces the Member States to have highly secure certification services in order to protect their official documents. Consequently, LuxTrust will adhere to the relevant international standards in order to be in a position to protect the [biometric documents](#) issued in Luxembourg. This will at first apply to the new [biometric passports](#).

eProcurement

Public Procurement portal

A central public procurement portal was created in February 2006. This portal includes an informational part on legal issues related to eProcurement as well as a platform for publication of calls for tender, tender documents and terms of reference, electronic submission of tenders, electronic catalogues and electronic auctions. This platform provides businesses with a one-stop **research** and **notification tool** on opportunities arising from the public sector. The portal is currently in its first implementation phase and only allows electronic publication of tender notices. The **next implementation steps** require the setting up of a legal, organisational and technical framework allowing for the transmission, the receipt and the digital opening of tenders, as well as the use of new electronic purchase techniques, as set out in the EU public procurement directives.

Knowledge Management

DMS programme (GED)

A [DMS programme](#) (GED), was launched in May 2006 in the context of the General [eLuxembourg project](#). This project aims at defining and setting up an electronic document management system for the entire public administration.

The control of the life cycle of all documents is the cornerstone of any administration aiming at new forms of eGovernment. A pragmatic approach was chosen to deploy the GED programme, which currently comprises two closely related projects.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting Ambition into Action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permit
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Tax Administration
Website:	http://www.impotsdirects.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/impots-taxes/index.html
Description:	Information and forms to download. As of February 2009, income tax declarations can be submitted online on the ' <i>De Guichet</i> ' portal.

2. Job search services by labour offices

Responsibility:	Central Government, Employment Administration (ADEM)
Website:	http://www.adem.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/travail-emploi/index.html
Description:	The website of the Employment Administration includes a search facility for employers (researching in the jobseekers' database) and downloadable forms. Information and forms to download are also available on the ' <i>De Guichet</i> ' portal.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Employment Administration (ADEM)

Website: <http://www.adem.public.lu/demandeur/indemnites/index.html>;
<http://www.guichet.public.lu/fr/citoyens/travail-emploi/chomage/index.html>

Description: Information and forms to download.

b. Child allowances

Responsibility: Central Government, National Fund for Family Allowances (CNPF)

Website: <http://www.cnpf.lu/>;
<http://www.guichet.public.lu/fr/citoyens/famille/parents/index.html>

Description: Information and forms to download. Since January 2008, childbirth allowances can be claimed electronically.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Funds

Website: <http://www.cns.lu/assures/?m=56-0-0>

Description: Information forms to download.

d. Student grants

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)

Website: <http://www.cedies.public.lu/fr/aides-financieres/pret-bourses/index.html>

Description: Online application system for student grants. The inserted data is transmitted to the back office of the Documentation and Information Centre on Higher Education (CEDIES). To guarantee the authenticity of the requestor, the Government will offer a LuxTrust signing stick to students, allowing authenticity proof by eSignature. The application of CEDIES allows follow-up by the requestor.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of Foreign Affairs

Website: <http://www.mae.lu/>;
<http://www.guichet.public.lu/fr/citoyens/citoyennete/papiers-identite/titre-voyage>

Description: Information and downloadable forms. Applications are handled by local authorities.

b. Driver's licence

Responsibility: Central Government, Ministry of Sustainable Development and Infrastructure, Department of Transport

Website: <http://www.guichet.public.lu/fr/citoyens/transports-mobilite/transports-individuels/index.html>

Description: Information and forms to download are available on the 'De Guichet' portal.

5. Car registration (new, used, imported cars)

Responsibility:	Central Government, National Society for Technical Control (SNCT)
Website:	http://www.snct.lu/ ; http://www.guichet.public.lu/fr/citoyens/transports-mobilite/transports-individuels/vehicule-motorise/numero-immatriculation-personnalise/index.html
Description:	Information and forms to download are also available on the ' <i>De Guichet</i> ' portal.

6. Application for building permission

Responsibility:	Local Government
Website:	http://www.guichet.public.lu/fr/citoyens/logement/construction/index.html
Description:	Building permission requests are handled by local authorities. Most municipalities offer information on their websites. Information and forms to download are also available on the ' <i>De Guichet</i> ' portal.

7. Declaration to the police (e.g. in case of theft)

Responsibility:	Central Government, National Police
Website:	http://www.police.public.lu/
Description:	Information and electronic forms.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government/Local Government, National Library
Website:	http://www.bibnet.lu/
Description:	Online catalogue of 20 public libraries across the country, with online request facility.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Local Government
Website:	http://www.ecp.public.lu/
Description:	Information only. Certificate requests are handled by local authorities, most of which offer the possibility to download forms on their website.

10. Enrolment in higher education/university

Responsibility:	Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website:	http://www.cedies.public.lu/ ; http://www.guichet.public.lu/fr/citoyens/enseignement-formation/etudes
Description:	Information on enrolment in the University of Luxembourg (which was established in 2003) and in higher education institutions abroad.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Local Government
Website:	http://www.guichet.public.lu/fr/citoyens/citoyennete/demenagement/index.html
Description:	Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information on the procedure used on their websites. Information and forms to download are also available on the 'De Guichet' portal.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government, Ministry of Health
Website:	http://www.sante.public.lu/fr/index.html
Description:	Information and forms to download.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting Ambition into Action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Social Security Common Centre (CCSS)
Website:	http://www.ccss.lu/cotisations/ ; http://www.ccss.lu/seculine/
Description:	The SecuLine system enables all communications with the Central Social Security Office to take place in a secure environment. This includes payment of social contributions.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	http://www.impotsdirects.public.lu/resident/index.html
Description:	Information and forms to download.

3. VAT: declaration, notification

Responsibility:	Central Government, Registration and Estate Administration
Website:	https://saturn.etat.lu/etva/forward.do?path=index
Description:	Online declaration and payment of VAT.

4. Registration of a new company

Responsibility:	Central Government, Commercial and Companies' Register
Website:	http://www.rcsl.lu/
Description:	Information and forms to download - transactional procedures.

5. Submission of data to statistical offices

Responsibility:	Central Government, Central Statistics Service
Website:	http://www.statec.public.lu/
Description:	Information and forms to download.

6. Customs declarations

Responsibility:	Central Government, Customs Administration
Website:	http://www.do.etat.lu/ ; http://www.do.etat.lu/edouanes/Accueil/EMCS/eDouane_Accueil_EMCS.htm
Description:	Luxembourg has initiated its own project PLDA (<i>Paperless Douanes et Accises</i>); electronic procedures are available. Moreover, <i>eDouane</i> is an interactive platform for online services that enable businesses to accomplish online all customs related paperwork regarding the Grand Duchy of Luxembourg.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of Sustainable Development and Infrastructure, Department of the Environment
Website:	http://www.environnement.public.lu/
Description:	Information and forms to download.

8. Public procurement

Responsibility:	Central Government
Website:	http://www.marches.public.lu/
Description:	The new central ePublic procurement portal was launched in February 2006. Being currently run under its first implementation phase, the portal includes an informational part on legal issues and serves as a platform for the electronic publication of tender notices. The next implementation phases will notably imply the electronic submission of tenders, as well as of electronic catalogues and auctions.

Further information on the services and on the latest official online sophistication ratings is available in the '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.



European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

Production/Publishing: eGovernment Practice Editorial Team, EUROPEAN DYNAMICS S.A.

