Digital Government Infographic 2019
Luxembourg

Services for Citizens and Businesses

Citizens can now pay standard fines online, register for the electoral polls and apply to vote by post online. Businesses can now apply for a business permit and certify Luxembourgish documents for use abroad.

Political Communications

The third national strategy on Cybersecurity has been approved and implemented for the period 2018-2020.

Legislation

The Law relating to a transparent and open administration defines the framework for the implementation of a policy of opening up to citizen's administrative documents held by government departments and public institutions placed under the supervision of the State or the municipalities.
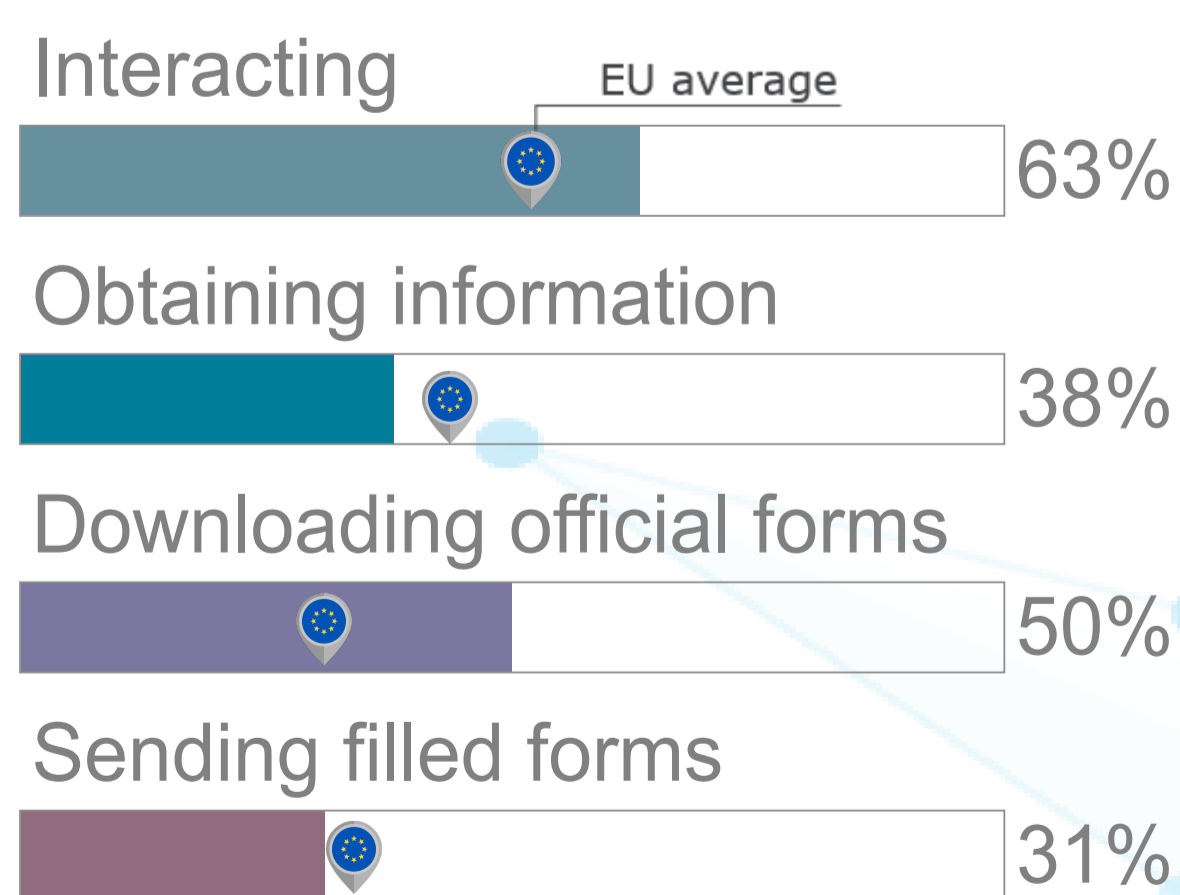
Governance

A Ministry of Digitalisation has been set up, which promotes ICT and contributes to the development of digital infrastructure.

Infrastructure

The new Cybersecurity Competence Centre (C3), aims to promote the national cybersecurity ecosystem by focusing on three areas of expertise: observation, training and testing.
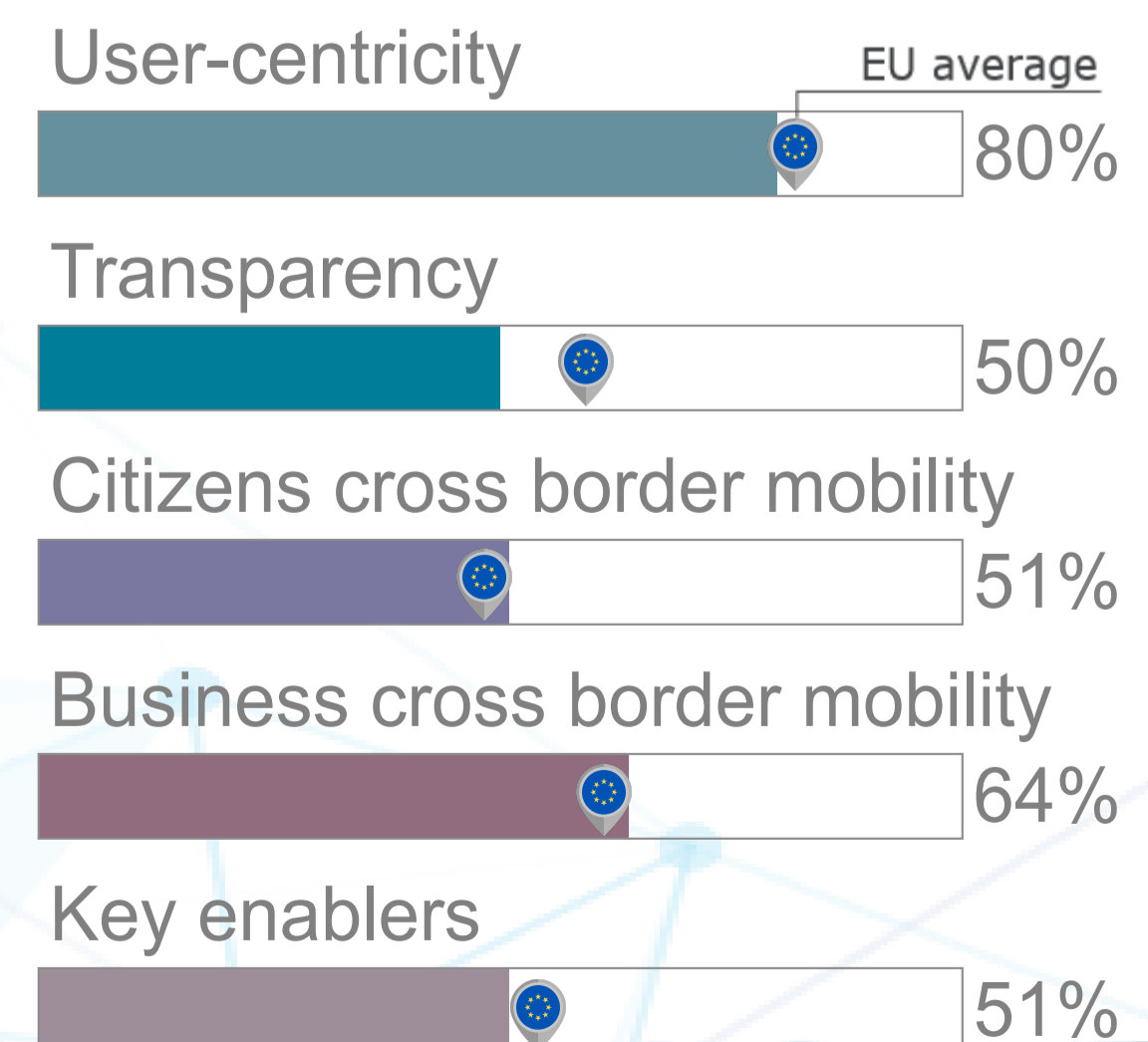
Digital Government Indicators

Individuals using internet for interacting with public authorities

Indicator	EU average	Value
Interacting		63%
Obtaining information		38%
Downloading official forms		50%
Sending filled forms		31%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

Indicator	EU average	Value
User-centricity		80%
Transparency		50%
Citizens cross border mobility		51%
Business cross border mobility		64%
Key enablers		51%

Data source: eGovernment Benchmark Report 2018.