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Information Management: The Luxembourg Experience

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- A very small number of eGovernment actors: Central Government IT Centre; SIGI (IT service provider for nearly all the municipalities); Luxembourg City; Social security; …

- A tradition of centralisation, mutualisation and reuse of solutions from the 70s on

- A high level of daily use and reuse by many different organisations of common mutualised IT solutions or systems

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- Interoperability is already a reality …
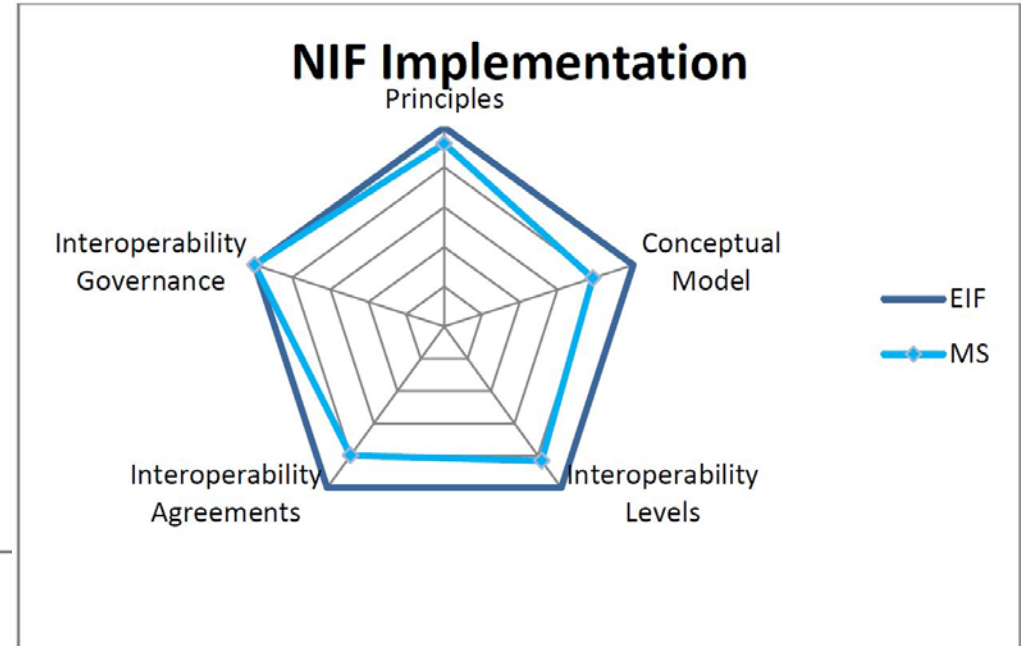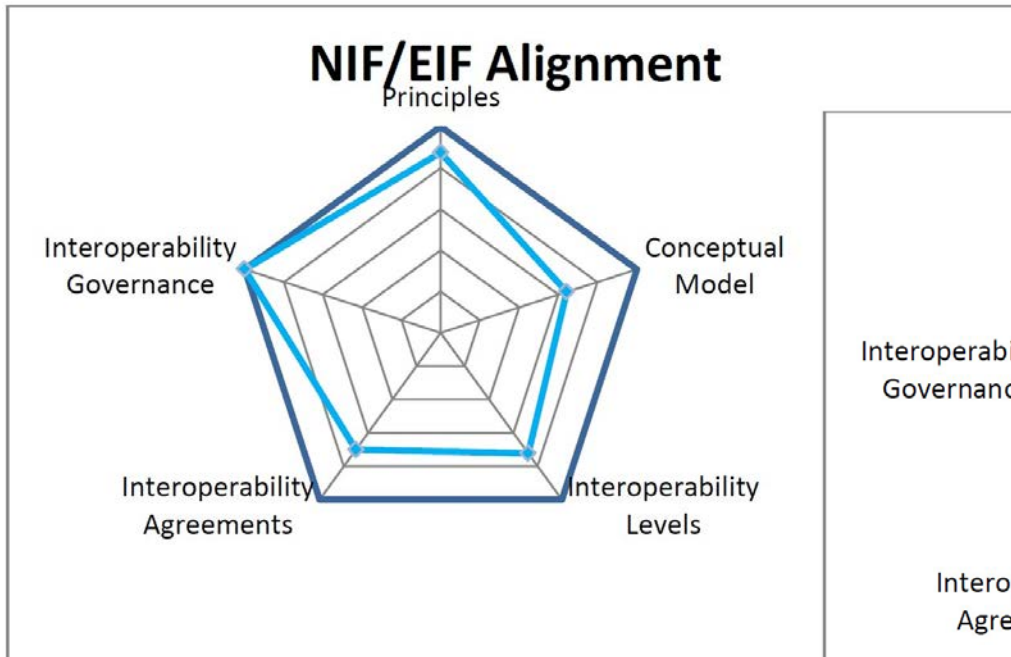
Source: NIFO factsheet 2016 on Luxembourg from the European Commission

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- But: things can and should even get better
- Therefore:
  - A **NIF for Luxembourg** based on the brand new version of the EIF published last March
  - Progressive implementation of the **CIMF** adopted by the Government Council on 10 June 2016
  - Further progress on **base registers**, in particular the business register

NIF**:** National Interoperability Framework
EIF: European Interoperability Framework
CIMF: Corporate Information Management Framework

THE NIF

- Stronger & better **governance** at the national level and in the different competent organisations
- Amended **information** flow and implication and **participation** of all relevant stakeholders
- Clearer overview on the IT landscape: **cartography** of existing reusable services and solutions

1. **Openness**
2. **Transparency**
3. **Reusability**
4. **Technological neutrality & data portability**
5. User centricity
6. Inclusion & accessibility

7. **Security & privacy**
8. **Multilingualism**
9. Administrative simplification
10. **Preservation of information**
11. Effectiveness & efficiency

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- Open data strategy & Open data portal
- Re-use of Public Sector Information (PSI) Law of 23 May 2016

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- One of the strategic principles of eGovernment (Digital by default; Once Only; Transparency) adopted by the Government Council in September 2015

- guichet.lu & MyGuichet

- More and more information & procedures on the different public sector websites

- Law on physical persons register of 19 June 2013

- Reuse & sharing of information: e.g. same information or procedure published on different portals/websites (i.e. no duplication)
- Once Only Principle (MyGuichet; Law on national register of physical persons of 19 June 2013; Strategic principle)
- Open data approach

- Open data approach introduced by decision of the board of Ministers in 2015

- Open and standardised specifications (web services; APIs; …) in order to allow an easy exchange, if needed and appropriate, of data between information systems

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- **eID & eSignature**: LuxTrust, IAM, eIDAS
- **MyGuichet**
- Data protection & privacy **legislation**
- **National Cybersecurity Strategy** adopted by the Government Council on 27 March 2015
- **GOVCERT.LU**
- **DSA** Division at Government IT Centre
- RACINE network, firewalls, etc.

- Data & information available in the languages really needed by the users: guichet.lu (FR; EN; DE) and other important websites

- Law on electronic archiving of 25 July 2015
- Electronic preservation project & infrastructure at Government IT Centre for the benefits of the public sector as a whole
- Project done together with the National Archives administration and the National Library

THE CIMF

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CIMF adoption

- Decision of the Government Council of 10 June 2016

- Adoption in the context of the implementation of the PSI law of 23 May 2016 and the launch of the Open Data Portal

1. Information = an asset
   – *Has to be "accurate, integral, protected, accessible and up to date"*

2. Generation of information
   – *Standardised, Interoperable by default, Once only*

3. Management of information
   – *Quality, Digital by default, Cross border by design*

4. *Sharing of information*
   – *Reusability & reuse, Open by default, Multiple channels*

5. *Protection of information*
   – *Security, Privacy, Data protection*

6. *Preservation of information*
   – *Preservation and, if appropriate or necessary, deletion*

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BASE REGISTERS

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Physical persons register

- Law on physical persons register of 19 June 2013
    - **Obligation to reuse** the data of the register and interdiction, for the organisations having access to the register, to ask for data already available in it: Legal implementation of the Once Only Principle
    - Strong **data protection and privacy** rules

- Different types of reuse
    - **Automatic reuse**: user doesn't have to deliver information at all as it is already known by the information system
    - **Decision of the user**, while filling in a form, to reuse data from the register (or other reference databases) and to prefill his form
    - **Possibility** for a user **to store information** (not coming from a reference database) **in his personal space** (MyGuichet on guichet.lu) and to reuse it in case of need

- Transparency & tracking
    - Possibility for a user to see in his personal space who has accessed when his data, to ask for the reasons of the access and to correct directly himself the data kept about him

- Project for a complete redesign of the business register
- New features:
  - The new business register will include NIF considerations from scratch
- Planning: 2018/2019

Questions?

Thank you for your attention!

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