

[eGovernment in]

Belgium

België / Belgique / Belgien



Country Profile

History

Strategy

Legal Framework

Actors

Who's Who

Infrastructure

Services for Citizens

Services for Businesses

What's Inside

Contents:

Country Profile	1
eGovernment History	4
eGovernment Strategy	15
eGovernment Legal Framework	20
eGovernment Actors	23
eGovernment Who's Who	27
eGovernment Infrastructure	32
eGovernment Services for Citizens	38
eGovernment Services for Businesses	42

Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Belgium. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 11 161.6 inhabitants (2013)

GDP at market prices: 30 700 million Euros (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 120.0 (2012)

GDP growth rate: 0.2 % (2013)

Inflation rate: 1.2 % (2013)

Unemployment rate: 8.5 % (2013)

Government debt/GDP: 99.8 % (2012)

Public balance (government deficit or surplus/GDP): -4.0 % (2012)

*provisional**

Source: [Eurostat](#)

Area: 30 528 km²

Capital city: Brussels

Official EU language: German, French, Dutch

Currency: Euro

Source: [Europa website](#)

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](#)). 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 71 members (40 directly elected by popular vote, 21 elected by the Community Parliaments and 10 elected by the 61 already elected senators), 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 15 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 1994.

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 [Elio di Rupo](#) (since 5 December 2011).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 80% (2013)

Percentage of enterprises with Internet access: 97% (2013)

Percentage of individuals using the Internet at least once a week: 80% (2013)

Percentage of households with a broadband connection: 79% (2013)

Percentage of enterprises with a broadband connection: 95% (2013)

Percentage of individuals having purchased/ordered online in the last three months: 36% (2013)

Percentage of enterprises having received orders online within the previous year: 21% (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 41 %, downloading forms 26 %, returning filled forms 32% (2013)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 77 %, downloading forms 72%, returning filled forms 74% (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

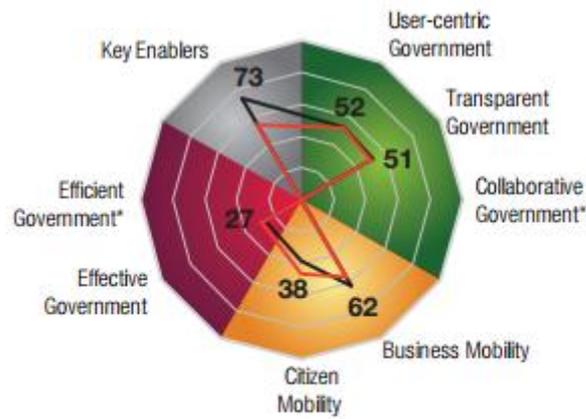
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Preconditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- BE
- EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

February 2014

Open source for [Flanders' Open Data Platform](#): the government of the Flanders region in Belgium is using open source for its new open data forum. The site host is running Linux, web server Apache and content management system Joomla for the open data knowledge exchange website.

2013

- ▶ In November 2013, the Flemish service integrator was founded following the [Decree, 1st of August 2012, concerning the organization of a Flemish Service Integrator](#)
- ▶ More [Citadel on the Move](#) templates were created. Development released included also a 'converter' enabling local government to convert in a simple way a classical database (e.g. Excel) into the format used by Apps developers (JSON), and offering a checklist which can be used to check whether the generated data was correctly described (nature of the object, location, etc.). An 'app generator' was also built in April 2013, that allows one to build a simple mobile app oneself without having any knowledge of IT.
- ▶ In September 2013, the Flemish government redesigned the user interface of the identity management (IDM) application. Key features were added: enhanced reporting, assigning rights to groups of employees and granting of rights similar to those of an existing user. Also, the method for charging users' data based on uploaded files was refined.
- ▶ The platform for access control management of the Flemish government has been thoroughly renewed in September 2013. It is now easier to give new users access to applications and services (partly thanks to support for 'federation' technology). Thanks to this technology, the Flemish government realised integration with the federal e-health platform, allowing care providers access to DOMINO (hosted by the Flemish government) and Flemish government officials access to INSISTO (hosted by eHealth).
- ▶ In August 2013, a [new cooperation agreement](#) was concluded, focusing on the coordination between the different Belgian service integrators: the Crossroads Bank for Social Security, Fedict and the Flemish and Walloon service integrators.
- ▶ On Friday, 14 June 2013, the second edition of the [Open Data Day](#) took place, organized by the Flemish government in cooperation with the Flemish ICT Organization (V-ICT -OR) and the Open Knowledge Foundation (OKFN). Participants received information about the added value of open data to citizens, businesses and private organisations.
- ▶ The interagency products and services catalog, simply '[the product catalog](#)', is a platform through which governments can work together to create, manage and use descriptions about government services. The product catalog was developed in May 2013, by the Flemish government in collaboration with the Vlaamse Infolijn contact center, the Association of Flemish Cities and Municipalities (VMSG), the Flemish ICT organization (V-ICT-OR), the Association of Flemish Provinces (VVP), the Association for government communication and a consortium of cities, municipalities and their suppliers.
- ▶ In March, a [call was launched](#) to the Flemish administrations and local authorities for VIP projects (Flemish Innovation Projects) with the aim to stimulate the use of Open Government Data to unlock

or build applications. A total of 24 project proposals were submitted, of which 10 projects were selected and will be supported effectively.

- ▶ In February, the application '[Loket bedrijven en bedrijventerreinen online](#)' (Online window of companies and businesses) from the Flemish government shows for each company up to date information about the business, the annual accounts and the number of staff employed, visible on a map.

News 2012-2001

2012

- ▶ In December 2012, the Flemish Energy Agency (VEA) started to integrate data from LED (Diploma and vocational training database) in its Energy Database (SPD). Energy Reporters should have the right qualifications in order to be able to fulfill their function. Also in 2012 all data from the Education and Training department was being provided into LED.
- ▶ As of April 2012, the various entities of the Flemish government can consult directly the data from the National Register. Previously this was only possible either through the network of the Crossroads Bank for Social Security or through a web application offered by Cipal.
- ▶ In May, an application that allows to publish data from authentic data sources automatically was developed: the 'MAGDA publication framework'. The platform enables a smoother distribution of more sophisticated data publications to a wider group of data-customers.
- ▶ [Citadel on the Move](#) is a European Commission funded (CIP PSP) project which aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications they want and need. Citadel on the Move solution components will be available for use by anyone in a city to create a new mobile smart service. Mobile apps and access to open data will be available (a) on the Citadel project website, (b) through Living Lab infrastructures and (c) on any existing innovation platform chosen by the pilot City. The templates and Living Lab support will provide a simplified route to smart service development for non-developers who have great service ideas. In 2012 templates were made to create mobile applications for displaying parking, events and attractions in a city. These templates are usable in all cities. Furthermore, there was the development of norms and standards, a legal study and the drafting of the necessary strategic documents.

2011

- ▶ The European Union approved, in *December 2011*, the financing of '[Citadel on the Move](#)', a project led by the [Coordination Cell of the Flemish eGovernment](#) (CORVE) with 15 partners in Europe and the cities of Athens, Manchester, Issy-les-Moulineaux and Gent as pilots.
- ▶ '[Citadel on the Move](#)' will unite all of Europe's leading local government organisations with [Living Lab](#) experts, specialist technology researchers and expert SMEs in a common effort to harness the power of user-driven open innovation systems to develop citizen-generated 'smart city' mobile applications that can be potentially used and shared in any European city – large or small.
- ▶ The project aims to make it easier for citizens and application developers from across Europe to use Open Data to create the type of innovative mobile applications that they want and need. At present, Open Government Data is often difficult to access and use even by the developer community, let alone the average citizen. '[Citadel on the Move](#)' aims to fulfil this need by:
 - creating formats that make it easier for local government to release data in useable, interoperable formats;
 - creating templates that make it easier for citizens to produce mobile applications that can be potentially used and shared across Europe.

- ▶ Since *November 2011*, all Belgian public institutions and their partners, whose users must be able to place legally valid **eSignatures** on electronic documents through their [eIDs](#), can [use](#) the '[Digital Signature Service](#)' ([eID DSS](#)). eID DSS is a web service that enables its users to place signatures on all common file formats such as XML, ODF and OOXML as well as to validate signed files. The web service integrates with (existing) online workflows; it also makes it possible to display a summary of the data to the end-user by means of style sheets, before signing. For instance, Users can add a logo, the name of the application, the commune and the department.
- ▶ '[Coming2Belgium](#)' is a newly available eGovernment service intended to [help](#) anyone **moving to Belgium** in order to reside, work or study to find their way around the Belgian social insurance system. Coming2Belgium also aims to help Belgian citizens returning to their home country after residing abroad for a long time. 'Coming2Belgium' is very simple to use as one only needs to select a number of pertinent data and the topic of their interest from four drop-down lists, namely:
 - nationality;
 - country of origin: this list only shows the countries Belgium has concluded an international agreement in the field of social security;
 - status: employee; civil servant; self-employed; frontier worker (working in Belgium); frontier worker (residing in Belgium); seconded worker; unemployed; pensioner; invalid; and student;
 - desired topic: annual holidays, family allowances, incapacity for work, occupational accidents, occupational diseases, pension, reimbursement of medical expenses, social security contributions, *unemployment* and pre-pension.
- ▶ '[Student@work](#)' is a newly available eGovernment service intended to help students to find their way around the Belgian social insurance system, specifically destined to students that work. (e.g. checking their social security status, etc.). The site also has a mobile version and uses social media. The project was the winner of the [Agoria eGovernment Awards](#) as best project.
- ▶ The federal government departments and institutions [make](#) open data available on '[Data.gov.be](#)', the government's **open data portal**. The federal public service made a [list](#) of data sets accessible as open data on the portal, aimed at enabling developers to create useful applications for businesses or citizens by using the information provided. Specifically, the site mostly contains links to data supplied by authorities, public bodies and organisations targeting developers and open data researchers. Each federal department or federal government institution itself determines the terms and conditions governing access to and use of the data. Developers are able to submit ideas through a [form](#). In *September 2011*, the Flemish Government had adopted its own [open data strategy](#). One of the key principles in this Flemish strategy is close co-operation with the federal open data initiatives, to provide a rich collection of open government data sets, regardless of government level.
- ▶ The initial WeGov toolbox is [presented](#) at the 1st WeGov workshop within the [eChallenges e-2011 conference](#), from *26 to 28 October 2011* in Florence, Italy. At the same time a first evaluation of the WeGov project and toolbox is made, taking into consideration the [GESIS field Trial](#) and the [Gov2u field trial](#). The aim of the [WeGov project](#) is to improve the engagement between governments and citizens via popular **social networking sites** (SNSs).
- ▶ The [Federal Public Service \(FPS\) Social Security](#), in collaboration with FPS Employment, Labour and Social Dialogue and the Information and Social Research Service, [carry out](#) tests on the effectiveness of a new **tool** for the detection of **social security fraud**. FPS Social Security ensures coordination of the Social Inspection Services Anti-fraud Organisation, a data warehouse which contains extensive data on the targeted examination of employers, as well as information regarding social security tax data.
- ▶ The new test tool analyses relational data and examines possible evidence of fraud committed by an employer, such as a large increase or decrease in turnover and sudden hiring or mass dismissals. Employers that match a specific combination of criteria are identified as a high-risk factor by the system. The tool can also detect a wide range of offences.

- ▶ In *June 2011*, the very first Flemish Authentic source of Information goes on-line. The '[LED](#)' (*Leeren Ervaringsbewijzen Databank* - learning experience and evidence database) is an authentic source of information on diplomas and certificates awarded by all Flemish Schools, Universities and Professional Training organisations, accessible to all public services. The diploma data is never accessible directly from the database, consistently with the privacy legislation; a check to confirm that the user has the necessary access permission is necessary. LED provides citizens with an interface, accessible by using their eID, where they can collect their own diplomas digitally.
- ▶ The exchange of this diploma data is made possible by the [MAGDA](#) platform of CORVE. LED is an excellent example of the beneficial effects of streamlining and harmonising the existing processes with the authorities in the educational field, including the internal exchange of data for a more efficient and effective service delivery towards citizens. At the same time, the old paperwork related to the use of a diploma is now fully digitised.
- ▶ Employees and self-employed workers can now [file a claim](#) for **pension benefits** via www.demandepension.be. This new online service is launched on *7 March 2011* by Belgium's National Institute for the Social Security of the Self-employed (*'Institut national d'assurances sociales pour travailleurs indépendants'* - INASTI) and the National Pensions Office (*Office National des Pensions* - ONP). The new online application process is available to any citizen who works or has worked as a wage earner (employee, contract worker or contractual public sector employee), and/or on a self-employed basis. The application is available in all three official languages. Access via the eID card requires a smart card reader compatible with the eID card.
- ▶ Philippe Muyters, the Flemish Minister for Finance, Budget, Work, Town and Country Planning and Sport, [announces](#) in March 2011 that the project [Digital Planning Application](#) (*'Digitale Bouwaanvraag'*) will launch a field trial in conjunction with the City of Antwerp. Digital Planning Application is a project of the Flemish Government which aims to **digitise** the application for the granting of a permission for **building construction** works in the Flanders region by making it possible over the Internet. The aim of the project is to create a one-stop shop that enables the safe and reliable digital processing of an application, thus enabling the different agencies to provide their input quickly, cheaply and easily.

2010

- ▶ The Citadel Statement is presented during the '[Flemish Conference on local eGovernment](#)' on *14 December 2010* in Ghent. During this conference, several experts gave their vision on how local eGovernment can and must be reinforced. The Citadel Statement is an action plan to support cities and municipalities in the implementation of eGovernment. The 'Citadel Statement' has the support of numerous organisations that regard this text as a strong beginning point for a European policy concerning local eGovernment.
 - ▶ The [digital signature platform of Flanders](#) is [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 and legally sign documents 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](#)). Possible applications of the digital signature platform include: signature of contracts between the Flemish Government and future employees; the processing of applications for subsidies to be signed by multiple parties; and signature of digital files.
- [Franel.eu](#) is a free-of-charge platform for learning Dutch or French as a second language. Accessible online via a personal computer or a mobile phone, the classes of Franel.eu make use of actual regional TV shows. In the frame of an inter-regional programme involving Belgium and France, three universities have cooperated to develop the eLearning platform launched in *September 2010* by exploiting existing regional TV programmes. The objective of the cross-border partnership is twofold: enhance the language skills of the participants and promote exchange and mutual understanding through the exploitation of TV programmes about culture, economy and/or the daily life in the neighbouring region.

- ▶ The government of the Walloon Region and the government of the French-speaking Community of Belgium approve on *1 July 2010* the methodology for the implementation of the objectives of the [Administrative Simplification and eGovernment Plan \(2010-2014\)](#), and hence, the whole set of related projects to be carried out by 2014. The simplification and eGovernment projects will target various audiences in the region and the community. The plan consists of the following objectives:
 - simplification and improvement of regulations;
 - simplification, harmonisation and dematerialisation of procedures;
 - management of administrative documents by electronic means;
 - simplification and dematerialisation of data collection and sharing;
 - improvement of the information and the communication for the users of public services.
- ▶ In *April 2010*, 'DrugLijn', Belgium's Dutch-speaking phone information service on drugs, alcohol or medicine-related problems, launches '[Zelfhulp cocaïne](#)', a self-assistance, free and anonymous module for cocaine addicts. The service is aimed at adult users who wish to slow down their consumption or quit. If self-assistance online does not prove satisfactory, the users can contact the 'DrugLijn' anonymously, by email or by phone, in order to be redirected towards professional assistance in their neighbourhood. The online self-assistance module is thus an intermediate step towards assistance services for drug addicts.
- ▶ The '[Start2surf@home](#)' is an initiative launched in *February 2010*, by the Federal Government aiming to **reduce the digital divide** by offering computers with full Internet access to 100 000 Belgians. After 'Internet for Everyone' in 2006, the Federal Government is launching a new all-in-one operation aiming at **promoting** the use of computers and the Internet via a low-priced pack. The 'Start2surf@home' pack is **customised** according to the needs of the user and includes a computer, an internet subscription, antivirus software and a basic manual to introduce users to the Internet.
- ▶ In *January 2010*, the Belgian **electronic identity card** (eID), obligatory for every Belgian citizen over the age of 12, [launches](#) a new service: the **online purchase** of football tickets. Not only does this new application simplify the electronic purchase of tickets for a football match, it also significantly reduces paper use and allows better control of counterfeit and of illegal resale.

2009

- ▶ On *19 November 2009*, the new [strategic plan](#) for the **administrative simplification** and eGovernment for the period 2010-2014 is [adopted](#) by the Walloon Government and the French Community. The plan aims to **reduce** by 2012, 25% of the administrative burden, while **minimising** the transfer of charges to the administration sector. Procedures provided to users will be 'simplified, harmonised and optimised', thanks to the introduction of new technological tools allowing the easy completion of forms requesting support. Services will be customised to the user - business or citizen - in order for each user to receive a personalised form of services.
- ▶ On *21 October 2009*, the Walloon Region, represented by its eAdministration and Simplification Unit, the Commissariat EASI-WAL, [receives](#) the Bronze Award for '[marchespublics.wallonie.be](#)', the **public procurement portal** that it shares with the French-speaking Community. The Public Tender Awards 2009 were awarded during the annual event dedicated to public procurement in Belgium, the 'National Tender Day'. The event's purpose is to **draw attention** to the efforts made by the public authorities to optimise the **integrity** and **effectiveness** of their procurement procedures.
- ▶ During the same month, the number of Belgian public authorities using the open source office productivity suite OpenOffice [rises](#) and so does the use of the open document format ODF. Among them are the OVAM, Flanders' Public Waste Agency, which following a decision of the Flemish Minister of Environment moved four hundred desktops to Open Office, the city council of Schoten in Flanders which migrated to Open Office during the summer of 2009 and the Port of Antwerp which completed the migration in September 2010.

- ▶ The portal 'My.belgium.be' is officially [launched](#) in *September 2009*. It provides registered users with a **direct, easy, secure** and round the clock online access to their personal files and to various Federal Government services. Registration has to be performed by means of the Belgian eID card, using an **eID card reader**. Users need only to register once in order to access their personal data.
- ▶ During the same month, the website www.jeparticipe.be, that **promotes** the ideas and projects conceived by citizens wishing to be actively involved in their community, is [created](#) by the Walloon Region and the King Baudouin Foundation. This site is a **meeting point** for citizens wishing to invest their time, energy and skills to local activities. It intends to put in contact citizens who have implemented or conceived projects for the improvement of local life. Its main objectives are to spread ideas, promote synergies, and facilitate technical and administrative procedures.
- ▶ [The Centre for Equal Opportunities and Opposition to Racism launches](#) during the same month an online awareness campaign regarding discrimination against young people of foreign origin in the labour market. The online campaign revolves around two phases: the **first phase** is launched in May 2009 with an audition to find the person who will play the role of a young, foreign candidate who encounters difficulties in finding a job; this short film aims to raise awareness on discrimination against young people of foreign origin. The **second phase** starts on 31 August 2009.
- ▶ In *August 2009*, a new website on **company restructuring goes** live. The new portal www.restructurations.be gathers all the **legal regulations** and **procedures** that apply in the event of company restructuring in Belgium. While the businesses can easily find out on this site all the options available to them, the employees can obtain information on the possible restructuring of their company along with its consequences on their working conditions and, most of all, gain knowledge of their rights. The information featured on this site comes from federal authorities and regional and community employment offices.

During the same month, the Flemish regional Government [educate](#) citizens on '**free software (open source)**', as stated in its coalition agreement published on 10 July 2009. The open source information is meant to help increase the region's use of the Internet, including electronic government services, media, culture, health services and eLearning. The new regional government wants every Flemish citizen to have access to high-quality media content which combines technological innovations and new media and also helps reduce the administrative burden.

- ▶ On *4 July 2009*, new electronic kids-ID cards are already issued for half of all Belgian children. The **Kids-ID card** - an electronic identity card for children under 12 years of age - [gains](#) momentum since its launch on 16 March 2009. More precisely, the Interior Federal Public Service ('*Service Public Fédéral Intérieur*' - SPFI) already counted about 115 100 Kids-ID cards in circulation.
- ▶ During the same month, over 1.7 million Belgian taxpayers [fill in](#) their tax returns online via [Tax-on-Web](#). The application allows taxpayers to calculate the amount of their income tax, validate and save their data online, submit their returns electronically, receive a receipt from the Tax Administration, find details of their outstanding tax liabilities, backtrack over their past tax history, build up a preference list and keep an eye on the progress of their tax return, as it is processed.
- ▶ Since *4 June 2009*, it is possible for those travelling within the Belgian railways to use their Belgian electronic identity card (eID) as a [valid train ticket](#). The new eService is the **first** of its kind in Europe. The procedure is convenient, simple, fast and environment-friendly. The user buys a train ticket online via the website of the national railway company (SNCB) without having to print the ticket, as the latter is automatically transferred to his/her eID card. Once on the train, the traveller shows his/her eID card to the ticket collector who will scan it and view the ticket.

In the same month, Lille becomes the first consular post to issue the [Belgian eID card](#). It will be followed by all 120 Belgian consulates and embassies abroad, which will replace the existing non-electronic identity card of 340 000 Belgians living abroad.

- ▶ A **revamped version** of the website of the Administration of the Belgian Region of Wallonia (SPW) 'spw.wallonie.be' [goes](#) live on *4 May 2009*. This modernised version of the SPW website pursues a twofold aim: to guide citizens through the Walloon Administration while showcasing the

governmental achievements. As a guide, the website intends to provide precise and efficient answers to any citizen query regarding the Walloon Administration.

- ▶ A nation-wide campaign for the promotion of the **national eID** card is [launched](#) on *22 April 2009* under the slogan 'Your eID as easy as can be'. This campaign aims to introduce the current and future eGovernment applications to the Belgian population while raising awareness on the various uses of the eID card, as well as on its user-friendliness.
- ▶ On *16 April 2009*, the new [jeparticipe.be](#) portal is [launched](#) to support and encourage local initiatives in the French-speaking regions of Belgium, as well as to provide relevant information. The site aims to: **inform** the public on the various ways of participation in community life and the relevant initiatives undertaken in the French speaking Belgian regions; **propose** a site with all the information needed in order for interested parties to launch their own local project; and **share** the positive citizenship initiatives by encouraging exchange.
- ▶ In *March 2009*, the social security portal offers to citizens an extensive, completely updated website. The [website](#), developed in close collaboration with the target public, is structured around three main themes: **private life**, **professional life** and **health**. The website is the result of the collaboration between all public social security institutions and the Federal Public Social Security Service.
- ▶ On *12 February 2009*, the eGovernment and Administrative Simplification Action Plan of the Walloon Region is successfully evaluated by the Walloon Government. From 2005 to 2009, two types of actions have been made: the **transversal** actions undertaken by EASI-WAL (280 actions) and those carried out by different parts of administration (22 thematic working groups).
- ▶ During the same month, the new '[accueildesenfants.be](#)' portal is [launched](#) by the Brabant Walloon Province, in line with the broader context of social and professional mobility and equal opportunities framework. Supported by more than 25 regional communities, the new portal 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.
- ▶ In the same month, the [Provincial Training Institute](#) (IPF - *Institut Provincial de Formation*) of the Belgian Province of Hainaut [creates](#) an **eLearning platform** aimed at all provincial and municipal employees, as well as the employees of the Public Centres of Social Assistance (CPAS-*Centres Publics d'Assistance Sociale*) and public hospitals. The platform proposes 14 courses which include both traditional classes with a professor and online classes to be followed remotely.
- ▶ The Crossroads Bank for Social Security was rewarded, in that same month, for its approach regarding information security and privacy protection within the framework of **electronic information management** in the Belgian social sector.
- ▶ On *20 January 2009*, the Brussels Institute for the Management of the Environment (Brussels Environment) announced that a [new section](#) of its website had been devoted to informing the public on the **state** of the **environment** in the Brussels-Capital Region.

2008

- ▶ In *December 2008*, employers in the Belgian Region of Wallonia are [enabled](#) to electronically sign and send to the appropriate authority three new forms regarding the Aids for the Promotion of Employment (APE), via a single click. The digitised forms are available on the website <http://www.wallonie.be> and they can be signed with a Belgian eID card.
- ▶ In *October 2008*, job seekers registered with the Regional Employment Office of Wallonia (FOREM) can now [check](#) and **update** their personal file **online**. Registration as a job seeker with the FOREM can be fully performed online via the agency's website at www.leforem.be.
- ▶ In *July 2008*, **foreign nationals** living in Belgium are entitled to [replace](#) their old paper identity with versatile and 'smart' electronic identity cards, saving time and energy by providing a safe and secure means to deal with the government electronically. These cards come in two varieties: for EU and non-EU citizens.

- ▶ In *June 2008*, the second phase of the Front Office Employment project goes live. The application can calculate the financial benefit which users could hope to gain depending on the measures to stimulate employment applicable to them. The website is also available in German at www.andiearbeit.be.
- ▶ In *May 2008*, the **renewed version** of the federal portal 'Belgium.be' is released to ensure higher quality content and services, increased flexibility and improved user-friendliness.
- ▶ In that same month, the Flemish Government [adopts](#) a **new eGovernment decree** which commits the Flemish authorities to never request particular information from citizens or businesses that is already available in Government databases, in order to **reduce** the **administrative burden** on citizens and businesses.
- ▶ In *February 2008*, the '[IRISbox](#)' digital service platform is [adopted](#) by seven communities of the Brussels-Capital Region to enable citizens to order official documents and/or services from home. For that to occur, citizens need an electronic card reader and a digital ID card, combined with a PIN number. The platform provides a growing number of services to businesses and public-sector employees, as well as to elected officials. The services offered may vary among communities, as it is the community itself which determines the services provided.

2007

- ▶ In *December 2007*, the Belgian city of [Ghent receives](#) an award for the best local authority website in Flanders and Brussels in 2007. Moreover, two projects of the Flemish Government receive a Belgian eGovernment Award 2007, namely 'Premium Search' (*Premiezoeker*) and 'AVIA' (Application form for child allowance for over-18 year olds). Furthermore, Geert Mareels, together with his team at the Coordination Cell for Flemish eGovernment – CORVE - is a runner-up for the ICT innovator of the Year 2007 Award.
- ▶ Two eGovernment projects of the Flemish Government, 'Premium Search' and '*Robotambtenaar*' receive the **Good Practice Label** of ePractice in *November 2007*.
- ▶ In that same month, the '[Limosa](#)' project also receives the Good Practice Label of [ePractice](#). 'Limosa' is an electronic system to monitor and control all forms of foreign occupation of workers in Belgium, while at the same time aiming at **administrative simplification** for all parties involved.
- ▶ In *October 2007*, a new European quality label for **web accessibility** is launched in a joint Belgian, French and Spanish initiative. Baptised '[Euracert](#)', the new certification paves the way for a common European accessibility label.
- ▶ During the same month, Belgium starts [piloting](#) an electronic ID card for the under-12s ([Kids-ID](#)).
- ▶ The Commune of Waterloo, also [launches](#) at the same period a European first – [W@tson](#), a '**virtual local councillor**' available to answer questions asked by the citizens of Waterloo, 24 hours a day, through a chatting platform.
- ▶ In *October 2007*, the Flemish public transport company *De Lijn* introduces its **electronic sales point**. Travellers with an eID card and card reader can buy their season ticket from home via the website. The web application then retrieves the necessary data on the traveller's family composition details through the Flemish Government's MAGDA platform for data exchange.
- ▶ In *September 2007*, '**I-scan**' scans the ICT readiness of Flemish municipalities. Developed by Hogeschool Gent with the support of the Association of Flemish Cities and Municipalities (VMSG) and CORVE, this tool shows municipalities how to **improve** their **ICT policies**.
- ▶ The Flemish Minister responsible for eGovernment, Geert Bourgeois, presents the **Agriculture electronic service desk** in *August 2007*. Farmers only need to register their farming parcels once, gaining considerable administrative burden reduction. The exchange of this data is made possible by the MAGDA platform of CORVE.

- ▶ In *July 2007*, the Walloon Government adopts two decrees on **electronic forms** which have the same legal value as the paper forms.
- ▶ As of *June 2007*, Belgian citizens can [report](#) crimes to the police online, 24 hours per day, through the new [Police-on-Web](#) service.
- ▶ The [Belgian Ministry of Finance](#) makes a new range of services [available](#) online at [Tax-on-Web](#) in order to help citizens to complete their tax returns.
- ▶ In *May 2007*, the first **electronic** opening of **tenders** relating to a federal procurement contract [takes place](#) on Belgium's [federal e-Tendering platform](#).
- ▶ The DG Research of the European Commission proposes on its [website](#) the '**SME test**' developed by the Walloon Region; this test allows an enterprise to know whether it is considered as an SME by Europe and the Member States.
- ▶ Prior to the general elections of *June 2007*, *maPolitique.be* is [launched](#), a website aimed at inciting citizens to take a more active interest in the political life of the country.
- ▶ Since *1 April 2007*, young Belgian jobseekers holding an eID card [are able](#) to **apply online** for a '[first job' card](#)' from the National Employment Office. 'First job' card holders are eligible for an initial employment contract (CPE) which allows them to find work more easily in Belgium.
- ▶ The first version of the electronic system '[Limosa](#)', aimed at monitoring and controlling all forms of **foreign occupation** of workers in Belgium, [goes](#) live.
- ▶ In *March 2007*, the first phase of the **Front Office Employment** project goes live. The project is aimed to create a bilingual access point which is accessible via the Internet and where the various federal, regional and community legal dispositions to stimulate employment could be consulted and updated. The application is accessible at [www.autravail.be](#) in French and at [www.aandeslag.be](#) in Dutch.
- ▶ Launch of Belgium's [federal platform for eTendering](#) in *February 2007*; an open, secure, interoperable and re-configurable eProcurement platform, based on open European standards and European Union directives. The application is operated by the [Federal Department for Staff and Organisation](#).
- ▶ In *January 2007*, the Government of the region of Wallonia adopts a [new accessibility label 'Anysurfer'](#) which is aimed at encouraging further improvements in the **accessibility** of the region's Public Administration websites to the sight-impaired and Internet surfers with disabilities.

2006

- ▶ In *October 2006*, over 3.5 million [eID cards](#) are already issued in Belgium.
- ▶ The '[web4me.be](#)' website is launched by the association 'Safer Internet Belgique' in *September 2006*.
- ▶ Starting *1 July 2006*, an application for social help for the disabled can only be made electronically through the [Communit-e](#) process.

The Federal Government approves a proposal to use the **Open Document Format** (ODF) for all internal Government documents from September 2008 onwards.
- ▶ Since *1 June 2006*, a company can be created within 3 days (instead of 67 days originally) thanks to the [electronic registration desk](#).
- ▶ HTML, XHTML, CSS and WCAG move into the Belgian eGovernment interoperability framework ([BELGIF](#)) recommended category of standards in *April 2006*.
- ▶ On another note, the Federal Government, together with the Regions and Communities, sign a cooperation agreement on the [principles of a seamless eGovernment](#) implying the cooperation of all administrative levels of Government.

- ▶ Since *January 2006*, Belgian businesses are able to [electronically register](#) employees regarding [social risks](#) (accidents at work, paternal leave, illness and other work-related incidents).
- ▶ At the *beginning of 2006*, the [MAGDA](#) platform is launched by the Flemish Government. 'MAGDA' ensures the digital exchange of data between administrations on Flemish, Federal and Local levels. It connects 50 administrations and 200 municipalities which results in 25 million transactions per year.

2005

- ▶ In *September 2005*, the Belgian Social Security Administration launches the '[Communit-e](#)' application.
- ▶ The law creating '**Phenix**', the eJustice information system, is published. It establishes a clear legal framework for courts, other judiciary institutions and actors to communicate and exchange official documents by electronic means.
- ▶ The [ADAPID](#) (ADvanced APplications for electronic IDentity cards in Flanders) project officially [starts](#) in *July 2005*, aiming to make the next generations of Belgian eID cards more compatible with the privacy rights of the citizens.
- ▶ In *May 2005*, the Belgian Government [unveils](#) its eGovernment **interoperability framework BELGIF** and publishes a first list of open standards to be used by the public authorities.
- ▶ The [Crossroads Bank of Legislation](#) is launched in *March 2005*. It provides online access to Belgian legislation and case law.
- ▶ In *April 2005*, the Flemish Government creates [CORVE](#), the Flemish eGovernment Coordination Cell.

2004

- ▶ In *December 2004*, the Belgian Government publishes the results of the '[Fed-e-View](#)' [study](#) which provides a complete picture of the use of ICT in the Federal Administration.
- ▶ In *November 2004*, Belgium [becomes](#) the first country in the world to start issuing **electronic identity cards** that contain a facial image of the holder stored in a microchip.
- ▶ In *October 2004*, the Belgian Government publishes the [white paper](#) on the use of open standards by federal public bodies.
- ▶ A royal order [setting](#) the legal basis for the generalisation of the [electronic ID card](#) is published in *September 2004*.
- ▶ **eEnabled elections**: 3.2 million voters – approximately 44 % of Belgian registered voters – [cast](#) their vote electronically during the European and regional elections of *13 June 2004*.
- ▶ In *May 2004*, the Belgian Government [presents](#) a first generation of eID toolkits, designed to allow citizens to read the content of their electronic ID cards and to provide programmers with the means to develop eID applications. The toolkits are available for online purchase from the '[eID Shop](#)'.
- ▶ Furthermore, the Belgian Government [unveils](#) its **biometric passport programme**.

2003

- ▶ In *December 2003*, the Belgian Federal, Regional and Community authorities [launch](#) the '[Kafka](#)' [initiative](#) aimed at fighting red tape and bureaucratic complexity across all levels of Government.
- ▶ The integrated business register '[Crossroads Bank for Enterprises](#)' is launched in *July 2003*.
- ▶ 3.2 million Belgian citizens [cast](#) their votes electronically during the general elections of *May 2003*.
- ▶ [Tax-on-web](#), the Belgian online tax filing application, is [presented](#) in *April 2003*.

- ▶ In *March 2003*, the Belgian [electronic ID card](#) is officially [launched](#) in 11 municipalities for a three-month trial.

2002

- ▶ Launch of the Federal Portal [Belgium.be](#) in *November 2002*. It offers a new single entry point to public services for citizens, businesses and civil servants.
- ▶ The Belgian Presidency of the EU and the European Commission organise in Brussels the first high-level ministerial conference on eGovernment (*29-30 November 2002*), entitled 'From Policy to Practice'.

2001

- ▶ The report '[EGov - Towards electronic Government in Belgium](#)' is published in *August 2001*.
- ▶ **Digital signatures** gain the same legal value as that of handwritten signatures following the adoption of the [Law on Electronic Signatures and Certification Services](#) in *July 2001*.
- ▶ The [Federal Department for ICT \(Fedict\)](#) is created in *May 2001*. It replaces the Federal ICT Manager appointed in 2000.
- ▶ A [cooperation agreement](#) is signed in *March 2001* between the Federal Government, the Regions and the Communities for the development of a common platform for eGovernment services.
- ▶ The first parliamentary review of eGovernment in Belgium, '[eGovernment at the Federal, provincial and local levels](#)', is published in *January 2001*.

News 2000 and before

- ▶ In *2000*, the Federal Council of Ministers approves an **eJustice programme**, designed to use ICT to modernise the work of the Belgian judiciary. The Council also gives the green light to the development of a **federal eGovernment portal** serving as a one-stop shop for public services, and for the development of an IT system enabling the various Departments and Agencies to exchange data and information through the Federal Government's Intranet 'Fedenet'.
- ▶ In that same year, the Government approves the 'Five Star Plan for the Development of the Information Society', which comprises eGovernment among its main pillars.
- ▶ Moreover, a **Federal ICT Manager** is appointed with the mission to design a common strategy and architecture for ICT in the Federal Public Administration.
- ▶ Following the general elections of *June 1999*, the newly appointed Government publishes its federal policy declaration entitled '**The way to the 21st century**'. This document marks the official political launch of eGovernment in Belgium at federal level.
- ▶ The [Agency for Administrative Simplification](#) is created in *December 1998*.
- ▶ **Fedenet**, the Intranet of the Federal Government of Belgium is introduced in *1997*.
- ▶ The **Crossroads Bank for Social Security** is created in *January 1990*.

eGovernment Strategy

Main strategic objectives and principles

Federal eGovernment Strategy (2009-present)

Vision, objectives and actions



The Belgian [eGovernment strategy](#) 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 and SIS cards, 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.

eGovernment Programme of the Belgian Social Sector (2009-2014)

The [Programme](#), as developed by the [Crossroads Bank for Social Security](#) (CBSS), presents the different **realisations** of the eGovernment strategy within the framework of the Belgian social security.

The overall **goals** of the eGovernment programme of the Belgian social sector are to:

- ▶ grant efficient and effective services with a minimum of administrative formalities and costs;
- ▶ improve and reorganise radically the service delivery processes amongst the actors in the social sector;
- ▶ promote information security and privacy protection by the actors so that all the involved actors, citizens and employers can have justified confidence in the system;
- ▶ deliver integrated statistical information to the politicians and the researchers in order to support the social policy.

Previous eGovernment Strategies

Federal Plan for Administrative Simplification (2009-2011)

In line with the provisions of the 2009 action plan of the [Agency for Administrative Simplification \(ASA\)](#), a [Federal Plan for Administrative Simplification](#) has been established, upon the request of the Minister for Enterprise and Administrative Simplification, in collaboration with all the Federal Government Departments. The Federal Plan for Administrative Simplification is made up of a list of ongoing or achieved projects that are structured by responsible Government Department. Most of the projects listed consist of the **implementation** of eGovernment-related **measures, applications** or **services** in a very wide range of **fields**, including:

- ▶ eProcurement
- ▶ Paperless Customs
- ▶ Electronic road-fund license
- ▶ 'My Rent' electronic application
- ▶ Tax returns' submission online
- ▶ eInvoicing
- ▶ Electronic exchange of data among the insurance companies and the hospitals
- ▶ eHealth (e.g. ePrescribing).

The Plan was proposed to the Council of Ministers of 17 July 2009. It is the counterpart of the [Kafka Plan](#) adopted during the previous legislature. The ASA reports twice per year on the state of implementation of the Plan.

Federal eSociety Policy (2007-2010)

In the aim to make sure that eGovernment services are **accessible to all** and do not widen the digital divide, the Government developed a strategy to train and stimulate citizens to use the Internet ('Computerisation of the society' or eSociety policy), while encouraging private or voluntary organisations to act as intermediaries by providing value-added public services.

In line with this strategy, the year 2007 marked the upgrade of the Federal **eGovernment portal** Belgium.be both in terms of content and functionalities. A thorough two-year review had given way to the release of a renewed version in May 2008. A major section of the portal is linked to all the available public services online ([eServices](#)), some of which are fully transactional. More information on this portal is available in the Infrastructure section of the present factsheet.

Various projects and services were implemented within the same context:

- ▶ The [ePolice office](#) or 'Police-on-Web' service: It allows Belgian citizens to report online a number of crimes to the police 24 hours a day.
- ▶ The [Front Office Employment](#): A specific application, allows the job seeker to know which financial support s/he is entitled to receive in order to help him/her to find a job.
- ▶ The **electronic birth declaration**: In the Brussels-Capital Region, the secure electronic counter system [IRISbox](#), a digital service platform, enables citizens to securely request and pay for civil certificates online (birth, marriage, death, residence, nationality, etc.).
- ▶ The project of **Belgian eID cards for children under 12** ([Kids-ID](#)): In addition to the classic ID functions, it can provide access to children-only Internet chat rooms and to a cascade of phone numbers should the child be in danger.
- ▶ The [Tax-on-Web](#): an online service where the Belgian taxpayers may fill in their tax returns online via the dedicated online application.

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.

eGovernment Strategy of Wallonia and the Wallonia-Brussels Federation

In the Region of Wallonia and the Wallonia-Brussels Federation (WBF), the eGovernment strategy is managed by [eWallonie-Bruxelles Simplification](#) (eWBS). Created in February 2013, this service is the first common administration for both Wallonia and the Wallonia-Brussels Federation.

eWBS acts as an internal consultant for the administration and coordinates all measures aiming at reducing the complexity and administrative burdens imposed to public service users. Its actions run on 4 levels: advice, production/management, data exchange and innovation/methodologies.

The current strategy of Wallonia and the Wallonia-Brussels Federation is [outlined](#) in the 'Plan for Administrative Simplification and eGovernment (2010-2014)', adopted in February 2010 by the Walloon Government and the French Community. Its aim is the reduction of the administrative burden, firstly for the administration users and secondly for the administration itself.

Along with the creation of eWBS, the Governments approved in May 2013 the reorganization of this Plan into 47 priority projects.

The idea of this plan is to engage the administrations as simplification actors so that they actively participate in the implementation and the simplification of the current projects.

One of the important areas of eWBS is the setup of a network of simplification correspondents in public service. Created end 2013, it is used as a gateway between administration services and eWBS, ensuring coordination and consistency among simplification projects. The network gathers 24 General Directions and 20 Public Interest Organisms (PIO).

Progress in regulation

- ▶ February 2013: Cooperation agreements between Wallonia and Wallonia-Brussels Federation set up eWBS as a common department serving both entities, and define the correspondents network for simplification and eGovernment;
- ▶ May - July 2013: Cooperation agreements between Wallonia and Wallonia-Brussels Federation set up the Crossroad Bank for Data Exchange;
- ▶ 2014: Decree project on Electronic Communications between end users and public authorities to be adopted within the year;
- ▶ March 2014: Decree of the Walloon Parliament setting up a data register for employment in the non-profit sector. (Doc. 1002 (2013-2014)).

Main eGovernment projects for the Walloon region and WBF

[Crossroad Bank for Data Exchange](#): 245 data exchange projects, 46 of which have been completed. Yearly administrative cost reduction are approaching 32 million euros. A gain of 13 million euros has already been achieved. Total cost of the Crossroad Bank is 2.5 million euros.

["ABC des démarches"](#): A user-oriented information tool on public services, with access to electronic forms, is visible on the wallonie.be and infos-entreprises.be portals. This tool offers 5 target groups, 18 themes, 48 life events triggering a contact with public authorities. As of march 2014, this tool includes 950 pieces of information.

[Espace personnel](#): A single entry point for all contacts with public authorities featuring access to electronic forms with auto-fill of personal data, digital signature, etc. - It gives access to 158 electronic forms which are the most popular feature of the wallonie.be portal.

In addition, there are projects mainly related to the Wallonia-Brussels Fédération that fall outside of the transversal scope of eWBS:

- ▶ **SUBSIDE** (Development of a generic software common to the Management of subsidies awarded by the Ministry of the French Community)
- ▶ **GED** (Electronic Management of Documents)
- ▶ **CERBERE** (Secured Management of the Access to Computer Resource)
- ▶ **MIMESIS** (Management of Data of third persons)
- ▶ **DATAWAREHOUSE** (Storing and Exploiting data)
- ▶ **CADASTRE** (Non-profit Sectoral jobs register).

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. As an inter-departmental project within the Government of Flanders, it is managed by the [Coordination Cell Flemish eGovernment](#) (CORVE), which became part of e-IB (the eGovernment and ICT management unit) in January 2009.

The main responsibility of the CORVE unit is to determine the strategic aims and priorities for eGovernment while taking part in eGovernment projects in an advisory and supportive role. The unit is also in charge of developing eGovernment-related knowledge and skills, coordinating and providing incentives, creating a generic eGovernment infrastructure to facilitate cooperation among the administrative entities within Flanders' administrative levels and following up the progress of eGovernment projects. Flanders' past eGovernment policy has given priority to **front-office applications**, including the [Flanders' portal website](#), with comparatively little attention paid to the underlying 'back-office applications'. Since 2002, the priority of Flanders' eGovernment policy has been the development of the **back-office** dimension of eGovernment.

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. Authentic data sources can also be used for unambiguous identification and registration. While every data source has required the creation of its own solutions in the past, a comprehensive system of Flemish authentic data sources and related services is now being built and will be used for the registration of companies or natural persons.

In parallel to that, a SOA-based infrastructure called [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 five years, more than € 5 million has been invested in this platform. In 2010, the roll-out of the MAGDA 2.0 platform started, 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 the new 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 includes 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 will be extending the back-end eGovernment services provided by the MAGDA platform towards all the local government organisations.

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](#).

[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.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Secretary of State for Civil Service and Modernisation of Public Services

The Secretary of State for Civil Service and Modernisation of Public Services, holds the political responsibility for the drafting of eGovernment policies and strategies in collaboration with the [Federal Department for ICT \(Fedict\)](#).

Minister for Budget and Administrative Simplification

The Minister for Budget and Administrative Simplification is responsible for the computerisation of the public services and the simplification of citizens' everyday life and transactions. In particular, the Minister holds the political responsibility for the shaping of the strategy for the reduction of administrative burden in collaboration with the [Agency for Administrative Simplification](#).

Federal Department for ICT (Fedict)

Fedict was created in May 2001. It 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.

[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 oversees its realisation.

Coordination

Federal Department for ICT (Fedict)

Fedict helps Government Departments and Agencies to elaborate and initiate their eGovernment projects, and furthermore coordinates their implementation.

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.

Implementation

Federal Department for ICT (Fedict)

Fedict 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

Federal Department for ICT (Fedict)

Fedict 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](#), in charge of education and culture policies for the French Community in Belgium, and the [German-speaking Community](#) are also working on eEnabling through some of their services. The institutions of the Flemish Community were merged with those of the Flemish Region in 1980.

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 [Coordination Cell for Flemish eGovernment \(CORVE\)](#) in Flanders, the [eAdministration and Simplification Unit \(eWBS\)](#) in Wallonia and WBF and the [Brussels Regional Informatics Centre \(BRIC\)](#) in the Brussels-Capital Region.

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 [Coordination Cell for Flemish e-Government \(CORVE\)](#) 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 [Coordination Cell for Flemish e-Government \(CORVE\)](#) 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.

Walloon Agency of Telecommunications

The Walloon Region has set up the Walloon Agency of Telecommunications, 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 Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment (Federal Government)



Olivier Chastel
Minister for Budget and Administrative Simplification

Contact details:

Policy Unit and Secretariat of the Minister for Budget and Administrative Simplification

Place Quetelet 7

1210 Brussels

Tel.: +32 2 211 38 11

Email: olivier.chastel@chastel.fed.be

Source: <http://www.belgium.be/>



Hendrik Bogaert
Secretary of State for Civil Service and Modernisation of Public Services, Deputy to the Minister of Finances and Sustainable Development, responsible for the Civil Service

Contact details:

Policy Unit and Secretariat of the Secretary of State for Civil Service and Modernisation of Public Services

Rue Royale 180

1000 Brussels

Tel.: +32 2 209 33 11

Email: info@bogaert.belgium.be

Source: <http://www.belgium.be/>

Head of eGovernment (Federal Government)



Jan Deprest
Chairman of Fedict (Federal Government Department for Information and Communication Technology)

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/>

Minister responsible for eGovernment (Flanders)

**Geert Bourgeois**

Deputy Prime Minister of the Flemish Government and Flemish Minister for Administrative Affairs, Home Affairs, Integration, Tourism and Flemish Periphery

Contact details:

Arenbergstraat 7

1000 Brussels

Tel.: +32 2 552 69 00

Fax: +32 2 552 69 01

Email: kabinet.bourgeois@vlaanderen.be

Source: <http://www.vlaanderen.be/>

Head of eGovernment (Flanders)

**Geert Mareels**

Project Leader, Coordination Cell for Flemish eGovernment (CORVE)

Contact details:

Coördinatiecel Vlaams eGovernment (CORVE)

Boudewijngebouw, 4e verdieping, toren B

Boudewijnlaan 30

1000 Brussels

Tel.: +32 2 553 00 29

Fax: +32 2 553 55 42

E-mail: geert.mareels@bz.vlaanderen.be

Source: <http://www.corve.be/>

Minister responsible for eGovernment (Wallonia)

**Rudy Demotte**

Minister-President of the Walloon Region

Contact details:

Rue Mazy, 25-27

5100 Jambes (Namur)

Tel.: +32 81 33 12 11

Fax: +32 81 33 13 66

E-mail: info-demotte@gov.wallonie.be

Source: <http://demotte.wallonie.be/>

Head of eGovernment (Wallonia et Wallonia Brussels Federation)



Oliver Schneider Fonctionnaire général eWBS

Contact details:

eWBS (e-Wallonie-Bruxelles Simplification)

In Wallonia :
Chaussée de Charleroi, 83B, 4ème étage
5000 Namur
Tel.: +32 8140 92 40
Fax: +32 81 40 92 41

In Wallonia Brussels Fédération :
Boulevard Léopold II, 44
1080 Bruxelles
Tel : +32 2 413 25 10
Fax : +32 2 413 35 10

E-mail: info@ensemblesimplifions.be

Source: www.ensemblesimplifions.be

Minister responsible for eGovernment (Brussels-Capital Region)



Brigitte Grouwels

Minister of the Brussels-Capital Region's Government in charge of Public Works, Transports, IT Policy and the Port of Brussels

Contact details:

Botanic Building
Boulevard Saint-Lazare, 10
1210 Brussels
Tel.: +32 2 517 13 33
Fax: +32 2 511 50 83

Email: info@grouwels.irisnet.be

Source: <http://www.bruxelles.irisnet.be/>

Head of eGovernment (Brussels-Capital Region)



Hervé Feuillien

Director-General of the Brussels Regional Informatics Center (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://www.cirb.irisnet.be/>

Minister responsible for eGovernment (Wallonia Brussels Federation)



Rudy Demotte
Minister-President of the French Community

Contact details:

Place Surllet de Chokier, 15-17
1000 Brussels

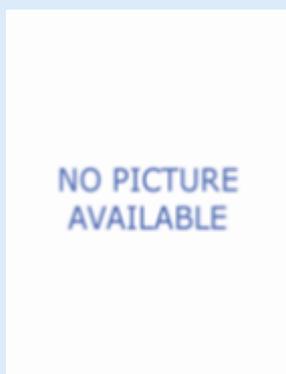
Tel.: + 32 2 801 72 11

Fax : +32 2 227 33 53

Email: rudy.demotte@cfwb.be

Source: <http://www.cfwb.be/>

Head of eGovernment (Wallonia Brussels Federation)



Jean-Michel Cassiers
Deputy Director-General, Strategy and Modernisation

Contact details:

Boulevard Léopold II, 44
1080 Brussels

Tel.: +32 2 413 25 38

Fax: +32 2 413 21 90

Email: jean-michel.cassiers@cfwb.be

Source: <http://www.audit.cfwb.be/>

Minister responsible for eGovernment (German-speaking Community)



Karl-Heinz Lambertz
Prime Minister and Minister for District Authorities of the German-speaking Community

Contact details:

Klötzerbahn 32

4700 Eupen

Tel.: +32 8 759 64 00

Fax: +32 8 755 45 38

Email: kab.lambertz@dgov.be

Source: <http://www.dglive.be/>

Head of eGovernment (German-speaking Community)



Bruno Hick
Head of Electronic Data Processing (EDP) Department

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/>

eGovernment Executives



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/>

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.

[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 'Vlaanderen.be'](#)

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 'Wallonie.be'

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 portal 'brussels.irisnet.be'

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.

'accueildesenfants.be' portal

The portal was launched by the Brabant Walloon Province in Belgium, inline 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 www.infos-entreprises.be

The portal, launched by ASE (Economic Stimulation Agency) offers information for businesses and entrepreneurs of all kinds, about management, financing, development, and support by public authorities. Community portals

French Community portal 'cfwb.be'

The eGovernment portal of the French Community – www.cfwb.be – provides two online information spaces aimed at citizens and businesses respectively, as well as online services and links to online forms.

German-speaking Community portal 'dglive.be'

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 10 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 a Brussels university campus and in six ministerial cabinets. It was planned to be extended in the course of 2008 to several high schools located in Brussels and to the Brussels' harbour zone.

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 **electronic signature applications** in the Belgian eGovernment sector make use of the Belgian eID card. On the federal eGovernment portal 'Belgium.be', four 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. 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.

[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

['.be-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.

[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 and for all. 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 for 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.

eCommunities

'eCommunities' is a groupware application that has been made accessible to civil servants since April 2003 through the [federal eGovernment portal '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.

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 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. 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.

2. Job search services by labour offices

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), to the support jobseekers are entitled to in order to find a job.

3. Social security benefits

a. 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](#) (Auxiliary Fund for the Payment of Unemployment Benefits), or the accredited trade-unions (CSC-ACV, FGTB-ABW and CGSLB-ACLVB).

b. Child allowances

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

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

Description: This service is fully automated in Belgium.

c. 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).

d. 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.jsp (French-speaking Community)
http://www.dglive.be/desktopdefault.aspx/tabid-696/903_read-32875/ (German-speaking Community)

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

4. Personal documents: passport and driver's licence

a. 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).

b. 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.

5. 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.

6. Application for building permission

Responsibility: Regional and Local Government, Municipalities

Website: N/A

Description: Each region has its own legislation regarding building permissions. Applications are managed by individual local authorities (communes).

7. 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>.

8. Certificates (birth, marriage): request and delivery

- Responsibility: Local Government (Communes) - in partnership with the Regional Government for the Brussels-Capital Region
- Website: <http://www.belgium.be>
<http://www.bruxelles.irisnet.be> (Brussels-Capital Region)
- Description: Requests of certificates are handled by individual municipalities and are also available online through the application 'Mydossier' at the National Register. The federal portal 'Belgium.be' provides access to general information on the procedures related to obtaining these certificates.

9. 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.

10. Announcement of moving (change of address)

- Responsibility: Local Government, Municipalities
- Website: <http://www.belgium.be/fr/logement/demenagement>;
<http://www.ibz.rrn.fgov.be/index.php?id=2772&L=0>
- Description: The federal portal provides information on change of address notification, handled by individual communes. Since May 2004, citizens are able to eNotify their change of address to the commune. Since 2010, a change of address can also be announced online by the citizens through the application 'Mydossier' by logging through eID in the National Register.

11. 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' provides general healthcare information online, as well as Internet links to websites of hospitals.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. 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.

2. Corporate tax: declaration, notification

Responsibility: Central Government (Federal), Federal Department Finance

Website: <http://www.minfin.fgov.be/portail2/index.htm>

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

3. VAT: declaration, notification

- Responsibility: Central Government (Federal), Federal Department Finance
- Website: <http://economie.fgov.be/fr/entreprises/BCE/index.jsp>
- 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).

4. Registration of a new company

- Responsibility: Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Crossroads Bank for Enterprises
- Website: <http://economie.fgov.be/fr/entreprises/BCE/index.jsp>
- 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.

5. 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.

6. Customs declarations

- Responsibility: Central Government (Federal), Federal Department 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 \(NCTS\)](#).

7. Environment-related permits (incl. reporting)

Responsibility: Regional Government and Local Government (Communes)

Website: <http://www.vmm.be> (Flanders)
<http://environnement.wallonie.be> (Wallonia)
<http://www.ibgebim.be> (Brussels-Capital Region)

Description: Regional websites provide information and online forms for permit requests. Applications are handled by municipalities.

8. Public procurement

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](#).

European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is an initiative by the Directorate General for Communications Networks, Content and Technology.

Contributor: Frank Leyman, Manager of International Relations at Fedict.

Production/Publishing: Initial production: EUROPEAN DYNAMICS SA

Current issue: DELOITTE CONSULTING

