LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Centre des technologies de l'information
de l'État
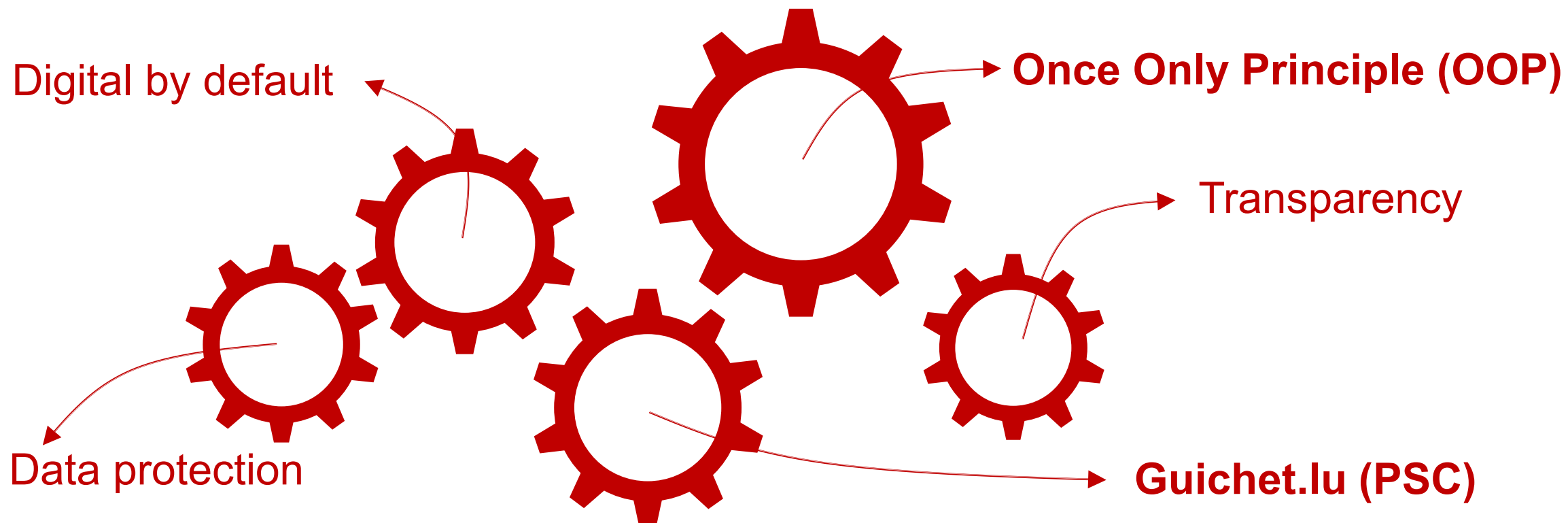
Implementation of the Once Only Principle (OOP) in Luxembourg

Gérard SOISSON (Luxembourg Government IT Centre)

Sharing & Reuse Conference

Bucharest, Romania – 11 June 2019

Luxembourg's eGovernment principles (24.07.2015)

Digital by default

Once Only Principle (OOP)

Transparency

Data protection

Guichet.lu (PSC)

- PSC's MyGuichet platform = the shared and reused tool to achieve OOP

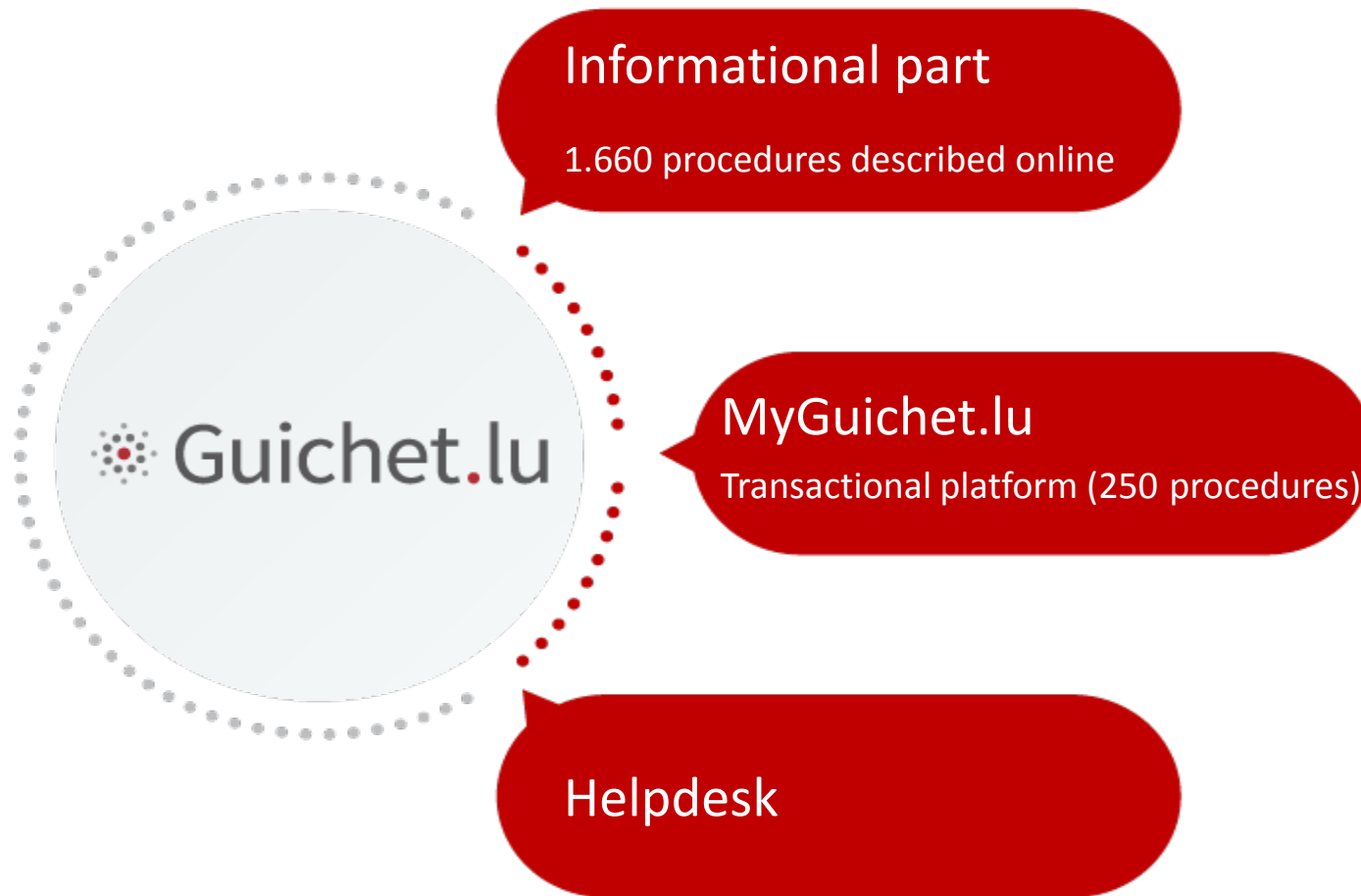# Guichet.lu – Luxembourg's PSC (Point of Single Contact)

For citizens & businesses

Components of Guichet.lu

Informational part

1.660 procedures described online

MyGuichet.lu
Transactional platform (250 procedures)

Helpdesk

MyGuichet.lu: The transactional platform

MyGuichet.lu: Prefilling by reuse of data)

MyGuichet.lu and its OOP building block: facts & figures

- **~250 online procedures**
  - Nearly **400 000 procedures submitted online in 2018**: exponential growth in the last years
  - **Prefilling by reuse of data** (front office OOP) from the authentic sources or the personal space
  - Possibility, for some procedures, for the **user to give his consent in the context of the procedure** (front office) **for the reuse** of his personal data **in the back office** (back office OOP)
- **~ 170 000 personal spaces** (private or professional)
  - **Access** to the data of **~15 authentic sources** (authoritative registers or databases)
  - Possibility, for some authentic sources, **to amend online incorrect/uncomplete data**
  - **Overview** over all active or completed **online procedures of the user**
  - Possibility for the user to **add** by himself **more data** (≠ authentic sources) **for reuse** afterwards
  - Possibility, for the register of physical persons, **to say "Yes" or "No" to the prefilling**
  - Possibility, for the register of physical persons, to see **which organisation** has **accessed the data**
  - **Digital letter box** for some types of documents
- **OOP building block: Extent of its use**
  - Available for all public sector organisations and all online procedures
  - Used already in **~85 transactional online procedures**
  - Used already, directly or indirectly, by **more than 120 different public sector organisations**

Thank you for your attention!

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