



THE NETHERLANDS

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability
AUGUST 2024

HIGHLIGHTS - KEY PROJECTS

- The Ministry of Health, Welfare and Sport published the [National Vision and Strategy \(NVS\) for an integrated health information system](#) on 31 March 2023. This national approach was co-produced with the National Health Information Council (Informatieberaad Zorg), representing the main stakeholders in the Dutch healthcare ecosystem: payers, patients, professionals, providers and government. The Vision and Strategy take into account both European and international developments.
- The revised eIDAS regulation entered into force on May 20th, 2024. The regulation's main innovation is the introduction of the European digital identity wallets. The Commission must adopt implementing acts for technical specifications of EDI-wallets by the end of November 2024 and of the qualified certificates for website authentication by the end of May 2025. Member States must provide at least one European digital identity wallet within 24 months of the date of entry into force of the implementing acts.



Key figures

8 new initiatives adopted in 2023-2024

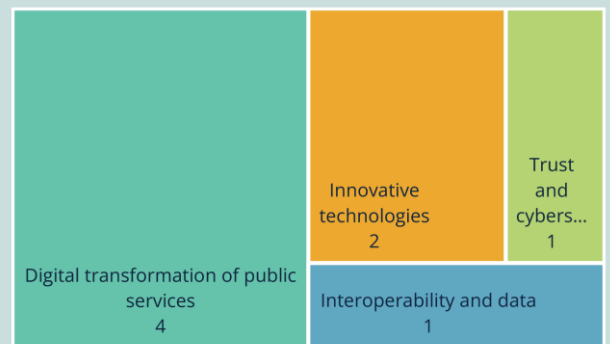


Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES


eID scheme (≥1)

YES


eHealth records (0-100)

72.5%


Digital Public Services for Citizens (0-100)

85.9%


Digital Public Services for Businesses (0-100)

86.7%

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- No new initiatives have been reported to date.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

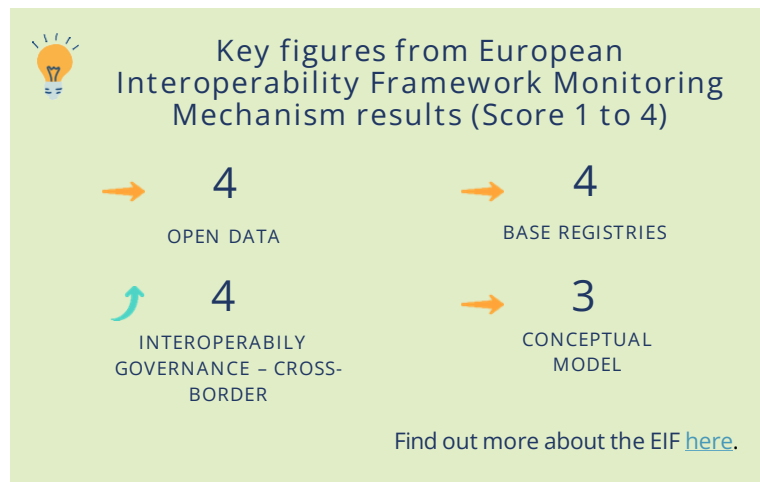
- The [Digital Government Law](#) (wet Digitale Overheid) was passed by the Senate on 21 March 2023 and entered into force on 1 July 2023. The main objective of the draft law is to ensure safe access of Dutch citizens and businesses to (para-) governmental agencies. The law also sets minimum mandatory standards.
- The Electronic Exchange of Health Data Law (Wet elektronische gegevensuitwisseling in de zorg, Wegiz) sets the legal framework to appoint mandatory electronic exchange of specific sets of health data, with the aim to adopt interoperability standards and improve patient care and outcomes. This law has been in effect since 1 July 2023.
- In November 2023, the Expertise Point for Digital Literacy has been introduced to support education personnel with questions about and teaching of digital literacy. The Expertise Point was established at the request of the Ministry of Education, Culture and Science. Kennisnet and SLO are jointly responsible for the implementation. This expertise point supports the Basic Skills Master Plan, which helps schools to strengthen the basic skills of students.

TRUST AND CYBERSECURITY

- No new initiatives have been reported to date.

INTEROPERABILITY AND DATA

- The [fifth Action Plan for Open Government 2023-2027](#) contains commitments by the government, civil society organisations, local governments and knowledge institutions to improve government transparency in the Netherlands. A broad range of parties is involved in designing and implementing the Open Government Action Plan 2023-2027. The action plan was developed in close cooperation with the civil society coalition 'Talking about information' and is based on the ideas, suggestions and lessons learned from stakeholder meetings, discussions with partners inside and outside government, the experiences from previous action plans and the reviews of the Independent Review Mechanism (IRM).



INNOVATIVE TECHNOLOGIES

- The Dutch government aims to recognise and understand at an early-stage new technologies or new technological applications with a potentially significant impact on society. The Dutch government commissions tech scans from an independent scientific institute, the Rathenau Institute. These tech scans highlight opportunities and risks of digital technologies and also describe action options for the government. Tech scans on [Generative AI](#) and [Immersive Technologies](#) were conducted in 2023. In 2024, The Rathenau Institute performs a tech scan on neurotechnology.
- As one of the first EU member states, the Dutch government has published its government-wide vision on generative artificial intelligence (AI). This vision describes the opportunities and risks associated with generative AI. It also addresses relevant laws, regulations, and policies. Lastly, the vision contains a set of concrete actions to ensure responsible development and use of generative AI that benefits society as a whole. The [government statement on Generative AI](#) was published on 18 January 2024.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).