



European
Commission

Country Profile
Highlights
Strategy
Legal Framework
Actors
Infrastructure
Services for Citizens
Services for Businesses

What's inside



eGovernment in



Belgium

ISA²

Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

Cover picture © AdobeStock

Content © European Commission

© European Union, 2018

Reuse is authorised, provided the source is acknowledged.

Country Profile1

eGovernment Highlights.....7

eGovernment Strategy9

eGovernment Legal Framework15

eGovernment Actors19

eGovernment Infrastructure27

eGovernment Services for Citizens.....35

eGovernment Services for Businesses.....41

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 11,365,834 inhabitants (2017)

GDP at market prices: 437,204.1 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 118 (2016)

GDP growth rate: 1.7% (2017)

Inflation rate: 2.2% (2017)

Unemployment rate: 7.1% (2017)

General government gross debt (Percentage of GDP): 103.1% (2017)

General government deficit/surplus (Percentage of GDP): - 1.0% (2017)

Area: 30,528 km²

Capital city: Brussels

Official EU language: Dutch, French, German

Currency: EUR

Source: [Eurostat](#) (last update: 16 January 2018)

Political Structure

Belgium is a **federal constitutional monarchy**, where executive and legislative powers are divided among the [Federal Government](#), three Regions ([Flanders](#), [Wallonia](#) and [Brussels-Capital](#)) and three Communities ([Dutch](#), [French](#) and [German-speaking](#)).

Regions are competent for matters such as town and country planning, nature conservation, housing, water policy, environment, economics, energy policy, local authorities, employment policy, public works and transport. Communities are competent for personal matters (health, welfare), cultural matters, education and training, and co-operation between the Communities and the Regions.

Each Region and Community has its own legislative and executive powers in its respective fields of competence, as well as its own Parliament and Government that exercise these powers. However, the Flemish Region and Community merged their executive and legislative powers, creating one single Flemish Parliament, one single Flemish Government and one single Public Administration, competent for Community and Regional matters.

Legislative power at federal level is held by a [bicameral Parliament](#) consisting of a Lower House ([House of Representatives](#)) and an Upper House ([Senate](#)), who now has become a representation of Regions and Communities. The House of Representatives has 150 members, directly elected by popular vote on the basis of proportional representation, and who serve a four-year term. The Senate comprises 60 members (50 elected by the Community Parliaments and 10 elected by the 50 others), serving four-year terms.

Executive power at federal level is held by the Federal Government, headed by the [Prime Minister](#), comprising ministers and State secretaries (deputy ministers) drawn from the political parties which form the Government coalition. The number of Ministers is limited to 18 and they have no seat in Parliament. Ministers head executive departments of the Government.

The [King](#) is the official Head of State and plays a ceremonial and symbolic role. His main political function is to nominate a political leader to attempt to form a new cabinet after an election or the resignation of a cabinet, and to formally appoint ministers.

The current Belgian [Constitution](#) was adopted in 2012.

Belgium was a founding member of the European Economic Community in 1957.

Head of State: [King Philippe](#) (since 21 July 2013).

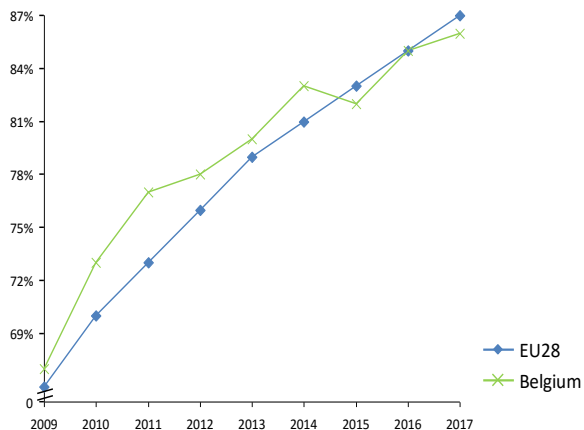
Head of Government: [Prime Minister Charles Michel](#) (since 11 October 2014).

Information Society Indicators

Generic Indicators

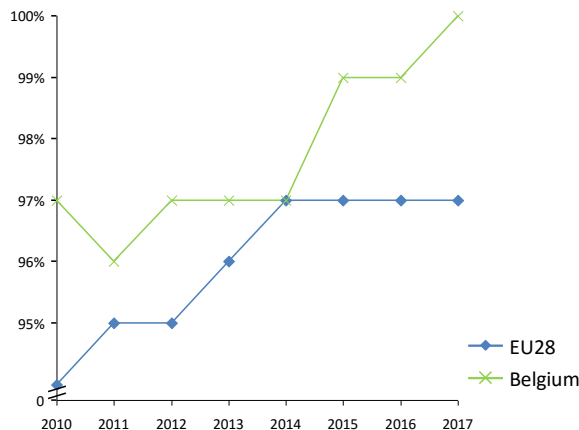
The following graphs present data for the latest Generic Information Society Indicators for Belgium compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Belgium



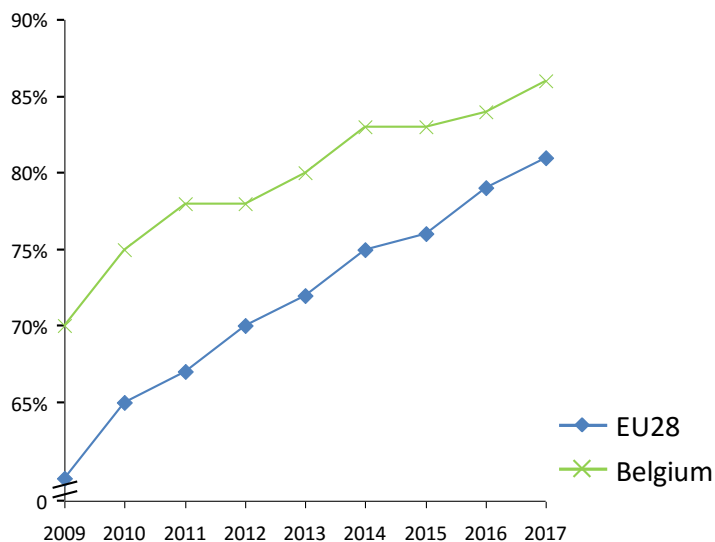
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Belgium



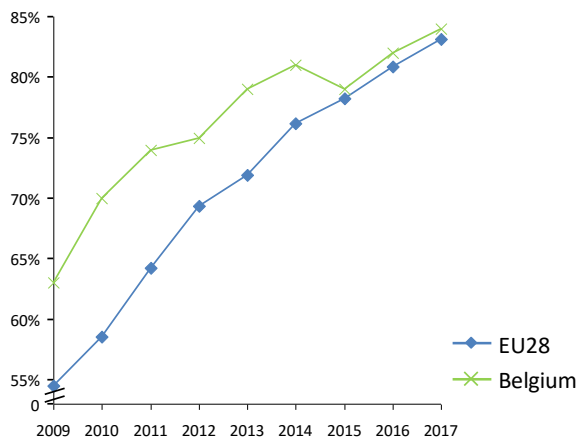
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Belgium



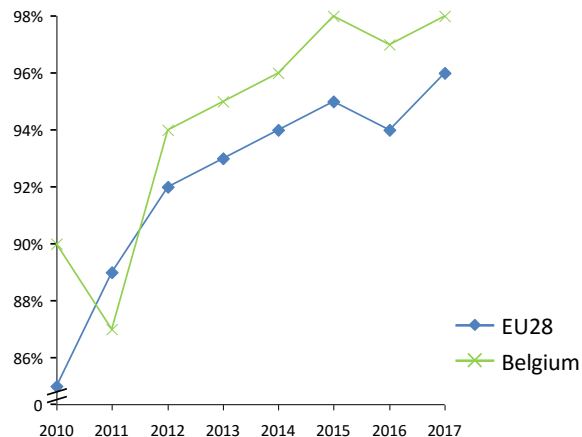
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Belgium



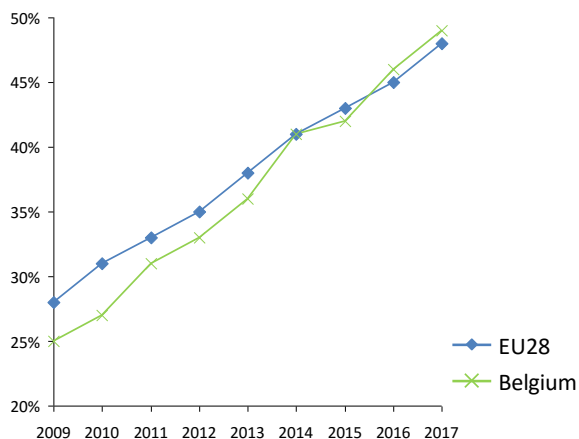
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Belgium



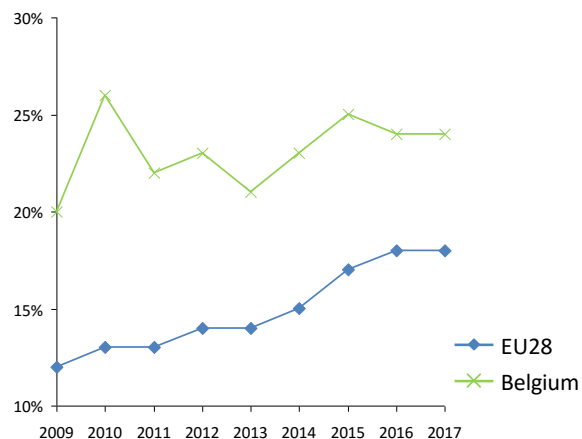
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals having purchased/ordered online in the last three months in Belgium



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Belgium

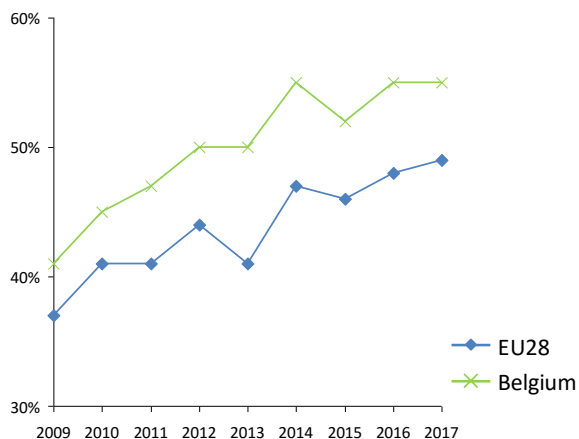


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

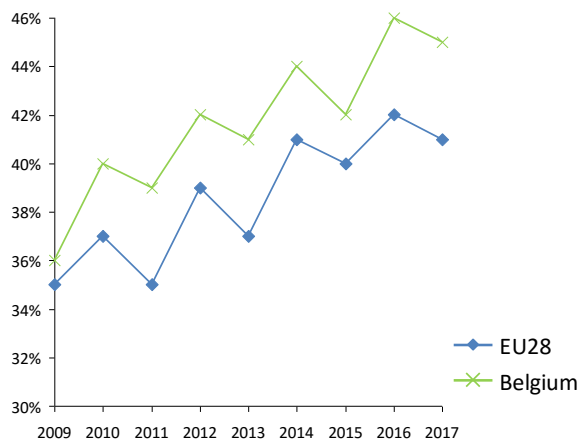
The following graphs present data for the latest eGovernment Indicators for Belgium compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Belgium



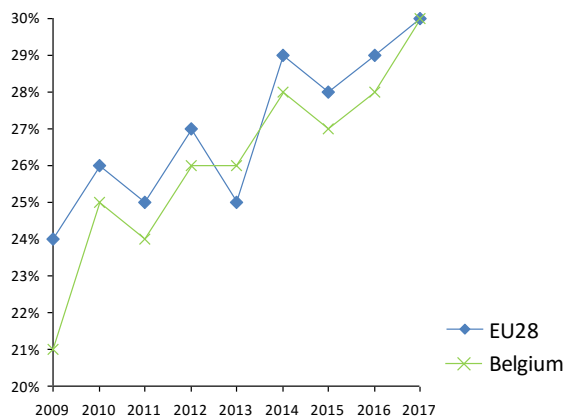
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Belgium



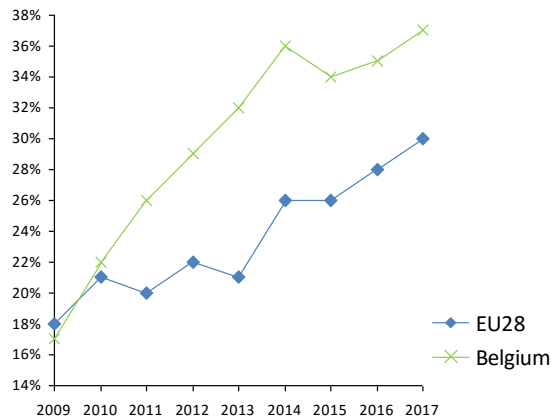
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the Internet for downloading official forms from public authorities in Belgium



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the Internet for sending filled forms to public authorities in Belgium



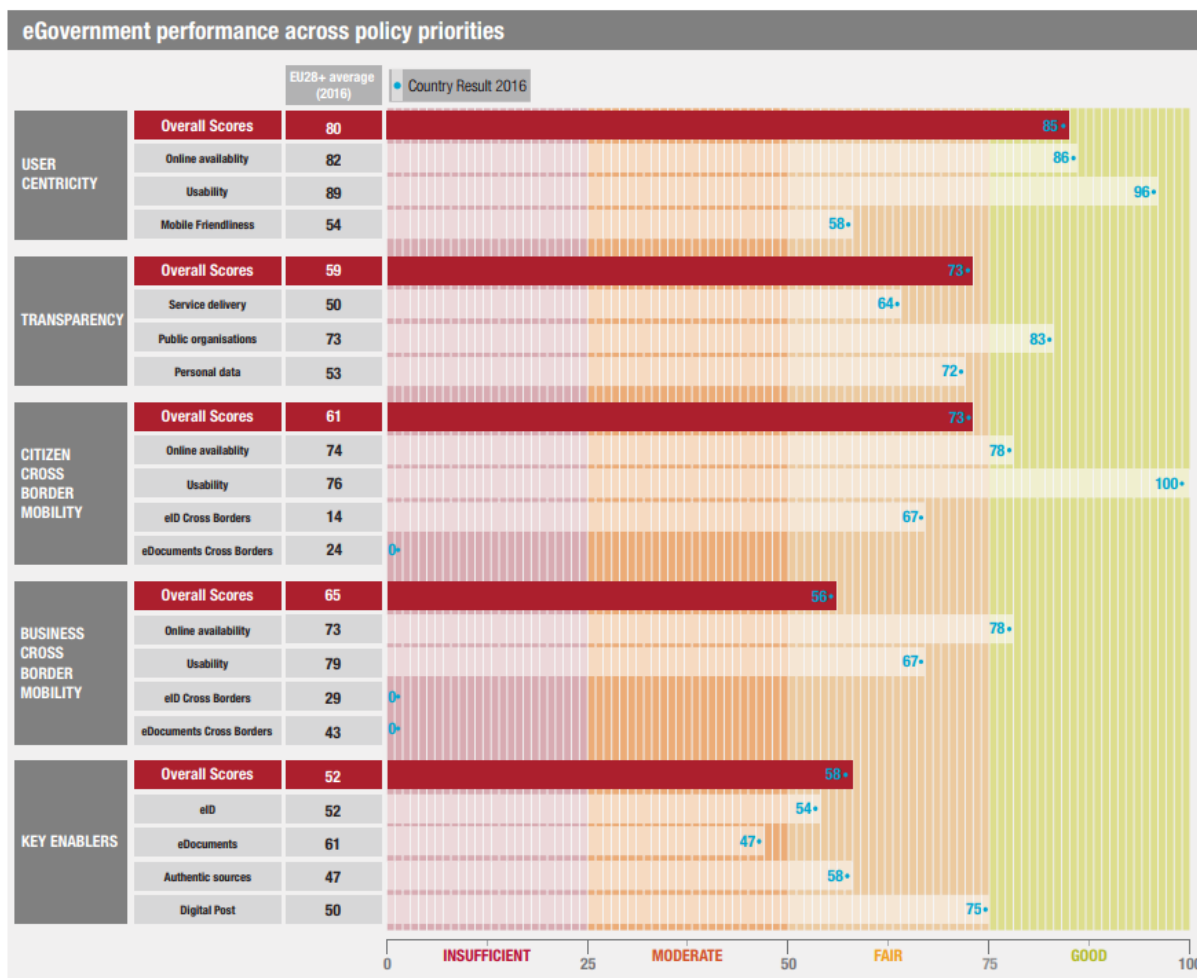
Source : [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Belgium compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

In the region of Flanders, 2017 represented the final year of EUR 10 million annual investments plan to boost eGovernment projects that contribute to the achievement of the ambitious goals of '[Flanders radically digital](#)' action plan, adopted in 2015. The first major results of this investment programme, such as the new citizens' portal, will be launched in 2018.

eGovernment Legal Framework

- ▶ Belgian [law on electronic identification of 18 July 2017](#) completes the eIDAS Regulation. In the context of the new law, the following procedures apply:
 - Each Belgian public-sector body determines the required assurance level for access to its services and informs Directorate-General Digital Transformation (DTO) about this;
 - DTO determines the assurance level of Belgian electronic identification means to be notified to the European Commission and notifies the Belgian electronic identification providers;
 - DTO is designated as Belgian hub for IT cross-border exchange and passes a minimum set of person identification data to the node of another Member State when a user wants access to an online service in that second Member State.
- ▶ In order to enable mobile identification, the Federal Public Service Policy and Support (FPS P&S) has adopted the [Royal Decree of 22 October 2017](#). The Royal Decree sets out the rules governing the recognition of private electronic identification services, and mobile services in particular. Working with private partners allows the government to keep costs under control and to foster innovation. These external identification services, which are developed and operated by private sector companies, are to be added to the [CSAM platform](#) devised by the FPS P&S and come in complement to the set of digital keys that already exists.

eGovernment Actors

The [Directorate-General Digital Transformation](#) supports the government and the federal organisations in their digitisation process. The DG is the driving force behind the evolution and the digital reforms of the federal government. This DG provides advice and develops projects in connection with new technologies, with particular attention for citizens and businesses. The DG Digital Transformation has taken over the services previously provided by Fedict.

eGovernment Infrastructure

There we no changes related to eGovernment infrastructure in Belgium this year.

eGovernment Services

- ▶ The new Federal Public Service Policy and Support was established on 1 March 2017. The new organisation is taking over assignments and services previously provided by the Federal Public Service Personnel and Organisation (including Selor, the OFO, FED+ and PersoPoint), the FPS Budget and Management Control, Fedict and Empreva. The main goal is to offer centralised support services in the areas of IT, HR, organisational management and integrity policy, budget, accounting and public procurement contracts, to increase the quality delivered to citizens.
- ▶ As from 1 January 2017, the Flemish government no longer accepts paper invoices for all new government contracts. More than 33% of all invoices for existing government contracts is now delivered electronically. Lessons learned during the introduction of eInvoicing in the Flemish government have been shared with the other regional governments in Belgium, which now have also started with eInvoicing using the jointly managed federal eInvoicing platform.

Other highlights

- ▶ The Flemish [MAGDA platform](#), used for the exchange of data between federal & regional base registries and Flemish government entities that want to adhere to the 'once only' principle, was awarded with the European Sharing & Reuse award on 29 March 2017. It is a successful case of collaboration in developing and providing common IT solutions at regional level. The lessons learned and best practices developed during the development process and daily operations of the MAGDA platform are now being shared with other member states in the SCOOP4C and TOOP projects.
- ▶ In order to learn more about the level of digitisation of Belgium's public services and their use, citizens and businesses can visit the [Digital Dashboard](#) webpage, which provides the digital barometer of the Belgian Federal Government.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles



Digital Belgium (2015 - present)

Vision, objectives and actions

On 20 April 2015, the action plan [Digital Belgium](#) was introduced by Deputy Prime Minister and Minister of Digital Agenda and Telecom, Alexander De Croo, and the 'Digital Minds for Belgium' (a group of approximately 20 leading digital-world professionals) with the key objective to achieve growth and create jobs through digital innovation over the next years. Furthermore, the programme has three ambitions to be achieved by 2020: Belgium to be among the European top three in digital terms, to generate 1000 new start-ups, and to create 50 000 jobs in the whole economy.

Five priorities of the strategy

Digital Belgium is an action plan that outlines the digital long-term vision for the country and translates this into clear ambitions. Belgium aims to reaffirm its place on the digital map as based upon following five priorities with three to six priority projects each:

- 1. Digital economy;**
- 2. Digital infrastructure;**
- 3. Digital skills and jobs;**
- 4. Digital trust and digital security;**
- 5. Digital government.**

A number of initiatives has already started, for example the Start-up Plan (a concrete first step to encourage young and beginning entrepreneurs to set up new businesses in innovative sectors via initiatives such as tax shelters for start-ups and fiscal incentives for crowdfunding) was launched by the government as well as an initiative to roll-out the eInvoicing for suppliers. Further initiatives are to be launched – such as 'National Alliance for digital skills and jobs', a plan for a roll-out of high-speed internet, a 'digital health valley', 'Digital Act' (a series of legal propositions enabling the use of electronic signatures, digital archiving, and similar, to replace paper), deployment of the federal cloud, mobile authentication for eGovernment applications, multi-directional digital communication platform and the open data strategy.

Federal Open Data Strategy (2015 - 2020)

Vision and objectives

In July 2015, the Deputy Prime Minister and Minister of the Digital Agenda and Telecoms Alexander De Croo announced the adoption of the open data strategy for Belgium in order to strengthen the digital ecosystem and the evolution towards leaner, more efficient and modern administration. The most important part of the plan is to create the default for all government data, except for information with privacy or security implications.

Federal eGovernment Strategy (2009 - present)

Vision, objectives and actions

The Federal [eGovernment strategy](#) for social sector aims to create a **single virtual Public Administration** while respecting the privacy of users, as well as the specificities and competences of all Government bodies and administrative layers.

Its main **objective** is to improve the delivery of public services for citizens and businesses by rendering it faster, more convenient, less constraining and more open.

The current strategy is outlined around the following **axes**:

- ▶ The formulation of specific objectives, like the optimal service delivery to citizens, the limitation of administrative burden and the optimisation of the efficiency and effectiveness of public services;
- ▶ The explicit choice of a collaboration among all stakeholders in order to create added value for users of eGovernment services;
- ▶ The use of a common vision for the use of information in terms of modelling information, mandatory reporting of supposed errors, electronic exchange of information, unique collection of information;
- ▶ The use of a common vision for information security and protection of privacy;
- ▶ The maximum use of common elements for networks, eID, middleware interconnected and related basic services;
- ▶ The role of the [Crossroads Bank for Social Security](#) (CBSS) as a driver for the development of eGovernment in the social sector;
- ▶ The establishment of a strong partnership among all social security institutions.

Four strategic streams

To meet the objectives stated above, the Belgian eGovernment strategy has been based in the past on four main strategic **streams**:

1st stream – Re-engineering and integrating service delivery

This first stream focuses on users' needs, life events and simplification of all administrative procedure.

2nd stream – Cooperation among all levels of Government so as to provide integrated services across organisational boundaries and administrative layers

The second stream was based on two documents. First, the eGovernment cooperation agreement, signed in March 2001 by the Federal, Regional and Community authorities, which laid down a framework of cooperation, according to which all layers of Government committed to use the same standards, the same identification infrastructure and the same eSignature. Second, the cooperation agreement on the principles of a seamless eGovernment, signed in April 2006, with the objective to use ICTs that provide information to all citizens, businesses and public institutions in a user-friendly way.

3rd stream – Simplification of administrative procedures for citizens and businesses

This requires an increased exchange and sharing of both data and information among Government Departments and Agencies.

4th stream – Back office integration and protection of personal data

The Department or Agency that requires specific data will be considered most frequently as a trusted source by other Administrations that may need such data. Hence, the Department or Agency in question will be responsible for maintaining a personal data repository.

Digital Transformation Office strategy

Within the newly created Federal public service for “Policy and Support”, the **Digital Transformation Office (DTO)** implements the Belgian Digital Agenda, which is based upon the EU Digital Agenda 2020.

Functions & Services

The Digital Transformation Office’s main functions are:

- ▶ To support federal government with digitalisation;
- ▶ To be a driving force for innovation & digital transformation of the federal government;
- ▶ To advise on technology & projects from an enterprise and citizen centric perspective.

The Digital Transformation Office’s main services are:

- ▶ Developing the digital strategy and standards for the federal government;
- ▶ Executing and monitoring the digital transformation of the federal government;
- ▶ Developing transversal digital services and platforms like Digital Communication services, Life events, Operations & Infrastructure Services;
- ▶ Overseeing the G-Cloud strategic board and committees while reporting to the federal government.

EIRA

In order to support this strategy, DTO has, together with the Belgian Regional governments, adopted the European Interoperability Framework (EIF) as reference for the Belgian Interoperability Framework (NIFO) a long time ago. Recently, DTO has mapped their architecture upon the European Interoperability Reference Architecture.

This allows DTO to:

- ▶ Communicate the DTO enterprise architecture in a standardised way;
- ▶ Detect gaps in the existing DTO architecture;
- ▶ Make use of the available Solution Architecture Templates to complete the DTO architecture;
- ▶ Compare the DTO architecture with the architecture of other Belgian and EU partners (on the condition that they also have their architecture built according to EIRA), and in this way, detect gaps and overlaps between different architectures.

G-Cloud Programme

[The G-Cloud program](#) is the result of a joint initiative of several public institutions: federal public services, social security institutions and the care sector. The Cloud Governance Board controls its implementation.

The development of this government-based community cloud is laid out in a joint roadmap. The first-generation G-Cloud services is operative since March 2015 and many improvements are still carried out.

The G-Cloud is a hybrid cloud service which uses services provided by private companies operating in public cloud environments and services hosted in government data-centres. The G-Cloud is managed by the government. Its expansion and operational functioning rely on a large extent on private sector services.

The G-Cloud services operate in 4 different domains. The services offer is gradually being extended and improved, based on the actual needs of the participating institutions. Infrastructure-as-a-Service (IAAS), Platform-as-a-Service (PAAS) and Software-as-a-Service (SAAS) are all included. The G-Cloud program will also encompass synergy initiatives in the field of classic ICT undertaken from the government. New services will be added upon their availability.

The 'hard' infrastructure services ensure that government applications are able to run in a reliable physical environment including data-centre housing, servers and storage. The complete virtual capacity can be flexibly modified in a fully managed IAAS environment (Infrastructure-as-a-Service). They are supplemented by 'soft' infrastructure, which allows for high-quality back-ups, security&identity and authorisation management.

Platform-as-a-Service services are mainly focused on developing the new generation of software: cloud-enabled and cloud-native applications using the latest architecture. Generic online applications via Software-as-a-Service for translations, document management, website management and IT service management etc. are at the top.

Regional eGovernment Strategies

Non-federal Belgian administrative entities have developed their own eGovernment strategies within their respective areas of competence. Wallonia (including the French Community) and Flanders Regional Governments have created dedicated structures to implement their respective strategies.

Digital Strategy of Wallonia and the Wallonia-Brussels Federation

The new [Digital Strategy of Wallonia](#) was adopted in December 2015 by the Walloon government and the French Community. The strategy marks the ambition of the Walloon government to make Wallonia into a connected and intelligent territory, where technological companies are recognised leaders at the global levels and are a driving forces behind a successful industrial transformation. The Digital Strategy of Wallonia is one of the main contributors to the creation of Digital Wallonia.

The strategy includes five main themes for achieving the digital ambition of Wallonia. Each theme is structured into strategic objectives and development axis. It is hoped that through their complementarity and interaction, the themes, objectives and axes will foster the digital transformation in Wallonia. There is a total of 5 themes, 9 strategic objectives and 23 priority development axis. The five themes are:

1. Economy of the numeric – the theme focuses on creation of a strong technological sector through a growth program, which aims to give Wallonia's digital sector an international dimension.
2. Economy of the digital – the theme focuses on increasing the digital capabilities of companies, which is essential for the emergence of an industry 4.0 and development of connected commerce.
3. Connected and intelligent territory – the theme aims to achieve full high-speed connectivity in Wallonia.

4. Open utilities – the themes aim to foster open and transparent digital public services.
5. Skills and employment – the theme focuses on the digital skills of Wallonia's citizens.

The Walloon government has dedicated more than EUR 500 million for the implementation of the strategy over a period of four years.

eGovernment Strategy of Flanders

In the Flemish Region, the eGovernment strategy is placed under the responsibility of the Deputy Minister-President of the Flemish Government. It is managed by the new Flanders Information Agency which was created in 2015 as the fusion of the [Coordination Cell Flemish eGovernment](#) (CORVE), the Vlaamse [Infolijn](#) (the Flemish government call-centre), the [Flanders Geographical Information Agency](#) (AGIV) and part of the Department Administrative Affairs. This new agency is responsible for the new eGovernment programme "[Vlaanderen Radicaal Digitaal](#)" (Flanders radically digital), which aims to have all of the Flemish government's services delivered fully digitally by 2020. It will also ensure that the principle of the "only once" collection of data (known as the MAGDA principle) is fully respected by the whole of the Flemish administration.

The main responsibility of the Flanders Information Agency is to determine the strategic aims and priorities for the transformation of the Flemish government into a data-driven government, while taking part in eGovernment projects in an advisory and supportive role. The agency is also in charge of developing eGovernment-related knowledge and skills, coordinating and providing incentives, and creating a generic eGovernment infrastructure to facilitate cooperation among the different entities within Flanders administration. This generic eGovernment infrastructure consists of a number of eGovernment building blocks (electronic identification and trust services, electronic documents, e-procurement, authentic sources, ...) that can be used as shared systems to improve existing (electronic) service delivery & streamline government operations. The agency also provides additional funding for cross-departmental eGovernment projects ([Vlaanderen Radicaal Digitaal projects](#)).

A key policy element in this eGovernment policy is the development of **authentic sources** of information. These are databases that can be used to obtain complete, correct and up-to-date data on businesses, natural persons, addresses, plots, buildings, maps, etc. A comprehensive system of Flemish authentic data sources and related services is now being built. In parallel to that, a SOA-based infrastructure called the [MAGDA platform](#) was introduced in February 2006, to enable the integration of government data exchange services and facilitate both the access to authentic data sources and the data exchange among public bodies. In the past eight years, more than EUR 10 million has been invested in this platform. In 2013, the roll-out of the MAGDA 2.0 platform was completed, a new version of the platform which provides additional data exchange facilities (web services, file transfer etc.), while at the same time requiring lower operational costs. In 2017, the migration of this very successful platform to a cloud-based environment will start.

In the Flemish eGovernment Strategy 2009-2014, the Flemish Minister responsible for eGovernment, Geert Bourgeois, called upon eGovernment to focus its efforts on developing integrated solutions, contributing to administrative simplification and increasing government efficiency. This included renewed attention to the creation of authentic data sources, and specific attention towards eParticipation, green ICT and the use of open data. A key challenge during this period was extending the back-end eGovernment services provided by the MAGDA platform towards all the local government organisations.

In the new Flemish eGovernment Strategy 2014-2019, the Flemish Minister responsible for eGovernment, Liesbeth Homans, aims to 'radically digitally' transform the Flemish administration, by going for a "digital first" approach in the (increasingly mobile) delivery of new (or existing) Flemish government services. In this transformation, the focus will be put on a customer-centred approach in the design of these digital government services, and on

the development of new eGovernment building blocks (such as a personalized portal page for citizens and enterprises, with single sign-on and secure electronic document delivery) that will also be made available for integrated eGovernment use by the local government organisations. Open data will be the norm as far as the availability and possible re-use of government data is concerned.

eGovernment Strategy of the Brussels-Capital Region

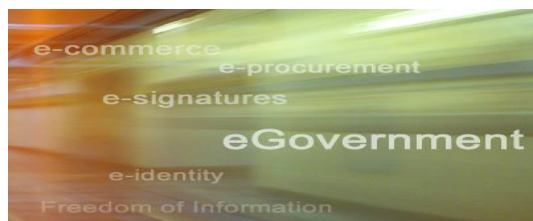
In May 2014, after the elections, the [new government unveiled its policy](#). Some paragraphs give indications about the eGovernment projects, namely:

- ▶ Brussels Smart City: make Brussels Digital Capital;
- ▶ Go as far as possible in the online administrative management;
- ▶ Hotspots in every public transport stop;
- ▶ Extend and simplify Irisbox, the regional one-stop-shop.

Before to start that ambitious project to make Brussels Digital Capital, Mrs Bianca Debaets, State Secretary of the Brussels-Capital Region, responsible for the Digital Transition, decided to organize large-scale consultations of the civil society. A first event held on 3 June 2015 brought together technological, political and economic decision makers to think about Brussels Smart City. A second event to be held on 24 November 2015 will gather inspiring innovators and ordinary citizens to look for creative solutions that improve the life of all citizens of Brussels. A Smart City manager was recruited to design a plan for Brussels, namely taking the results of the two events into account.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Belgium.

Freedom of Information Legislation

[Law on the right of access to administrative documents](#) (1994)

The right of access to documents held by the public sector is guaranteed by [Article 32](#) of the Belgian Constitution. It was amended in 1994 to provide everyone with the right to consult any administrative document and have a copy made, except in the cases and conditions stipulated by the laws, decrees or rulings referred to in [Articles 39 and 134](#). Government Agencies must respond immediately, or within thirty days in case the request is delayed or rejected.

The [1997 Law](#) relative to publication of information by Provinces and Municipalities provides for the same type of transparency obligations for **provinces** and **municipalities**. Furthermore, the [Flanders Region/Community](#) (lastly amended in 2007), the [French Community](#) (lastly amended in 2007) and the [Brussels-Capital Region](#) (lastly amended in 2010) have also adopted their own legal acts on the right of access to administrative documents.

Data Protection/Privacy Legislation

[Law on the protection of private life with regard to the processing of personal data](#) (1992)

The '[Privacy Law](#)' of December 1992 is intended to protect citizens against the abusive use of personal data. The law defines the rights and duties of both the data subject and the processor. It moreover provides legal basis for the creation of an independent body in charge of overseeing the correct use of personal data, namely the [Commission for the Protection of Privacy](#). Since its promulgation, this law has been significantly modified in 1998 in order to transpose the EU Directive on the protection of individuals with regard to the processing of personal data and on the free movement of such data ([95/46/EC](#)). This law is now available in its 'consolidated version' dated August 2007.

In addition, it is worth noting that a [specific law containing provisions relating to spamming](#) was adopted on 24 August 2005, so as to transpose the related article of the EU Directive [2002/58/EC](#) on privacy and electronic communications (the '**ePrivacy Directive**').

eSignatures Legislation

[Law on the use of Electronic Signature in Judicial and Extra-Judicial Proceedings](#) (2000)

This law of 20 October 2000 introduced the use of the electronic signature within judicial and extra-judicial proceedings. It has been the first law to address the eSignature issue in Belgium. The law was lastly amended in September 2006.

[eSignature Act \(2001\)](#) and [legal framework on electronic identification](#) (2001)

Adopted on 9 July 2001, the 'eSignature Act' transposes into Belgian Law the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures. It gives **legal value** to electronic signatures and electronically signed documents while setting up a legal framework for certification services.

It is worth mentioning that on a regional level, a [law on electronic forms](#) signed with the eID card of December 2006 and two related decrees of July 2008 have been adopted by the Walloon Parliament and the Walloon Government respectively. These decrees give the same legal value to electronic forms as those of paper forms.

Moreover, the legal framework for the use of **electronic identity cards** is set in a series of Royal and Ministerial Decrees, namely: the [Royal Decree of 25 March 2003](#) on the legal framework of electronic ID cards, the [Ministerial Decree on the format of electronic ID cards](#) of 26 March 2003, the [Royal Decree on the generalisation of electronic ID cards](#) of 1 September 2004 and [Royal Decree on the eID document for Belgian children under 12](#) of 18 October 2006.

eCommerce Legislation

['eCommerce Laws'](#) (2003)

Two laws on certain legal aspects of information society services were adopted on 11 March 2003. Both texts define the essential concepts underpinning electronic commerce. The 'eCommerce Laws' transposed the EU Directive on certain legal aspects of information society services, in particular electronic commerce in the Internal Market (the 'eCommerce Directive' - [2000/31/EC](#)) into Belgian Law.

In addition, it is worth noting that a [specific law](#) containing provisions relating to spamming was adopted on 24 August 2005, so as to transpose the related article of the EU Directive [2002/58/EC](#) on privacy and electronic communications (the 'ePrivacy Directive').

eCommunications Legislation

[Law on electronic communications](#) (2005)

The Law on electronic communications was adopted on 13 June 2005. It was intended to transpose the [EU regulatory framework for electronic communications](#) into Belgian law.

eProcurement Legislation

[Law on public procurement and several public works contracts, public supply contracts and public service contracts](#) (2006)

This law of 15 June 2006 was modified on 12 January 2007 and published in the Belgian Monitor of [15 February 2007](#).

eInvoicing legislation

In Belgium, the responsible entity for eInvoicing is the Federal Public Service Policy, however, other public services at federal and regional level may share part of the responsibility.

There is no overall legislation in place for the country as a whole. In Flanders, B2G eInvoicing is mandatory for regional contracting authorities. At the federal level they are mandatory for contracts above €135,000.

eInvoicing is not mandatory, nevertheless recommended for economic operators to submit and central, regional and local contracting authorities and entities to receive and process.

The central gateway between private and public sectors is the [Mercurius](#) platform.

[Law on the acceptance of bids, information to candidates and tenderers, and time limits on public procurement and several public works contracts, public supply contracts and public service contracts](#) (2010)

This law of 16 June 2006 was lastly [amended](#) on 23 July 2009 and finally adapted by the [Royal Decree](#) of 10 February 2010.

These laws transpose into Belgian Law the EU Directives on public procurement, namely: the Directive coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors ([2004/17/EC](#)); and the Directive on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts ([2004/18/EC](#)). They grant **electronic means** of procurement with the same legal value as that of traditional means. In addition, they define new concepts based on the above-mentioned public procurement directives, namely, the electronic auctions and the Dynamic Purchasing System.

Re-use of Public Sector Information (PSI)

[Law on the re-use of public sector information](#) (2007)

This law of 7 March 2007, adopted at federal level, transposes into Belgian Law the general principles governing the re-use of public sector information in line with the provisions of the relevant EU Directive [2003/98/EC](#).

[Royal Decree establishing the procedures and time limits for the handling of requests for public sector information re-use](#) (2007)

This Royal Decree of 29 October 2007 regulates formal aspects related to the procedure and timelines for handling requests for public sector information re-use. It is worth adding that Regional and Community Governments had to equally transpose the Directive on the re-use of public sector information. Flanders, the Brussels-Capital Region and the French and German-speaking Communities also have their own decrees which are greatly inspired from the relevant federal legislation. In 2016, the existing Flemish decree on re-use of public sector information was adapted to be in line with the new European Directive.

eIdentification

[Law on electronic identification](#) (2017)

Belgian law on electronic identification of 18 July 2017 completes the eIDAS Regulation. Under the new law, the following procedures apply:

- ▶ Each Belgian public-sector body determines the required assurance level for access to its services and informs DTO about this;
- ▶ DTO determines the assurance level of Belgian electronic identification means to be notified to the European Commission and notifies the Belgian electronic identification providers;
- ▶ DTO is designated as Belgian hub for IT cross-border exchange and passes a minimum set of person identification data to the node of another Member State when a user wants access to an online service in that second Member State.

To enable mobile identification, the Federal Public Service Policy and Support (FPS P&S) has worked up the [Royal Decree of October 22th, 2017](#). The RD sets out the rules governing the recognition of private electronic identification services, and mobile services in particular. Working with private partners allows the government to keep costs under control and to foster innovation. These external identification services, which are developed and operated by private sector companies, are to be added to the [CSAM platform](#) devised by the FPS P&S and come in complement to the set of digital keys that already exists.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Responsible ministries



Alexander De Croo
Deputy Prime Minister and Minister for Development Cooperation, Digital Agenda, Post and Telecom

Contact details:

Strategy Unit of the Minister for Development Cooperation,
Digital Agenda, Post and Telecom
Finance Tower
Bd du Jardin Botanique 50 b 61
B-1000 Brussels
Tel.: +32 2 792 99 00
Email: info@DeCroo.fed.be
Source: <http://www.alexanderdecroo.be/>; www.digitalbelgium.be



Theo Francken
State Secretary for Asylum and Migration, in charge of Administrative Simplification, linked to the Minister for Safety and Internal Affairs

Contact details:

Ministry of the Interior
Wetstraat 18 1000 Brussel
Tel: +32 2 206 14 21
E-mail: cab.dvz@ibz.fgov.be
Source: <http://www.theofrancken.be/>

[Federal Government Department for Information and Communication Technology \(Fedict\)](#)

Fedict plays an active part in the definition and development of a common eGovernment strategy. More specifically, it develops cross-government standards, frameworks, projects and services which are necessary in order to deliver the eGovernment strategy. It develops certain elements of the national infrastructure itself, such as the federal portal 'Belgium.be', the network [FedMAN](#) (Federal Metropolitan Area Network) and the [Federal Service Bus \(FSB\)](#) middleware.



Ben Smeets
Director General Digital Transformation Office

Contact details:

Boulevard Simon Bolivar 30,
1000 Brussels
Tel.: + 32 2 212 96 00
Fax: + 32 2 212 96 99
E-mail: info@fedict.belgique.be
Source: <http://www.fedict.belgium.be/en/>

Agency for Administrative Simplification

The Agency for Administrative Simplification is responsible for drafting strategic measures for the simplification of all administrative actions imposed by the State in everyday business exchanges.

Crossroads Bank for Social Security (CBSS)

The Crossroads Bank for Social Security elaborates the eGovernment strategy within the Belgian social sector and coordinates the implementation of the eGovernment projects in this sector.



Frank Robben
General Manager of the Crossroads Bank for Social Security (CBSS)

Contact details:

KSZ-BCSS
Chaussée Saint-Pierre 375
1040 Brussels
Tel.: + 32 2 741 84 02
E-mail: Management@ksz-bcss.fgov.be
Source: <http://www.ksz-bcss.fgov.be/>

Coordination

Digital Transformation Office (BOSA) - Federal Department for ICT

Digital Transformation Office (BOSA) helps Government Departments and Agencies to elaborate and initiate their eGovernment projects, and furthermore coordinates their implementation.

Implementation

Digital Transformation Office (BOSA) - Federal Department for ICT

Digital Transformation Office (BOSA) is in charge of the implementation of parts of the eGovernment strategy pertaining to several elements of the common infrastructure (e.g. federal portal Belgium.be, FedMAN network, Universal Messaging Engine middleware).

Federal Departments and Agencies

Federal Departments, Ministries and Agencies are responsible for the implementation of individual or joint eGovernment projects falling within their respective areas of competence.

Support

[Digital Transformation Office \(BOSA\) - Federal Department for ICT](#)

Digital Transformation Office (BOSA) provides assistance to all entities in the public sector by supporting their ICT projects.

[Agency for Administrative Simplification](#)

Created in December 1998, the Agency for Administrative Simplification assists Government departments and bodies in their endeavours to simplify their administrative internal and external procedures. More specifically, it is in charge of simplifying administrative procedures for businesses, especially small and medium-sized enterprises and the self-employed.

[Crossroads Bank for Social Security \(CBSS\)](#)

The CBSS supports the implementation of eGovernment services in the social sector. In particular, it supports the implementation of integrated services across all public institutions in dealing with social security aspects. The CBSS also manages the 'Register bis' which contains a database of persons who do not have the Belgian nationality, but who are located in Belgium and are registered with the Belgian Social Security.

[BELNET](#)

The Government Agency BELNET, part of the [Federal Science Policy Office](#), supplies secure Internet access with very high bandwidth to end users in education institutions, research centres and public administrations. In addition, BELNET is in charge of the operation of the federal network [FedMAN](#).

Audit/Assurance

[Court of Audit](#)

The Court of Audit is a body of the Belgian Parliament. It exerts an external control on the budgetary, accounting and financial operations of the Federal State, the Regions, the Communities, the Provinces (but not the municipalities), as well as the institutions depending upon them. It can therefore scrutinise ICT and eGovernment-related projects.

Parliamentary Committees

At federal level, the ICT and eGovernment-related projects can also be examined by the Committee for General and Home Affairs, the Civil Service of the [House of Representatives](#) and the Committee for Home and Administrative affairs of the [Senate](#).

Data Protection

[Commission for the Protection of Privacy](#)

The Commission for the Protection of Privacy monitors the adequate application of legislation relating to privacy and data protection for electronic systems containing, handling or transporting personal data.

Other

[Federal Planning Bureau \(FPB\)](#)

The FPB is a Public Agency in charge of performing research and studies on issues of economic, socio-economic and environmental policies. Its scientific expertise in areas as ICT policy and eGovernment is available to the Government, Parliament, social partners, and national and international institutions.

[Internet Rights Observatory](#)

The Internet Rights Observatory is in charge of advising the Government on the economic,

social and political impact of new technologies. It also enables all citizens and businesses to freely express their views on ICT-related issues and to receive information on their rights and duties in this respect.

Regional & Local eGovernment

Policy/Strategy

Regional and Community Authorities

The political responsibility for eGovernment in Belgium's Regions is held directly by the 'Minister-Presidents' (Prime Ministers) of the three Regions: [Flemish Region](#), [Walloon Region](#) and [Brussels-Capital Region](#). Within their own areas of competence, the [Wallonia-Brussels French Community \(WBF\)](#), in charge of education and culture policies for the French Community in Belgium, and the [German-speaking Community](#) are also working on eEnabling some of their services. The institutions of the Flemish Community were merged with those of the Flemish Region in 1980.



Liesbeth Homans
Deputy Prime Minister of the Flemish Government and Flemish Minister for Local and Provincial Government, Urban Policy, Administrative Affairs, Civic Integration, Housing, Social Economy, Poverty and Equal Opportunities

Contact details:

Arenbergstraat 7
1000 Brussels
Tel.: +32 2 552 69 00
Fax: +32 2 552 69 01
Email: kabinet.homans@vlaanderen.be
Source: <http://www.liesbethhomans.be/>



Alda Greoli
Vice-President, Minister of Culture and Childhood

Contact details :

Place Surllet de Chokier, 15-17
1000 Bruxelles
Tel : 02-801.79.11
E-mail : alda.greoli@gov.wallonie.be
Source: <http://greoli.cfwb.be>
<http://greoli.wallonie.be/home.html>



Bianca Debaets
State Secretary of the Brussels-Capital Region,
responsible for Development Cooperation, Road Safety,
Regional and Community Informatics and Digital
Transition, Equal Opportunities and Animal Welfare

Contact details:

Botanic Building
Boulevard Saint-Lazare, 10
1210 Brussels
Tel.: +32 2 517 13 33
Fax: +32 2 511 50 83
Email: info@debaets.irisnet.be
Source: <https://www.biancadebaets.be/en>



André Flahaut
Minister of the French Community for Budget, Public
Service and Administrative Simplification

Contact details:

Place Surllet de Chokier, 15-17
1000 Brussels
Tel.: + 32 2 801 75 11
Fax : +32 2 801 75 17
Email: immanuella.pereira@gov.cfwb.be
Source: <http://flahaut.cfwb.be/>



Oliver Paasch
Minister-President; Minister of the German-speaking
Community (Ministerpräsident der Deutschsprachigen
Gemeinschaft Belgiens)

Contact details:

Oliver Paasch
Ministre-Président
Gospert Str. 1
4700 Eupen
E-mail: serge.heinen@dgov.be
Source: <http://oliver-paasch.eu/home/>



Bruno Hick
Head of Department of Informatics

Contact details:

Ministry of the German-speaking Community of Belgium
Gospert Str. 1
4700 Eupen
Tel.: +32 8 759 63 09
Fax: +32 8 759 64 11
Email: bruno.hick@dgov.be
Source: <http://www.dglive.be/>

Local Authorities

Local eGovernment initiatives are organised by local authorities, mostly municipalities, which are responsible for the organisation of the local eGovernment status.

Coordination

Regional Units/Bodies

Regional eGovernment efforts are coordinated by dedicated units or bodies set up by the regional executives: the Flanders Information Agency in Flanders, the eAdministration and Simplification Unit (eWBS) in Wallonia and WBF and the Brussels Regional Informatics Centre (BRIC) in the Brussels-Capital Region.



Barbara Van Den Haute
Administrateur-Generaal, Flanders Information Agency

Contact details:

Agentschap Informatie Vlaanderen
Herman Teirlinckgebouw 11CHavenlaan 88 bus 30
1000 Brussels
Tel.: +32 2 553 72 01 Fax: +32 2 553 72 05
E-mail: barbara.vandenhaute@kb.vlaanderen.be
Source: <https://overheid.vlaanderen.be/informatie-vlaanderen>



Hervé Feuillien
Director-General of the Brussels Regional Informatics Centre (BRIC)

Contact details:

CIRB-CIBG
Avenue des Arts, 21
1000 Brussels
Tel.: + 32 2 282 47 70
E-mail: information@cirb.irisnet.be
Source: <http://bric.brussels/en/about-the-bric/structure>



Oliver Schneider
Assistant Director General Transition towards Digital

Contact details:

In Wallonia Brussels Fédération:

Boulevard Léopold II, 44

1080 Bruxelles

Tel : +32 2 413 25 10

Fax : +32 2 413 35 10

E-mail: oliver.schneider@cfwb.be

Source: <http://www.federation-wallonie-bruxelles.be/>

Local Authorities

Local eGovernment initiatives are coordinated by local authorities who are solely responsible for the organisation of eGovernment on a regional level.

Implementation

Regional Units/Bodies

Individual Administrations in Flanders, Wallonia and the Brussels-Capital Region are responsible for the implementation of their own ICT projects. The [Flanders Information Agency](#) in Flanders, the [eAdministration and Simplification Unit \(eWBS\)](#) in Wallonia and WBF, in close collaboration with ETNIC (WBF) and DTIC (Wallonia), and the [Brussels Regional Informatics Centre \(BRIC\)](#) in the Brussels-Capital Region play a leading role in the implementation of Regional eGovernment.

Local Authorities

Local eGovernment initiatives are implemented by local authorities, mostly municipalities using their own mechanisms and time schedules, solely under their responsibility.

Support

Regional Units/Bodies

The [Flanders Information Agency](#) in Flanders, the [eAdministration and Simplification Unit \(eWBS\)](#) in Wallonia and WBF, and the [Brussels Regional Informatics Centre \(BRIC\)](#) in the Brussels-Capital Region provide support and advice to individual administrations, as well as to municipalities located within their respective regional area for their eGovernment projects.

[Wallonia Digital Agency](#)

At the end of 2014, the Walloon Agency of Telecommunications became the 'Walloon Digital Agency' (Agence du numérique), a subsidiary of the Enterprise and Innovation Agency (AEI), which is in charge of promoting the development of ICT in the Region while providing operational and expert support to Walloon Administrations and communes.

Audit/Assurance

[Court of Audit](#)

The Court of Audit exerts an external control on the budgetary, accounting and financial operations of the Regions, Communities and Provinces (not of the municipalities). It can therefore scrutinise their ICT and eGovernment-related projects.

Regional/Community Parliaments

The ICT and eGovernment-related projects can also be examined by the Parliaments of the three Regions ([Flemish Parliament](#), [Walloon Parliament](#) and [Brussels Parliament](#)), as well as the Community Parliaments for the [French](#) and [German-speaking](#) Communities (Flanders has one single Parliament for both the Region and the Community).

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Federal portal 'Belgium.be'](#)

The federal portal www.belgium.be was first launched in November 2002. Originally, it was both the institutional site of the Federal Government and an eGovernment portal providing a **single** and **multilingual entry point** to information and services provided by the Federal Government to citizens, businesses and civil servants.

A **new version** of the portal was released in May 2008, following resulting from a review of the entire system, aimed at simplifying the way citizens and businesses communicate and interact with the Administration. The information, available in Dutch, English, French and German, is displayed in a more user-friendly manner, according to the **main life-events** of both citizens and businesses. Apart from this new user-centric presentation, a powerful search engine allows performing searches not only within the portal, but also outside of it. A major section of the new portal links to all the available [public services online](#) (eServices). Users looking for a specific eService can refine their search by theme, target group and/or level of Government involved. Several of these eServices are secured and thus require authentication (site token or electronic ID card).

The upgrade process has technically been managed by the [Federal Government Department for Information and Communication Technology \(Fedict\)](#). On the other hand, the external communication service of the Chancellery of the Prime Minister has provided the content, in close collaboration with other Federal Government Departments.

[FedWeb portal](#)

FedWeb, primarily aimed at the staff of the government and administrations, offers general information about working condition, news, regulations, publications, online services, etc. [FedWeb Light](#), the newsletter of FedWeb, offers regular information providing news regarding Personnel and Organisation.

[Single Point of Contact Portal](#)

The Belgian Government launched the first version of the Single Point of Contact portal for businesses in 2016, which is being continuously updated and more services are being added to it.

[Social Security portal](#)

The social security portal offers citizens an extensive, completely updated website structured around three main themes: **private life**, **professional life** and **health**. Every page provides easy navigation to related subjects, external organisations and institutions. The website is the result of collaboration between all public social security institutions and the Federal Public Service Social Security.

Regional portals

[Flemish regional portal](#)

The eGovernment portal of the Flemish Regional Government – www.vlaanderen.be - was launched in February 2003. Built around its users' life events to best meet their needs, this portal provides easy access to information and regional public services for citizens and businesses, in Dutch.

[Walloon regional portal](#)

The eGovernment portal of the Walloon Regional Government – www.wallonie.be - provides thematic information and regional [online services](#) organised around the respective life events of citizens and businesses, in French.

[Brussels regional 'be home' portal](#)

The eGovernment portal of the Brussels-Capital Region – www.brussels.irisnet.be - provides a range of information in Dutch, English, French, German and Spanish, as well as regional online services arranged by theme; it is available in Dutch and French.

Many on-line forms and procedures can be processed electronically via the [Irisbox](#) one-stop-shop. On 17 November, 2011 the Brussels government decided that all forms should be available through that platform.

['Accueil des enfants' portal](#)

The portal was launched by the Brabant Walloon Province in Belgium, in line with the broader context of social and professional mobility and equal opportunities' framework, as well as the support of childcare and family policies. It is supported by more than 25 regional communities and offers valuable information on day-care centres, nurseries, youth centres, homework aid schools, youth camps, youth associations, traineeships, cultural and sport centres or other forms of childcare within the borders of the province.

[Business support portal for the Walloon region](#)

The portal, managed by the [Enterprise and Innovation Agency](#) (ex-ASE - Economic Stimulation Agency), which offers information for businesses and entrepreneurs of all kinds, about management, financing, development, and support by public authorities.

[Fédération Wallonie – Bruxelles](#)

The new portal of the French Community has been launched in September 2014 and provides information about the competences included in the scope of the WBF.

[German-speaking Community of Belgians portal](#)

The eGovernment portal of the German-speaking Community provides a range of information relating to the community's administrative procedures and services, as well as administrative [forms](#) to download.

Networks

['Belnet' network](#)

The 'Belnet' network operates a full optical fibre network with connections of more than 10 Gbit/s, offering virtually unlimited bandwidth for Internet access.

The network is mainly open to researchers, academics and students at nearly 200 Research and Education institutions, government/public services and research centres. 'Belnet' connectivity includes access to the pan-European research network '[Géant](#)' and the American '[Internet2](#)'.

'Belnet' also operates a central infrastructure for exchanging internet traffic for internet service and content providers and large private companies, called the Belgian National Internet Exchange or BNIX. Other activities are the Federal Metropolitan Area Network ([FedMAN](#)), the supercomputing network GRID and the Belgian National Computer Emergency Response Team, [CERT.be](#).

[FedMAN](#)

'[FedMAN](#)', launched by the [Federal Department for ICT \(Fedict\)](#) in September 2002, is the Federal Metropolitan Area Network which connects the Administrations of 15 federal ministries and Government service buildings in Brussels. 'FedMAN' offers 80 000 federal civil servants with a shared **high-speed network** and a number of related **services** supporting the delivery of eGovernment, including access to the [TESTA](#) (Trans European Services for Telematics between Administrations) network of the European Union. The first level of 'FedMAN' is a central platform while the second level enables the creation of **virtual networks** for each Federal Administration. It is to be noted that the Federal Departments have the right to use the central platform to create their own security environments.

An upgraded version of 'FedMAN' – 'FedMAN II' – whose capacities are ten times superior to the original version – has been operational since March 2006. It is intended to allow for the launch of new services, such as the 'Voice over IP' and the infrastructure sharing between different Federal Departments.

[Federal Service Bus \(FSB\)](#)

The Federal Service Bus (FSB), which started in 2006, is **service-oriented** and allows a **simplified connection** among the various applications and the Federal Administration's IT data files. At the same time, FSB is set to ensure the follow-up of specific processes. Access to such facility should also be open to private companies by means of authorisation.

Together with the newly available Database Centre of Fedict, the FSB is intended to contribute to the achievement of the '**Connected Government**' architecture of Fedict. Fedict thus foresees a sound basic structure for eGovernment as, via a unique contact point, users can access all the web services of the various Government Departments.

[IRISnet](#)

'IRISnet' is the name of the Brussels-Capital Region broadband network, designed to simplify the telecommunications among regional public bodies. It is built upon fibre optic cables and uses the latest technologies to support data, voice and video streaming flows. Version 2.0 of the 'IRISnet' network has been approved by the Belgian Government and will be operational during the first semester of 2012.

[Urbizone](#)

Complementary to 'IRISnet' and designed to close the digital divide, a Wi-Fi network called 'Urbizone' has been deployed on several Brussels university campuses, in several town halls, in meeting rooms of several public administrations and in six ministerial cabinets. An Access Point is available for refugees who are lining up in front of the windows of the administration in charge of welcoming them.

eIdentification/eAuthentication

[Belgian eID card](#)

The Belgian eID card contains all the information included on the traditional identity card and serves as an identification and travel document. It is a smart card containing two certificates: one for **authentication** and another one for generating **digital signatures**. The Belgian eID thus gives access to **restricted online services**, making the Internet use safer by providing an online means of identification, the electronic submission of official documents, and other related services. The **national register number**, the unique identification number for Belgian citizens, appears on the eID card and its microchip. It is used as the unique identifier in the certificate of the eID card.

It is to be noted that almost all of the **electronic signature applications** in the Belgian eGovernment sector make use of the Belgian eID card. On the federal eGovernment portal '[MyBelgium.be](#)', multiple levels of security exist, depending on the type of eService delivered: (1) no password required; (2) password required; (3) password and token required; (4) eID only, (5) unconnected eID, (6) mobile authorisation (time based one-time password (TOTP)). The eID card can only be issued for **natural persons**.

On 16 March 2009, Belgium introduced an electronic ID card for the under-12s (**Kids-ID**), which, apart from the classic ID functions, can provide access to children-only Internet chat rooms and to a range of emergency phone numbers, should the child be in danger. Furthermore, since July 2008, **foreign nationals** living in Belgium are entitled to replace their old paper identity with versatile and 'smart' electronic identity cards. These cards come in two varieties: for EU and non-EU citizens.

The federal administration approves wireless alternatives to the wired eID reader. A first solution has been approved in 2015 and integrated in the Federal Authentication Service (FAS). eGov applications that make use of the FAS can benefit from that new wireless authentication service. This is already the case for the Irisbox one-stop-shop of the Brussels Region.

[Federal Signing Box](#)

This application will allow person to electronically sign files and verify signed files, by means of your electronic identity card (eID).

[eSignBox](#)

This tool, created by Walloon public authorities, allows easy digital signing of electronic documents and files. In practice, users can sign a file but also check an existing signed file and its certificate.

[Digital signature platform of Flanders](#)

The [digital signature platform of Flanders](#) was launched on 20 September 2010 by the Flemish eGovernment and ICT-Management Unit ('*Entiteit eGovernment en ICT-Beheer (e-IB)*'). Since then, all the public authorities of the regional government of Flanders have been able

to digitally sign documents in a legal way via the platform. More specifically, the platform converts the files it receives into ready-to-sign PDF documents which can be distributed to and signed by the various parties using their Belgian electronic identity cards (eID). Citizens, businesses and the external partners of the Flemish Government will benefit from many advantages like legal validity, user friendliness, the possibility of signing by multiple parties, support for different document formats, open standards and a Greener ICT.

[Digital certificates](#)

The 'commercial certification authorities' certificates can be used in a number of eGovernment applications, as an **alternative** to **eID card signatures**. As of 2007, the Federal Government had recognised three private certification authorities complying with the required standards regarding qualified certificates defined in the Belgian eSignatures Act. Their certificates can be used for certain eGovernment applications, in particular tax and social security eServices. Like the eID, these digital certificates contain certain identity data, the public key connected with the certificate holder, the public key usage, the validity and the category of the certificate. They can be issued to **natural persons** and **legal entities**.

[Biometric passports](#)

In November 2004, Belgium scored a world first by becoming the first country to start issuing electronic passports complying with the recommendations of the [International Civil Aviation Organisation](#) (ICAO). These passports feature a **contact-less microchip** storing personal identification data and biometric information (facial image of the holder). Fingerprints were added at a later stage.

eProcurement

[Public Procurement portal](#)

Launched at the beginning of 2008, the Belgian public procurement portal provides links to portals and platforms which currently cover three of the main aspects of the procurement process, namely, eNotification, eTendering and eCatalogue.

[eNotification platform](#)

Launched in 2002 as the instrument used by the Federal Government for the **electronic publication** of **calls for tender**, the platform presents all **federal** and **non-federal entities** calls for tender. The platform assists public bodies in drafting their calls for tender and submitting them electronically to the official publication organisations, enabling them to notify invitations to tender, contract awards, as well as other documents such as minutes of clarification meetings or technical notes. On the other hand, it allows businesses to browse and search tender opportunities and related documentation. This platform communicates with the **eTendering platform** in order to communicate all notices published to everyone.

[eTendering platform](#)

eTendering is an open, secure, interoperable and re-configurable eProcurement platform based on open European standards and EC directives. Via the platform, contracting authorities and economic operators can perform some of their daily eProcurement activities.

[eCatalogue platform](#)

The eCatalogue platform offers a collaborative environment for businesses to upload their catalogues and manage their dossiers while furthermore enabling the reception of electronic orders and the modification of the status of the orders.

[Development of an eOrdering portal in OpenPeppol in the Flemish region](#)

OpenPEPPOL is a non-profit international association under Belgian law consisting of public and private sector members. The purpose of OpenPEPPOL is to enable European businesses to easily deal electronically with any European public sector buyers in their procurement process. It made it possible for economic operators to receive orders electronically from any public sector awarding entity in Europe. The region of Flanders is currently in progress of adopting eOrdering from the OpenPeppol portal¹.

[Regional eTendering portal of the Walloon Region and the French Community](#)

Some Regional, Community and Local authorities have developed their own eTendering portals. For instance, the Walloon Region and the French Community share the same portal.

Knowledge Management

[Databases / Authentic sources system](#)

The Belgian eGovernment strategies notably rests on the '**authentic sources system**' under which Federal Public Departments **gather** and **manage** their own databases with information provided by citizens, businesses and civil servants. These databases, known as 'authentic sources', can be referred to by other federal services in need of this type of information. This way, citizens and businesses will be asked to convey data once only. The following can be found among the operational authentic sources:

- ▶ [National Register](#): managed by the Interior Department, the National Register gathers basic data relating to all persons holding the Belgian nationality.
- ▶ [Crossroads Bank for Enterprises](#): managed by the Economy Department, the Crossroads Bank for Enterprises is an integrated business register that contains all authentic sources of all Belgian enterprises such as: company name, company number, postal and email address, legal type, activities performed within the company, professional skills of the company staff etc.

Similar infrastructure elements are implemented at regional level. For instance, in February 2006, the Coordination Cell Flemish eGovernment (CORVE) launched [VKBO-GO](#), the **online application** of the Flemish Crossroads Bank for Enterprises.

In Wallonia and Wallonia-Brussels Federation, a [Crossroad Bank for Data Exchange](#) (BCED - Banque Carrefour d'échange de données) has been launched in May 2013.

This is an exchange platform facilitating data sharing among administrations of Wallonia and WBF. The Bank follows the rules regarding protection of privacy and computer security in general. The staff is composed of members of eWBS, Etnic and DTIC.

Brussels region has also rolled out a similar exchange platform called [Fidus](#). Fidus is a regional services integrator, and is the legal administrator of electronic data exchanges from and to institutions in the Brussels-Capital Region, provided that these data come from authentic sources.

¹ <https://peppol.eu/about-openpeppol/what-is-openpeppol/>

Error! Reference source not found. below gives an account of the network of service integrators present in Belgium.

Network of service integrators

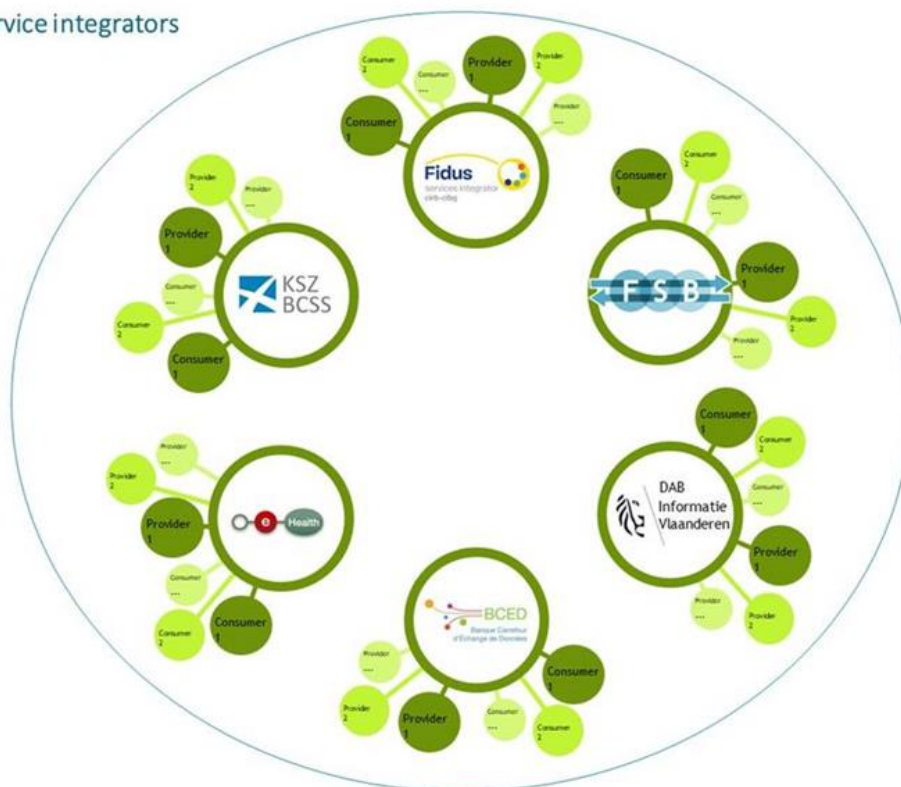


Figure 1. Belgian Network of Service Integrators

eCommunities

'eCommunities' is a groupware application that has been made accessible to civil servants since April 2003 through the [federal eGovernment portal 'Belgium.be'](http://Belgium.be). It aims to enable communication, cooperation, knowledge management and sharing within **cross-departmental networks** of expertise. Functionalities of the system include: document management, simple and advanced search capabilities, content management and joint working tools. There are currently over 36 eCommunities.

IWF

The [Intelligent Web Forms](#) (IWF) is a tool developed to help citizens and businesses in filling on-line forms. This tool pre-loads information directly for its client, making the process faster and easier. In order to avoid typing the same information several times (or typing an information at all), this tool automatically display its auto-filling suggestions. Once user is logged in, the system shows the information in compliance with the ones contained in the National Register.

In addition, upon user's authorisation, this tool is able to retrieve new information and to categorise information by typology of data. This application follows the "snowball" effect - each time citizens or business owners allows to storage new information, the potential for reuse is ramped up and the amount of time to fill the next form is exponentially reduced. As a side effect, the quality and consistency of the information supplied is only expected to improve.

This tool can have a significant impact in terms of time saved, considering the potential number of users and the number of on-line forms that can use this application.

Once-only principle

The preloaded electronic forms are part of the implementation of the 'Only Once Act'. This Act has been fully effective since 2014 and ensures the implementation of the principle of the once-only collection of data by federal public services. However, to be able to use these preloaded online forms, users have to complete the identification process using their electronic identity card, a one-time password generated for temporary use and an unconnected card reader or token.

Other Infrastructure

eLearning platform

The eLearning platform was created by the [Provincial Training Institute](#) (*Institut Provincial de Formation - IPF*) of the Belgian Province of Hainaut. The platform aimed at all provincial and municipal employees as well as those of Public Centres of Social Assistance (*CPAS-Centres Publics d'Assistance Sociale*) and public hospitals. The medium-term objective of the platform focuses on general courses, common to all profiles of public administration employees but also on other types of courses for alternative training profiles. The long-term objective is to provide students with all the courses that could adapt to the remote learning module of training. This initiative was launched in collaboration with the Education Technologies Unit (*l'Unité des Technologies d'Education - UTE*) of the University of Mons Hainaut.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government (Federal), Federal Department Foreign Affairs

Website: <http://diplomatie.belgium.be/en/>

Description: Information only. Passport applications are handled by local authorities (communes).

Money and charges

Belgian Customs App

Responsibility: Central Government (Federal), [Federal Department of Finance](#)

Website: Download the Belgian Customs app for free from the App Store, Google Play or the Windows Store.

Description: Provides a quick overview of what one can bring back from holidays. This app provides information about: tobacco, alcohol, cash, protected animals and plants, counterfeit goods, travelling with pets and duties and taxes.

VAT refunds and excise duties

Responsibility: Central Government (Federal), [Federal Department of Finance](#)

Website: <http://finance.belgium.be/en/>

Description: Information on the online submission of VAT return and the registration necessary to do is available on the dedicated webpage of the Federal Ministry of Finance. Registration to pursue these services is also part of the website.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services

Responsibility: Regional Government, Regional Employment Offices

Website: <http://www.leforem.be> (Wallonia), <http://www.vdab.be> (Flanders), <http://www.actiris.be> (Brussels-Capital Region)

Description: The websites of the Regional Employment Offices allow users to post their CVs online, browse and search job ads; obtain information on companies and on professional training programmes. All websites provide a link to a specific application, the 'Front Office Employment', (www.autravail.be in FR, www.aandeslag.be in NL), the support jobseekers are entitled to in order to find a job.

Job search services abroad

Responsibility: The international service of Actiris

Website: <http://www.actirisinternational.be/Accueil.aspx>

Description: Actiris is the Public Employment Service acting within the Brussels-Capital Region. To meet the increasing demand of jobseekers willing to gain a professional experience abroad, Actiris has created the department « Actiris International ». Actiris International's main mission is the promotion of the international mobility from and towards the Brussels Region.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government (Federal), Federal Department Finance

Website: <http://www.taxonweb.be>

Description: Tax-on-web allows Belgian residents to file their tax returns online, by enabling taxpayers to calculate the amount of their income tax, validate and save their data, submit their returns and receive receipts from the Tax Administration.

Unemployment benefits

Responsibility: Central Government (Federal), National Office for Employment

Website: <http://www.onem.be>

Description: Information on unemployment benefits. Enrolment must take place in person with the organisations in charge of managing unemployment benefits payments: either the public body [CAPAC-HVW](http://www.capac-hvw.be) (Auxiliary Fund for the Payment of Unemployment Benefits), or the accredited trade-unions (CSC-ACV, FGTB-ABVV and CGSLB-ACLVB).

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government (Federal), Federal Department Mobility and Transport

Website: http://www.belgium.be/fr/mobilite/permis_de_conduire/

Description: Information only. Driving licence applications and renewals are handled by local authorities.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government (Federal), Federal Department Mobility and Transport, Vehicles Registration Directorate

Website: <http://www.belgium.be/fr/mobilite/vehicules/immatriculation/>

Description: The service has been fully integrated through the [WebDIV](#) application that allows insurance companies and car dealers to register cars online.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Municipal (Brussels Region)

Website: <https://irisbox.irisnet.be/>

Description: On-Line delivery of several certificates among which criminal records

Certificates (birth, marriage): request and delivery

Responsibility: Municipal (Brussels Region)

Website: <https://irisbox.irisnet.be/>

Description: On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others

Criminal Record Certificate

Responsibility: Municipal (Brussels Region)

Website: <https://irisbox.irisnet.be/>

Description: On-Line delivery of several certificates among which criminal records

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government (Federal)

Website: <https://policeonweb.belgium.be/eloket/selectComplaintTypeAndAuthentication.action?lang=fr>

Description: Police-on-web is a joint initiative of police and Fedict under leadership of the responsible ministers. Police-on-web allows citizens to pursue several types of claims/statements to the police and to register an alarm system by which it increases the availability of the police's services. The list of statements is available online and is subject to regular additions.

Housing (building and housing, environment)

Responsibility: Regional and Municipal

Website: <https://nova.irisnet.be/>
https://urbanisme.irisnet.be/permis?set_language=fr

Description: NOVA is the Brussels Region portal for building and environment permits. It is used by the 19 municipalities of the Brussels region and by the regional public service dedicated to urban planning. Applicants can follow the permit application processing on-line. Applicants can however not yet apply on-line for a permit because of legal obstacles, although the related functions are already developed.

Passport

Responsibility: Central Government (Federal), Federal Department Foreign Affairs

Website: <http://diplomatie.belgium.be/en/>

Description: Information only. Passport applications are handled by local authorities (communes).

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Community Government

Website: <http://www.ond.vlaanderen.be/hogeronderwijs> (Flanders)
<http://www.enseignement.be> (French Community)
<http://www.bildungserver.be/desktopdefault.aspx> (German speaking Community)

Description: Information only.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Community/Regional Government

Website: <http://www.bibliotheek.be> (Flanders)
<http://www.bibliotheques.be> (French Community)
<http://www.mediadg.be> (German-speaking Community)
<http://www.bib.belgium.be> (Federal Department Libraries)

Description: Information and online catalogue for all three Communities' libraries. A common online catalogue of the Libraries of the Federal Department Libraries is available at <http://www.bib.belgium.be>.

Student grants

Responsibility: Community/Regional Government: Government of Flanders, Government of the French Community, Government of the German-speaking Community

Website: <http://www.ond.vlaanderen.be/studietoelagen> (Flanders)
https://www.enseignement.cfwb.be/BURS_WEB/faces/Accueille/d_index.jspx (French-speaking Community)
<http://www.ostbelgienlive.be/> (German-speaking Community)

Description: The scholarships website of the Flanders Region/Community offers information and downloadable forms, while the other websites provide information only.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Belgium

Website: <https://www.euraxess.be/belgium/about-belgium/euraxess-belgium>

Description: EURAXESS Belgium provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

6. Health

Planned and unplanned healthcare

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Federal Department Health, Food Security and Environment) and Regional Government

Website: <http://www.belgium.be/fr/sante/index.jsp>

Description: The federal portal '[Belgium.be](http://www.belgium.be)' provides general healthcare information online, as well as Internet links to websites of hospitals.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government (Federal), Federal Department Social Security, National Institute of Medical and Invalidity Insurance (RIZIV-INAMI)

Website: <http://inami.fgov.be>

Description: The website of the National Institute of Medical and Invalidity Insurance (RIZIV-INAMI) provides information on the reimbursement of medical costs. Belgium introduced a smart social insurance card (SIS card) that enables direct settlement of certain medical costs, while other costs are reimbursed through mandatory/complementary private social insurances (relevant websites).

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Municipal (Brussels Region)

Website: <https://irisbox.irisnet.be/>

Description: On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others

Child allowances

Responsibility: Central Government (Federal), Federal Department Social Security, National Office for Family Allowances for Employed Workers (ONAFTS-RKW)

Website: <http://www.rkw.be>

Description: This service is fully automated in Belgium.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection: Belmed

Responsibility: [FPS Economy, S.M.E.s, Self-employed and Energy](#)

Website: http://economie.fgov.be/en/entreprises/dispute_resolution/#.WNGh-IUrK00

Description: Belmed is an online Mediation service that aids to solve problems quickly and at a lower cost. The sectors that are covered are the following: energy, travel, financial services, second-hand cars, furniture, and building sector.

Consumer protection: Safeonweb

Responsibility: Belgian Federal Government

Website: <https://www.safeonweb.be/>

Description: Safeonweb.be aims to quickly and effectively inform Belgian citizens in computer security, and inform the about the latest and most important digital threats and Internet security.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Product requirements**
5. **Public contracts**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Crossroads Bank for Enterprises

Website: <https://economie.fgov.be/fr/themes/entreprises/creer-une-entreprise/les-demarches-pour-creer-une>

Description: Since June 2006, a company can be created within 3 days (instead of 67 days originally) thanks to the electronic registration desk through which the data required for the company registration can be electronically exchanged at the notary's.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Statistics Division

Website: <http://www.statbel.fgov.be>

Description: Data concerning company revenues and data related to employees already declared to the Tax Administration do not need to be re-submitted separately to the Statistics Division.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government (Federal), Federal Department of Finance

Website: <http://finance.belgium.be/en/>

Description: Apart from the Federal Government official website, two other websites allow online submission of VAT. '[InterVAT](#)' enables electronic submission of VAT declarations, and '[EdiVAT](#)' allows submission based on the EDI (Electronic Data Interchange).

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government (Federal), Federal Department of Finance

Website: <http://finance.belgium.be/en/>

Description: Corporate income tax declarations can be submitted online via the application [VENSOC](#), now [Biztax](#), using an eID card or a digital certificate.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Central Government (Federal), Federal Department of Finance, Customs and Excise Administration

Website: <http://plda.fgov.be>

Description: The application 'Paperless Customs and Excise' (PDLA) has been operational since 4 February 2008. PDLA allows for the electronic introduction and processing of customs and excise declarations. The electronic filing of customs' declarations became mandatory in July 2009. Moreover, the Customs and Excise Administration has also developed a web-based application called [WEB - N.C.T.S.](#) for managing transit operations, based on the EU's [New Computerised Transit System \(NCTS\)](#).

3. Staff

Terms of employment, social security, equal treatment, redundancies

Legislation in regard to working conditions, remuneration and employment

Responsibility: Federal Public Service (SPF) Employment, Labour and Social Dialogue

Website: <http://be.brussels/links-fr/economie-emploi/emploi/spf-emploi-travail-et-concertation-sociale-reglementation-du-travail-nl-fr-en-1>

Description: An employer who employs workers in Belgium is required to respect working conditions, remuneration and employment laid down by the legal provisions. You will find all legal provisions work in Belgium on the website of the Federal Public Service (FPS) Employment, Labour and Social Dialogue.

Social contributions for employees

Responsibility: Central Government (Federal), Federal Department Social Security

Website: <https://www.socialsecurity.be>

Description: Belgian companies can carry out 42 electronic transactions online, via the Social Security portal. Since January 2003, employers must submit their quarterly declaration of wages and working times electronically to the National Office for Social Security.

Training

Responsibility: Bruxelles Economie et Emploi, Impulse.Brussels, Actiris

Website: <http://be.brussels/enseignement-formation/formation-continue/trouver-une-formation>

Description: A wide range of support measures and subsidies to companies in the field of training. Personnel training organizations and information on training aid are listed on the 'Train the staff' of this website.

Health and safety

Web portal of Labour Inspectorate

Responsibility: Labour Inspectorate, Federal Public Service Employment, Labour and Social Dialogue (FPS)

Website: <http://www.employment.belgium.be/home.aspx>

Description: The labour inspectorate in Belgium depends on the Federal Public Service Employment, Labour and Social Dialogue (FPS) Division and comprises several federal departments. eService is not available.

4. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms

Responsibility: FPS Economy, S.M.E.s, Self-employed and Energy

Website: <https://economie.fgov.be/fr/themes/politique-commerciale>

Description: The aforementioned website lists information for several items where information about safety of these products and services might be requested, for example in regard to the general regulations related to the law on the safety of products and services, or in regards to more specific information on the safety of active entertainment, attractions, cable installations, childcare articles and toy, extreme entertainments, food imitating products, lifts, lighters, machinery, and other items. The extensive list can be found on the website.

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Belgium

Responsibility: FPS Economy, S.M.E.s, Self-employed and Energy

Website: http://www.reachinbelgium.be/index.php?page=home&hl=en_US

Description: The website offers ample information particularly for small and medium-scale enterprises.

5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government (Federal), Federal eProcurement Service within the Federal Department Staff and Organisation, Directorate of the Official Journal (Belgian Monitor), Bulletin of Adjudications (BDA)

Website: <http://www.publicprocurement.be/portal/page/portal/pubproc>

Description: The Belgian public procurement portal brings together links to: (1) the [eNotification portal](#); (2) the [eTendering platform](#); and (3) the [eCatalogue platform](#).

Public procurement / eTendering

Responsibility: Service Public Federal Personnel et Organisation (SPF P&O)

Website: <https://eten.publicprocurement.be/etendering/home.do>

Description: The eProcurement platform offers contracting authorities (federal, regional and local) and companies quick and easy access to the different applications to have public procurements take place electronically. With eTendering contracting authorities can electronically open tenders/requests for participation, electronically generate the report of opening and make it available. Companies can electronically submit their tenders/requests to participate and digitally sign them.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Frank Leyman, Manager of International Relations at the Federal Public Service Policy & Support BOSA (Digital Transformation Office).

Production/Publishing: ISA Editorial Team, Wavestone Luxembourg S.A.

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme

ec.europa.eu/isa2

Contact ISA²

isa2@ec.europa.eu

Follow us



[@EU_ISA2](https://twitter.com/EU_ISA2)

[@Joinup_eu](https://twitter.com/Joinup_eu)



[isa2programme](https://www.linkedin.com/company/isa2programme)