eGovernment infographic – 2018
BELGIUM

10 years of eGov. factsheet

Use of Internet with Public authorities

to Interact
53%

to Obtain info
45%

to Download forms
30%

to Send forms
37%
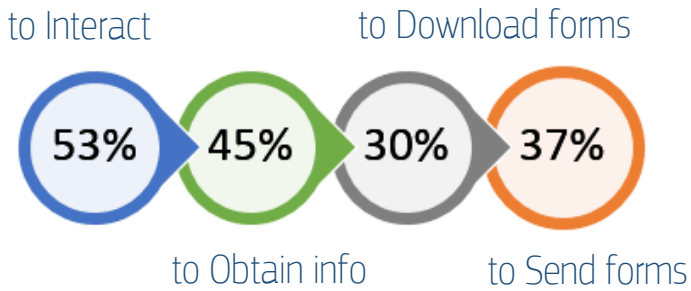
eGov State of Play indicators

User Centricity **85**

Transparency **73**

Citizen cross border mobility **73**

Business cross border mobility **56**

Key Enabler **58**

Good – Fair – Moderate - Insufficient
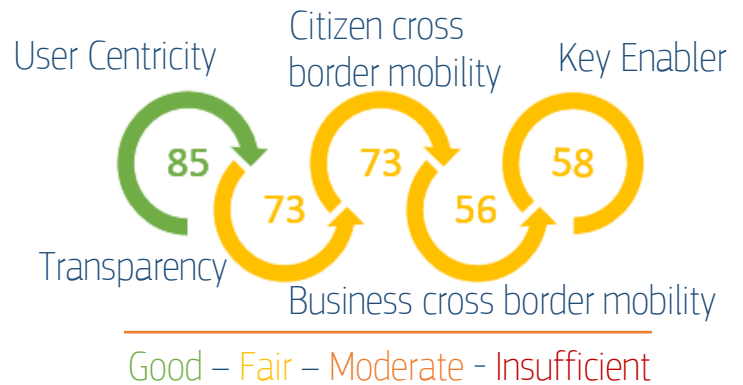
eGov services to business and citizens

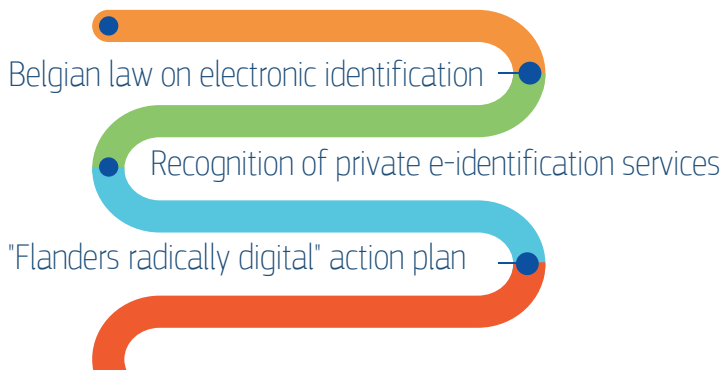New Federal Public Service Policy and Support:

It provides centralised support services in the areas of IT, HR, organisational management and integrity policy, budget, accounting and public procurement contracts.

Digital dashboard:

It provides indicators on the level of digitisation of public services, and their use.
digitaldashboard.belgium.be

Strategy & Legal frameworks

Belgian law on electronic identification

Recognition of private e-identification services

"Flanders radically digital" action plan

Actors

- Directorate-General Digital Transformation supports the government in its digitisation process.

  The DG has taken over the tasks previously performed by Fedict (the Federal Public Service for Information and Communication Technology).

Infrastructure

Comprehensive network of Belgian Service integrators:

The network is used to exchange data between public entities (federal & regional).
The Flemish MAGDA platform, operating under this network, has been granted with the European Sharing & Reuse award on 29th March 2017.