



NIFO Factsheet – Luxembourg

Information on interoperability in Luxembourg can be found through the online resources of “Centre des technologies de l’Information de l’Etat” (CTIE):

- See: <http://www.fonction-publique.public.lu/fr/structure-organisationnelle/ctie/index.html>

Main interoperability highlights

The Grand-Duchy of Luxembourg currently has no National Interoperability Framework available. The NIF will be part of the 2nd version of the Luxembourgish Public Service Commission (PSC) framework.

Interoperability is under the control and responsibility of “Ministère de la Fonction publique et de la Réforme administrative” and “Centre des technologies de l’Information de l’Etat” (CTIE)¹. CTIE is the provider of services, coordination, planning, policy-making and assistance to all governmental bodies. The CTIE centrally coordinates all IT initiatives and interoperability is achieved due to this central approach. Usage of open standards is part of the policies. Portal function to support interoperability is emerging and part of the information gate of CTIE. A Governmental Network managed by CTIE links all governmental bodies².

CTIE is also responsible for implementing the provisions stemming from the government programme and the Leading Plan for implementation of information technology 2014-2020 (Plan directeur de la mise en œuvre des technologies de l’information au sein de l’Etat 2010-2014³).

Summary of the NIF

In the e-Government roadmap of the Grand-Duchy of Luxembourg, interoperability is implemented as part of the PSC framework. It covers 4 different aspects:

- Access to e-services
- Relationship between the private sector and the administrations
- Exchange of information between local administrations
- Cross border interoperability

Luxembourg puts forward as prerequisite for a reliable interoperability the following building blocks: eID and a Public Key Infrastructure (PKI) providing secured authentication and e-signature services.

The following figure presents the PSC architecture.

¹ Please visit CTIE webpage: <http://www.fonction-publique.public.lu/fr/structure-organisationnelle/ctie/index.html>

² http://www.epractice.eu/files/Luxembourg_0.pdf

³ See: <http://www.fonction-publique.public.lu/fr/publications/documents-strategiques/plan-technologies-information.pdf>

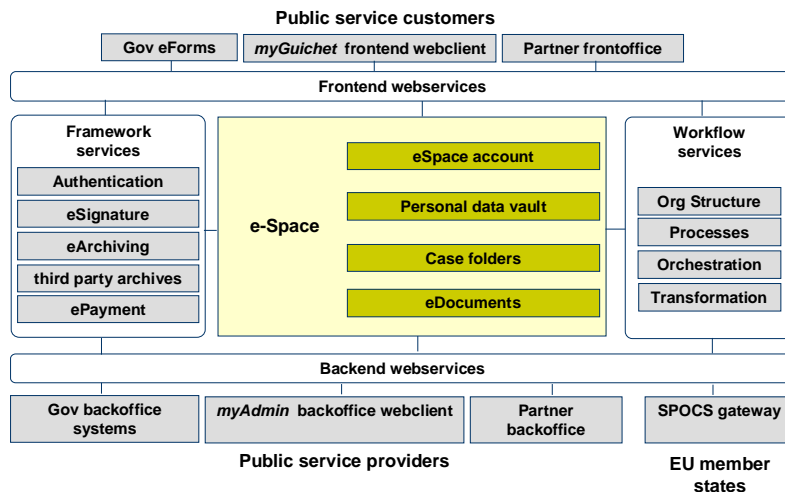


Figure 1 The PSC architecture.

Service requests can be submitted to the public administration infrastructure via e-forms provided by governmental administrations or via partner front offices (social security, local authorities) or their applications.

The kernel of the PSC framework is a central data store for case folders instantiated by citizens or businesses and processed by one or several administrations. The PSC framework comprises an integrated workflow engine, which, based on management rules, orchestrates the interoperation between the various actors involved in a specific case process. This enables public service providers to process the case folders in such a way that the desired result can be delivered electronically (in case of authorisations, certificates and other documents). These documents will of course be signed electronically.

For the means of the cross border services, Luxembourg participates in the SPOCS⁴ large scale project with a special focus on semantic matching processes mainly between documents composing specific case folders.

Alignment NIF/EIF

As there is no NIF available for Luxembourg no NIF/EIF alignment has been assessed.

Other initiatives on interoperability

The most visible development in 2013 was the complete redesign of the 'guichet.lu' portal. Beyond the new graphical presentation, which was also optimised for better usability on smartphones and tablets, the portal's informational content was given an extensive overhaul, a process started in 2012. More than 800 pages were completely restructured and updated, and two entirely new sections, dedicated to information on leisure activities, and voluntary and charity work. This, along with the implementation of an improved search engine, was done in order to make it even easier for users to quickly find precisely the information they need.

There has also been a major overhaul of the transactional part of the 'de Guichet' platform ('myGuichet') in both its citizens' and business version. For all available online administrative

⁴ <http://www.eu-spocs.eu/>



procedures, a pre-filling function is now offered which takes the personal data saved in the user's secure personal myGuichet space - both by the user in prior transaction and from trusted government sources - to pre-fill forms as much as possible, thus minimising the work necessary for a given procedure. Also, the electronic signature mechanism was aligned with the government's overall policy on eIDs and the same eID serves to both secure the user's personal space and sign documents and transactions. Given that both the citizens' and business e-space have been migrated to the same platform, users can now access both their personal and professional transactions with the same eID.

A number of new interactive administrative procedures have also been added to 'myGuichet':

- Businesses can consult and update the company information held by the Land Registration and Estates Department;
- Businesses can check their VAT balance online;
- Citizens and businesses can request a certificate of good conduct from the Ministry of Justice;
- Administrative procedures concerning pleasure craft and navigation permits involving the Navigation Registry;
- Administrative procedures involving the Maritime Affairs Commissariat;
- In line with the current EU eGovernment Action Plan's demands, citizens have the possibility to view and, if necessary, request amendment of the data that the government has stored about them in the National Registry of Physical Persons.

A number of other features have also been implemented in the new version of 'myGuichet':

- Front office web services enabling non-governmental agencies to interface their services with the 'de Guichet' platform;
- Back office web services enabling all government agencies to interface with the 'de Guichet' platform.

Other features that have been improved are the built-in tools to communicate with government services, along with the user notification features in order to give users better and timelier feedback on the status of their transactions.

The portal www.vosidees.lu (« your ideas.lu ») encourages interaction between the State and citizens / businesses in the area of administrative simplification. Suggestions can be made to reduce red tape; for transparency reasons, the users can track the progress and status of all of these suggestions.

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