

[eInclusion in]

Luxembourg

Luxemburg



ICT & Ageing

Geographic Digital Divide

eAccessibility

eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile
History
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion 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: 38 044.7 million Euro (2009)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 271.0 (2009)

GDP growth rate: -3.7 % (2009)

Inflation rate: 0.0 % (2009)

Unemployment rate: 5.1 % (2009)

Government debt/GDP: 14.5 % (2009)

Public balance (government deficit or surplus/GDP): -0.7 % (2009)

** provisional value*

Source: [Eurostat](#)

Area: 2 586 km²

Capital city: Luxembourg

Official EU languages: French, German

Currency: Euro

Source: [Europa website](#)

Information Society Indicators

Percentage of households with Internet access: 87 % (2009)

Percentage of households with broadband connection: 71 % (2009)

Percentage of individuals regularly using the Internet: 83 % (2009)

Percentage of individuals using the Internet for uploading self-created content: 15 % (2008)

Percentage of individuals using the Internet for reading online newspapers/magazines: 55 % (2009)

Percentage of Individuals using the Internet for finding information about goods and services: 75 % (2009)

Percentage of Individuals using the Internet for seeking health-related information: 54 % (2009)

Percentage of individuals using the Internet for looking for a job or sending a job application: 13 % (2009)

Percentage of individuals using the Internet for doing an online course: 6 % (2009)

Percentage of individuals using the Internet for seeking information with the purpose of learning: 59 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 44.4 %, downloading forms 38.5 %, returning filled forms 15.6 % (2009)

Source: [Eurostat](#)

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

eInclusion History

Main developments and key milestones (in reverse chronological order)

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

Recent News

July 2010

On 1 July 2010, the portal of Luxembourg's Office for Reception and Integration (*Office luxembourgeois de l'accueil et de l'intégration*, OLAI), accessible at www.olai.public.lu, went online, having as a main objective to facilitate the **integration** of foreign citizens in Luxembourg and the fight against discrimination.

June 2010

Launch of a **mobile version** of 'de Guichet', the online administration being now available on every internet-enabled mobile phone.

May 2010

In May 2010 a **new E-Governance Master Plan** was adopted. New plan's overall objectives are as follows:

- ▶ maximise the efficiency and effectiveness of government services;
- ▶ make services more transparent;
- ▶ encourage a more direct and faster interaction with users;
- ▶ improve the competitiveness of the economy.

News 2009 and before

2009

- ▶ In 2009, 'de Guichet' portal was completed by a **business section**, making it an administrative one-stop shop for both citizens and businesses.
- ▶ During the European Public Sector Award 2009 (EPSA 2009) in Maastricht, 'de Guichet' portal was awarded the **'Best Practice' prize** in the 'improvement in public service delivery performance' category.
- ▶ As of 1 October 2009, the Commerce and Company Register site (*Registre de commerce et des sociétés*) permits an electronic deposit feature that enables users to carry out the main administrative formalities on line.
- ▶ On 9 September 2009, the www.anelo.lu portal went 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*, CEDIÉS) and the [Ministry of National Education and Professional Training](#) (*Ministère de l'Education nationale et de la Formation professionnelle*), 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. The site was to be expanded in early 2010 to include an online database of jobs and training courses, an interactive module on youth interests and a database of studies.

- ▶ In order to meet the new challenges of the information society and to better support the electronic exchanges within the public administrations, the Government of Luxembourg established in *May 2009* the [State Information Technology Center](#) (*Centre des technologies de l'information de l'Etat*, CTIE). 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 comprising **eInclusion related measures**.

2008

- ▶ On *17 November 2008*, the government launched the 'De Guichet' portal. This platform has aimed 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 *March 2008*, Luxembourg [issued](#) a new reference framework for eGovernment sites. The new guidelines are aimed at making websites run by Luxembourg's state administrations more content-rich, user-friendly and secure. **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**.

2007

The 'Standardisation Framework for Government Websites' (*Référentiel de normalisation pour les sites web du Gouvernement*, ReNo) has been adopted by the Coordinating Committee for the State Modernisation (*Comité de Coordination pour la Modernisation de l'Etat*, CCME) on *25 October 2007*. This framework defines strict **accessibility guidelines** and standards for governmental websites.

2006

In *September 2006*, Luxconnect was 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. This should benefit all enterprises in Luxembourg, as well as consumers who will enjoy more competitively priced Internet.

2005

Adopted by the Government in *April 2005*, the Luxembourg [e-Governance master plan](#) (*Plan directeur de la gouvernance électronique*) sets out the strategic objectives of eGovernance in the country, identified as: government transparency, **citizen inclusion and participation**, public sector efficiency, increased competitiveness of both the public and private sectors, as well as an increase of the general level of knowledge and know-how in Luxembourg. In particular the plan is aimed at fostering eInclusion by making Internet access available to everyone, enhancing IT competences and e-skills through training and education, creating accessible websites and achieving full broadband coverage in the country.

2003

In 2003, Luxembourg achieved full (100 %) **broadband availability** throughout the country.

2002

In *May 2002*, the 'Standardisation Charter of the State's presence on the Internet' (*Charte de normalisation de la présence sur Internet de l'Etat*) was published, Luxembourg's first version of Government web guidelines defining **accessibility criteria**.

2001

- ▶ In *October 2001*, the [MySchool!](#) website was launched. This government-sponsored portal is dedicated to the **educational needs** of public and private schools of all levels of education and is also open to educational institutions and the public service in Luxembourg. This portal provides users with access to high quality resources via a virtual and customisable desktop, as well as with the possibility to use cutting-edge collaboration and communication tools from their education institute, or from home.
- ▶ In *February 2001*, the eLuxembourg Action plan presented a **national plan** whose goal was to reach the eEurope objectives, approved by the European Council in June 2000.

2000

The National Commission for the Information Society (CNSI) was created in *2000*. It was responsible for devising and driving the implementation of the Government's policy for the Information Society.

1996

The Info 2000 Committee was 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](#)'.

eInclusion Strategy

Main strategic objectives and principles

e-Governance Master Plan (*Plan directeur de la gouvernance électronique*)

Luxembourg's global eInclusion strategy is defined in the **e-Governance Master Plan** (*Plan directeur de la gouvernance électronique*) adopted by the Government in May 2010. This master plan is aimed at ensuring the participation of all members of the society in public life, thus enabling them to take advantage of knowledge and modern ICT services. This can be done through training programmes, through presentation of knowledge and high quality information in a well structured and easily understandable manner, as well as through an inclusive access to new technologies. According to the plan, there is no simple way to reduce the digital divide, and consequently the problem needs to be addressed on all fronts simultaneously. Master plan's particular aspects with respect to eInclusion include:

- ▶ enhancing IT competences and e-skills through training and education;
- ▶ creating websites that comply with W3C accessibility standards;
- ▶ establishing a multi-channel support centre to assist citizens in their use of government online services.

Specific aspects with respect to eAccessibility are further detailed in the last version of the Luxembourg '[Standardisation framework for government websites](#)' (*Référentiel de normalisation pour les sites web du Gouvernement, ReNo*), adopted in October 2007.

eLuxembourg eInclusion Action Plan 'Internetbrécken bauen'

The extensive eLuxembourg government programme shows both citizens and administrations how to efficiently use electronic communication tools.

With this [action plan](#), the government aims to provide IT know-how to everyone in order to avoid a divide between those who know how to use the new technologies and thus can profit from them, and those who cannot benefit from those new tools because they are not familiar with using them.

Therefore, the use of the new technologies should neither depend on the level of instruction, nor on any social and cultural aspects. It should constitute an element of cohesion and a **means of integration**, thus becoming the ideal democratic tool.

The eInclusion programme covers:

- ▶ the installation of telecenters ([Internetstufen](#));
- ▶ the training of instructors;
- ▶ the 'Internet driver's licence' ([Internetführerschäin](#));
- ▶ life long learning in the IT sector.

eInclusion Legal Framework

Main legal texts impacting on the development of eInclusion

Equal Treatment Legislation

[Equal Treatment Act \(Loi du 28 novembre 2006\)](#)

The Equal Treatment Act (*Loi du 28 novembre 2006*) provides for:

1. the transposition of the Council Directive [2000/43/EC](#) of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin (*directive 2000/43/CE du Conseil du 29 juin 2000 relative à la mise en oeuvre du principe de l'égalité de traitement entre les personnes sans distinction de race ou d'origine ethnique*);
2. the transposition of the Council Directive [2000/78/EC](#) of 27 November 2000 establishing a general framework for equal treatment in employment and occupation (*directive 2000/78/CE du Conseil du 27 novembre 2000 portant création d'un cadre général en faveur de l'égalité de traitement en matière d'emploi et de travail*);
3. the modification of the Labour Code (*Code du Travail*), creating in *Livre II* a new title V on equal treatment for men and women in the fields of employment and work;
4. the modification of article 154 and article 155 of the Penal Code;
5. modification of law of 12 September 2003 on people with disabilities; this law prohibits discriminations based on age, handicap, race, etc.

In particular, this law prohibits discrimination on the grounds of disability in education, employment, and goods and services, amongst others. However, this is a framework law that does not refer to eAccessibility or to other details. It defines direct and indirect discrimination, introduces the sanction mechanism and creates the new Centre for Equal Treatment (*Centre pour l'égalité de traitement, CET*).

eCommunications Legislation

[eCommunications Act](#)

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 (see previously mentioned Data Protection/Privacy legislation).

The eCommunications Act regulates access to electronic communications networks as well as their interconnection in order to create a sustainable, competitive environment in this sector and ensure the interoperability of eCommunications services which will benefit consumers. It defines the rights of users and the obligations of services and network providers, thereby defining the 'universal service' notion for eCommunications.

eInclusion Actors

Main roles and responsibilities

National eInclusion

Policy/Strategy

Ministry for the Civil Service and Administrative Reform (*Ministère de la Fonction publique et de la Réforme administrative*)

The Ministry of the Civil Service and Administrative Reform (*Ministère de la Fonction publique et de la Réforme administrative*) is responsible for eGovernment and the eInclusion policy/strategy in Luxembourg.

Ministry for Family and Integration (*Ministère de la Famille et de l'Intégration*)

The Ministry for Family and Integration (*Ministère de la Famille et de l'Intégration*) is responsible in general for accessibility and policies for disabled persons.

State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*)

In order to meet the new challenges of the information society and to provide better support for the electronic exchanges within the public administrations, the Government of Luxembourg established the State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*) in May 2009. This administration merges the State Computer Centre (CIE) - established in 1974 - and the eLuxembourg Service (SEL) - formed in 2004 - and fully covers the past activities of both entities. Prior to the merger, these two bodies had already collaborated closely on projects related to electronic government (eGovernment) and to administrative simplification. Among other things, the State Information Technology Centre is responsible for the eInclusion strategy and measures in the field of eGovernance. The State Information Technology Centre is part of the Ministry of the Civil Service and Administrative Reform.

Coordination

State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*)

The State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*) provides coordination and planning services to government bodies and assists them in the reorganisation and optimisation of their tasks.

Ministry of National Education and Professional Training (*Ministère de l'Education nationale et de la Formation professionnelle*)

The Ministry of National Education and Professional Training (*Ministère de l'Education nationale et de la Formation professionnelle*) is responsible for the organisation of ICT courses. Moreover, the ministry offers the possibility to pass secondary school finals via the Internet.

Implementation

Media and Communications Service (*Service des Médias et des Communications*)

The Media and Communications Service (*Service des Médias et des Communications*) of the [State Ministry](#) (*Ministère d'État*) is responsible for telecommunications, networks and thus for broadband availability.

Support

State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*)

Among other responsibilities, the State Information Technology Centre (*Centre des technologies de l'information de l'Etat, CTIE*) provides financial support to organisers of the courses for adults in the field of Information and Communication Technologies (ICT). Requests for accreditation and funding of the courses are made through the Adults Training Services of the Ministry of National Education and Professional Training.

Centre for Equal Treatment (*Centre pour l'égalité de traitement, CET*)

The Centre for Equal Treatment (*Centre pour l'égalité de traitement, CET*) was created by the [Equal Treatment Act](#) of 28 November 2006 (*Loi du 28 novembre 2006*). The Centre carries out its mission independently and aims to promote, analyse and monitor equal treatment for all persons without discrimination on the basis of race, ethnic origin, sex, religion or beliefs, disability and age. According to the law, the Centre has the following responsibilities:

- ▶ publish reports, give advice and recommendations, and conduct studies on all issues related to discrimination;
- ▶ produce and provide all information and documentation useful in the context of its mission;
- ▶ provide assistance to people who feel that they have been the victim of discrimination by providing them with an advisory and orientation service intended to inform victims regarding their individual rights, the legislation, case law and the means for claiming their rights.

The centre aims to serve as an important contact by means of its advisory and orientation functions, such as to carry out its mission on a consultative basis and with the distance required to objectively assess the existing mechanisms, structures and procedures.

Luxembourg's Office for Reception and Integration (*Office luxembourgeois de l'accueil et de l'intégration, OLAI*)

The OLAI is a public agency under the auspices of the ministry responsible for implementing the Grand Duchy of Luxembourg's integration policy. It was created by the law of 16 December 2008 on the reception and integration of foreigners in Luxembourg, which entered into force on 1 June 2009. The OLAI replaces the Government Commission for Foreigners (*Commissariat du Gouvernement aux étrangers*) established in 1993.

eInclusion Who's Who

Main eInclusion decision-makers and executives

Ministers responsible for eInclusion



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eInclusion Areas

Riga Declaration Priorities

ICT & Ageing

Status in ICT & Ageing

Luxembourg has a relatively good position in regard to the use of ICT and the Internet by elderly people:

- ▶ 21 % of individuals aged 55 to 74 years have a high level of ICT skills (Eurostat 2005; 1st rank in the EU).
- ▶ 60 % of men aged 55 to 74 years have used Internet at least once a week (Eurostat 2007; 3rd rank in the EU).
- ▶ 29 % of women aged 55 to 74 years have used Internet at least once a week (Eurostat 2007; 6th rank in the EU).

Actions to support ICT & Ageing

- ▶ Several public Internet access points (co-financed by the Government) focus their work more specifically on elderly people.
- ▶ ICT courses, also aimed at elderly people, are regularly organised in different public internet access points (*Internetstufen*).

'Internetsenioren' Website

The '*Internetsenioren*' website of the [Seniorenakademie RBS](#) association is an Internet platform aimed at facilitating people to experiment with the medium Internet. The website offers useful links to a broad spectrum of subjects concerning the elderly, such as information about culture, links to relevant courses offered by the [Seniorenakademie RBS](#) association or to relevant events organised by the [Ministry of National Education and Professional Training](#) (*Ministère de l'Éducation nationale et de la Formation professionnelle*). The website also offers a forum section facilitating users to exchange on the areas of their interest.

Geographic Digital Divide

Status of Common Access to Electronic Content and Services

According to European Commission's '[Europe's Digital Competitiveness Report 2010](#)', Luxembourg is one of the leading countries on several broadband indicators. The country has already achieved a 100 % DSL coverage, as of 2003. Moreover, according to statistical data of the year 2009, the country features a broadband penetration of 31.4 %, which is the third highest in the EU. Some 87 % of households are connected to the Internet, while 71 % of them use a broadband connection. Despite the high penetration figures, the market is still expanding at a higher rate than the EU average. In addition, the report shows that Luxembourg has the highest take-up by far of wireless internet via laptops (44 % penetration). The country also ranks second in internet use on 3G mobile phones, which have further been developed to cover 90 % of the population.

As far as Internet usage is concerned, Luxembourg performs well in terms of the proportion of its population using this medium. In 2009, some 83 % of citizens have regularly been using the Internet while only 11 % have never used it.

Actions to support Common Access to Electronic Content and Services

Due to the size of Luxembourg and the fact that broadband coverage has already reached the 100 % mark since 2003, no noticeable geographic digital divide exists in Luxembourg. Nevertheless, according to European Commission's '[Europe's Digital Competitiveness Report 2010](#)', high-speed and mobile networks have been developed by extending 3G, expanding WIFI, investing in high-capacity international connectivity, further deploying optical fibre to improve broadband internet service delivery, and increasing the number and capacity of host centres.

Internet Access Points (*Internetstuffer*)

Within the framework of the eLuxembourg eInclusion Action Plan '[Internetbrécken bauen](#)', approximately 60 public [Internet access points](#) (*Internetstuffer*) have been set up in the country. These tele-centres are aimed at facilitating every citizen to participate in the Information Society right from his town of residence. Everyone shall have equal opportunities for participation, independent of age, social class or level of education.

eAccessibility

Status of eAccessibility

A huge effort has been invested in the last years in making the public websites of the Government more accessible. Significant progress has been made but nevertheless much remains to be done. All new websites have to be compliant to the new web guidelines (*Référentiel de normalisation pour les sites web du Gouvernement*, ReNo), published in October 2007, which prescribe very strict accessibility guidelines and standards.

The new websites that have gone online since autumn 2007 are almost compliant to WCAG 1.0 Level AA. On 17th of November, a 'one stop shop' for citizens (www.guichet.lu) went online. This portal is based on ReNo and offers a very high level of accessibility.

Actions towards eAccessibility

- ▶ In this field, the actions since 2008 have focused on the optimisation and completion of the quality assurance procedures, as well as on training provided in the context of ReNo for all governmental websites in order to guarantee a 100 % compliance with the new web-standards. In parallel, additional efforts focused on amending the standardised, technical infrastructure in order to take into account a few aspects that have still been problematic with regard to the accessibility of the websites.
- ▶ The existing (approx. 90) websites realised on the basis of the older web guidelines published in 2002 in form of the 'Standardisation Charter of the State's presence on the Internet' (*Charte de normalisation de la présence sur Internet*) will be progressively migrated and amended to be completely ReNo-compliant, or will be amended at least with regard to their accessibility in order to be compliant to WCAG 1.0 Level A.

'Standardisation framework for government websites' (*Référentiel de normalisation pour les sites web du Gouvernement*)

The 'Standardisation Framework for Government Websites' (*Référentiel de normalisation pour les sites web du Gouvernement*) has been adopted by the Coordinating Committee for the State Modernization (*Comité de Coordination pour la Modernisation de l'Etat*, CCME) on 25 October 2007. This framework constitutes the continuation of previous work in this field – in form of the 'Standardisation Charter of the State's presence on the Internet' (*Charte de normalisation de la présence sur Internet de l'Etat*) of May 2002 - and is applicable for all web projects of the public administration.

The 'Standardisation Framework for Government Websites' (*Référentiel de normalisation pour les sites web du Gouvernement*) is an official document aimed to form an integral part of the specifications of

each project relating to public web. It is intended to be a guide and provide assistance in the field of web quality for public bodies willing to create a site, or a portal. It is based on lessons learned in the frame of Government web projects during the last 5 years (more than 80 sites implemented in the frame of the charter since 2002) and on the evolution of internationally recognised standards.

As the Master Plan for Electronic Governance provides for, the 'Standardisation Framework for Government Websites' (*Référentiel de normalisation pour les sites web du Gouvernement*) integrates many standardisation aspects, among which:

- ▶ quality norms for all of the State's websites (functional aspects, common functionalities – e.g. 'new to this site', 'contact', 'feedback', etc – ergonomics, accessibility, information architecture, functional design, graphic design – with the establishment of 'corporate identity' - technical aspects, with the establishment of a central infrastructure);
- ▶ project management aspects, by proposing the tailoring of management framework of the QUAPITAL-HERMES project.

Digital Literacy and Competences

Status on Digital Literacy and Competences

In general, digital literacy and ICT competences are quite high in Luxembourg (cf. Eurostat statistics).

Actions towards stimulating Digital Literacy and Competences

In Luxembourg, a variety of actions have been implemented to promote digital literacy among various social groups such as the elderly, the visually impaired, immigrants as well as for the broad public:

- ▶ [ECDL](#) (European Computer Driving License) courses are regularly organised.
- ▶ ICT courses are also regularly organised by the [National Public Administration Institute](#) (*Institut national d'administration publique*), by the [Ministry of National Education and Professional Training](#) (*Ministère de l'Education nationale et de la Formation professionnelle*) and by various private actors.
- ▶ The [Employment agency](#) (*Administration de l'emploi*, ADEM) organises ICT courses for job seekers, on a regular basis.
- ▶ The [Ministry of National Education and Professional Training](#) (*Ministère de l'Education nationale et de la Formation professionnelle*) offers the possibility to [pass secondary school finals via the Internet](#).
- ▶ All secondary schools in Luxembourg are connected to the Internet and the use of PCs and the Internet are part of the curriculum.
- ▶ The [Institute for the the Visually Impaired](#) (*Institut pour déficients Visuels*, IDV), an organisation working under the authority of the [Ministry of National Education and Professional Training](#) (*Ministère de l'Education nationale et de la Formation professionnelle*), organises regularly ICT courses for the blind or visually impaired persons.
- ▶ The [Seniorenakademie RBS](#) association organises regular ICT courses for elderly people.
- ▶ The [Immigrant Support Association](#), (*Association de Soutien aux Travailleurs Immigrés*, ASTI) offers ICT courses specifically aimed at immigrants.

'Internet driver's licence' (*Internetführerschäin*)

The 'Internet driver's licence' (*Internetführerschäin*) training courses have been set-up within the framework of the eLuxembourg action plan. Aimed at the general public, the courses are offered by the participating municipalities and consist of two modules: an introduction to the computer (4 x 2 hours); and an introduction to the Internet (3 x 2 hours).

In order to ensure the quality of training offered by the 'Internet driver's licence' (*'Internetführerschäin'*) initiative, the Government organises [training sessions](#) for the trainers themselves, carried out by two associations, the 'Computerschoul' of Ettelbrück and the 'ADT-Center' of Bertrange.

[Internet Access Points](#) (*Internetstufen*)

The *'Internetstufen'* telecentres offer ICT courses on a regular basis. Several of these courses are specifically oriented to elderly people, or to immigrants.

[MySchool! Portal](#)

The [Ministry of National Education and Professional Training](#) (*Ministère de l'Éducation nationale et de la Formation professionnelle*), through the Centre for Technology in Education, actively contributes to the government action 'eLuxembourg', Government's response to the challenges of the information society.

The role of the Ministry consists, among other elements, of providing each and every pupil/student with an education level that will enable them to make a reasoned use of IT tools, to understand their opportunities and limitations, to show critical thinking towards them and to seize the legal and social constraints/context in which their use takes place. The mySchool! Education portal endeavours to meet these ambitious goals: it allows teachers, students, ministries, and schools to access high quality resources via a virtual and customisable desktop, and to efficiently use cutting-edge collaboration and communication tools from their education establishment, or from home.

Online since October 2001, the mySchool! portal steadily grows. It constitutes the flagship project of eLuxembourg in the field of Education and eLearning.

eInclusion and Cultural Diversity

Status on eInclusion and Cultural Diversity

No specific data are available on this subject. However, as the population of Luxembourg consists of nearly 43 % (2008) foreigners coming from all parts of the world and has, at the same time, one of the highest percentages of households with an Internet connection (75 %; rank 4) in the EU along with one of the highest percentages of regular Internet users (72 %; rank 5), it can be assumed that no major exclusion due to cultural diversity exists.

Actions towards eInclusion and Cultural Diversity

In Luxembourg City, a public Internet access point managed by an association working for the integration of immigrants (ASTI) offers free Internet access and ICT training specifically aimed at foreigners. As with all the public internet access points, this is part of the national *'Internetstufen'* programme, managed by the Service eLuxembourg of the Ministry for Civil Service and Administrative Reform, and co-financed by the Government.

Several websites offer information and services in different languages. The main languages used are: French, English, German and Portuguese (because of the high percentage of Portuguese immigrants).

Inclusive eGovernment

Status on Inclusive eGovernment

The websites of the Government have, in general, a relatively high level of accessibility. The British study 'UK report 2005 on e-accessibility of public websites' ranked Luxembourg (member state 4 in the chart hereunder) first among all EU countries regarding the percentage of websites compliant or nearly compliant to level A of the WCAG 1.0:

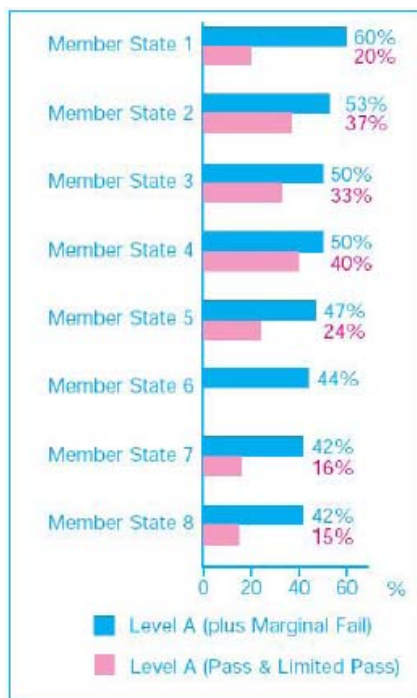


Chart 5 **Member States with highest levels of conformance**

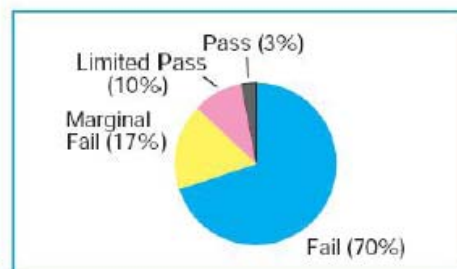


Chart 3 **Conformance with Level A (WCAG 1.0)**

Since October 2007, new web guidelines (ReNo) have been put in place creating the context that will make possible to progressively attain the level AA of the WCAG 1.0 for all important governmental websites and at least the level A of the WCAG 1.0 for all other existing governmental websites.

Actions towards Inclusive eGovernment

In the context of ReNo, an increasing number of governmental websites will attain a higher level of accessibility over the next years. ReNo is mandatory and a central common technical infrastructure is part of the strategic approach pursued by ReNo. Websites will also become multilingual to a higher extent in the years to come.

The Future of eInclusion

Research in Practice & Future Challenges

Research in Practice

National Project

[Public research directory](#)

The Public research directory enables users, whether corporate or active in research, to find information (axes of research, projects, equipment, partnerships, staff, among others) on more than 100 research units and teams belonging to seven public research organisations in Luxembourg. This information can be accessed thematically by research domain, or by research organisation.

European Commission - eInclusion Practice

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

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

The eInclusion factsheets are produced and updated once a year.

The eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

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