



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Centre des technologies de l'information
de l'État

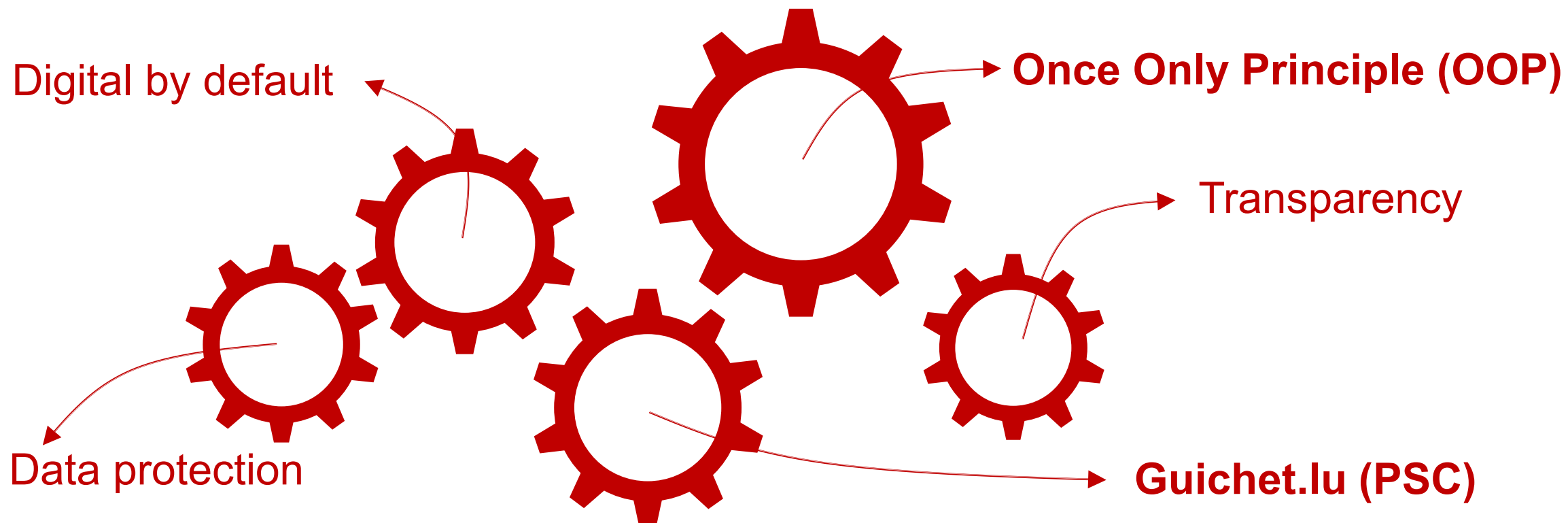
Implementation of the Once Only Principle (OOP) in Luxembourg

Gérard SOISSON (Luxembourg Government IT Centre)

Sharing & Reuse Conference

Bucharest, Romania – 11 June 2019

Luxembourg's eGovernment principles (24.07.2015)



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

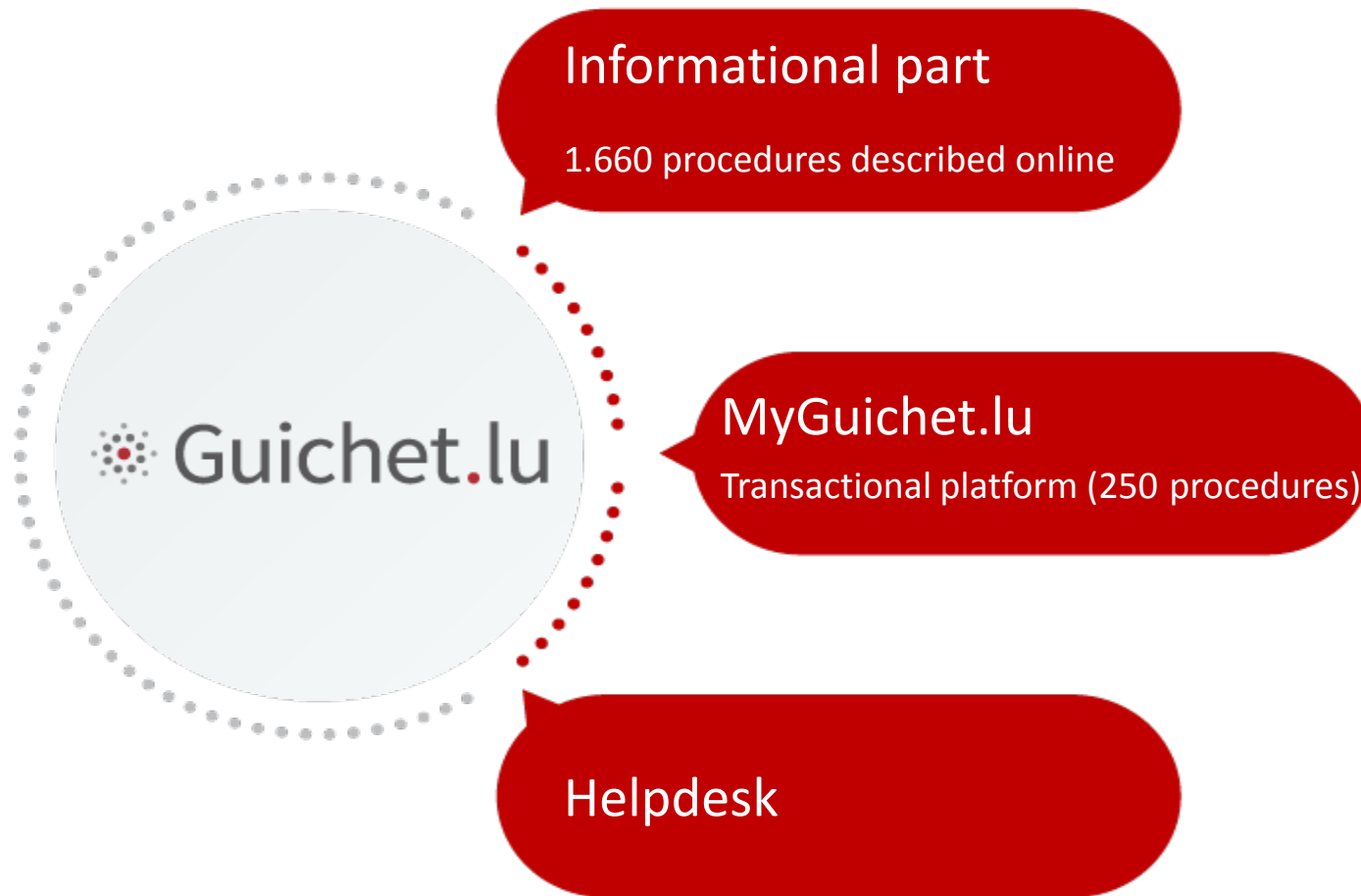


Guichet.lu – Luxembourg's PSC (Point of Single Contact)

For citizens & businesses



Components of Guichet.lu



MyGuichet.lu: The transactional platform

The screenshot shows the MyGuichet.lu website. At the top left is the logo of the Government of Luxembourg. The top right contains navigation links for 'luxembourg.lu', 'gouvernement.lu', 'legilux.lu', 'crossgov.lu', and 'Other sites'. A vertical sidebar on the left includes a language selector 'EN', a search icon, and icons for user profile, calendar, and another user profile. The main header features the 'Guichet.lu' logo and a 'MyGuichet.lu' section with a user icon and a 'NEED HELP?' button. A yellow banner below the header contains a gear icon and a message about technical difficulties on September 19, 2018. The main content area is divided into four columns, each with an icon and a title: 'LOG IN' (lock icon), 'MY DATA' (info icon), 'MY ONLINE PROCEDURES' (monitor icon), and 'MY MESSAGES' (speech bubbles icon). Each column contains a brief description of the service. At the bottom right, there is a blue upward-pointing arrow icon and the number '5'.

LE GOUVERNEMENT DU GRAND-DUCHÉ DE LUXEMBOURG

luxembourg.lu gouvernement.lu legilux.lu crossgov.lu Other sites

EN

Guichet.lu

MyGuichet.lu

NEED HELP?

In an effort to improve our services, please be advised that MyGuichet.lu may experience technical difficulties between 21.00 and 22.00 on 19 September 2018. We apologise for any inconvenience this may cause. Thank you for your understanding.

LOG IN
I can safely connect to my [secure eSpace on MyGuichet.lu](#) to carry out my online procedures

MY DATA
National registry, certificate of residence, national health fund, cadastral register... I [can access in complete confidentiality and transparency all my personal data](#) as stored by the Luxembourg public administrations.

MY ONLINE PROCEDURES
I can open a [list with all my administrative procedures](#): In preparation, Sent, Closed, Processed by the administration...

MY MESSAGES
I can consult the [messages received by certain public administrations](#) and can, in some cases, answer their questions.

5

MyGuichet.lu: Prefilling by reuse of data)

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Gérard Jean Soisson

MyGuichet.lu GÉRARD JEAN SOISSON

Demande d'extrait de casier judiciaire pour personne physique

- 1 Demandeur
- 2 Demande

Identité de la personne faisant l'objet de la demande

Demande effectuée à titre personnel



Demande effectuée à titre personnel Oui Non

L'identité de la personne faisant l'objet de la demande

i Un extrait de casier judiciaire ne peut pas être délivré à une personne mineure.

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Localité* Luxembourg

Pays* Luxembourg ▼

[Reprendre plus tard](#) [Etape suivante»](#)

Aide | Contact

A propos du site | Aspects légaux | Accessibilité

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** (\neq 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!

G rard SOISSON

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THE GOVERNMENT OF THE GRAND DUCHY OF LUXEMBOURG

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