LUXEMBOURG

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- MyGuichet.lu is a mobile application launched in 2021 and developed by the Government IT Centre. This application allows citizens to access their private space in MyGuichet.lu using their smartphone or tablet. In 2023, two major functionalities were developed for the benefit of its users:

  ❑ New coupling mechanism: MyGuichet.lu users now have two ways to connect their personal space to the app to access all the functions and consult their data. They can either scan a QR code displayed in their personal space or connect directly with their LuxTrust product;

  ❑ Sending push notifications: by activating push notifications, citizens can be informed of events in real time without having to check their e-mail.

- In 2023, the GovTech Lab launched several innovation partnerships. Among them, as part of the 'Transcribo vox' call for solutions, a solution for the automatic transcription in real time of video and audio streams in Luxembourgish, French, German and English was sought.

Key figures

14 new initiatives adopted in 2023–2024

Digital transformation of public administrations
6

Digital transformation of public services
3

Interoperability and data
3

Innovati... technol...
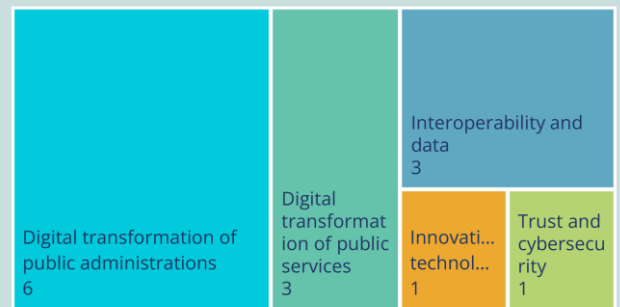1

Trust and cybersecurity
1

Figure 1

Number of initiatives per topic adopted in 2023–2024

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

eID scheme (≥1)
YES

eHealth records (0–100)
76.1%

Digital Public Services for Citizens (0–100)
94.8%

Digital Public Services for Businesses (0–100)
96.7%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In 2023, Luxembourg launched a sovereign chat application called LuxChat (based on the open-source Matrix standards and using a fork of the Element app). Access to the application was initially reserved to public servants, but LuxChat was then rolled out to the cybersecurity community and is now accessible for any person working or living in Luxembourg.
  LuxChat4Gov is a service allowing public servants to instantly communicate, between two or more people, while guaranteeing data sovereignty on Luxembourg territory and high security thanks to end-to-end encryption of all communications operated in Luxembourgish data centres.

- To find and adopt the right products, services, solutions and technologies that can help companies innovate to become more sustainable, in 2023 Luxinnovation elaborated the sustainability enablers mapping.
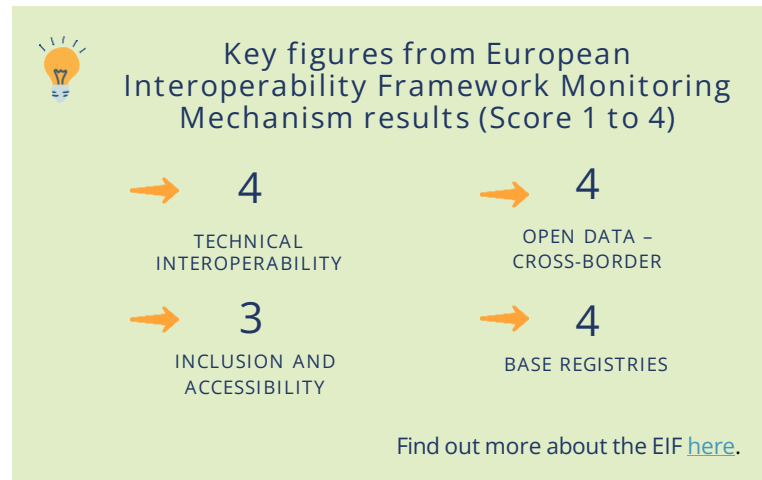
DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- In 2023, the new customs clearance system was officially commissioned and four of the IT projects of the Luxembourg Customs Clearance System (LUCCS) Programme were completed: (i) managing the entry of goods into the EU; (ii) managing procedures for importing goods; (iii) controlling imports before goods arrive; and (iv) managing goods in transit. The programme is part of the European Commission's work programme to design and implement the electronic systems foreseen in the EU Customs Code, to simplify procedures and facilitate legitimate trade. For the logistics, transport and eCommerce sectors, the new LUCCS system offers the advantage of a one-stop shop. Companies can access a platform with a uniform layout across the EU and this simplifies customs formalities, facilitates automatic data exchange and promotes cooperation with other authorities.

TRUST AND CYBERSECURITY

- In 2023, the National Cybersecurity Competence Centre NC3 was launched in the context of the European Cybersecurity Competence Centre (ECCC). It continues to promote the national cybersecurity ecosystem by focusing on three areas of expertise: observation, training and testing. In the area of training, different modules are offered, including simulation tools for cyberattacks. To contribute to job access, the Centre also offers workshops and short-term certification possibilities based on local needs.

INTEROPERABILITY AND DATA

- In December 2023, the Ministry for Digitalisation launched a first call for Data4Gov projects to financially support and supervise data-driven public sector projects. The objective of the Data4Gov call for projects is to support initiatives that will lead to a data-driven public sector or a pro-active eGovernment. These may include, for example, data collection projects for the public sector or projects to improve the availability of data (for administrations, the public, etc.). The first three selected projects started in early 2024.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

→ 4
TECHNICAL INTEROPERABILITY

→ 4
OPEN DATA – CROSS-BORDER

→ 3
INCLUSION AND ACCESSIBILITY

→ 4
BASE REGISTRIES

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- The GovTech Lab launched its latest SpeedUP initiative, called 'Hive Academy'. It was open for applications from 13 November to 18 December 2023 and aims to develop an innovative training programme to enhance the skills of resources integrated into the CTIE on the IBM's Cloud Pak for Business Automation platform.

Many administrations are in the process of implementing or considering the Hive solution, a comprehensive Electronic Document Management (EDM) and Case Management solution. To support administrations in their digital transformation, the CTIE plans to establish a 'Hive Academy' to train external collaborators, who can join the CTIE's Hive team and become proficient in handling projects for requesting administrations.