

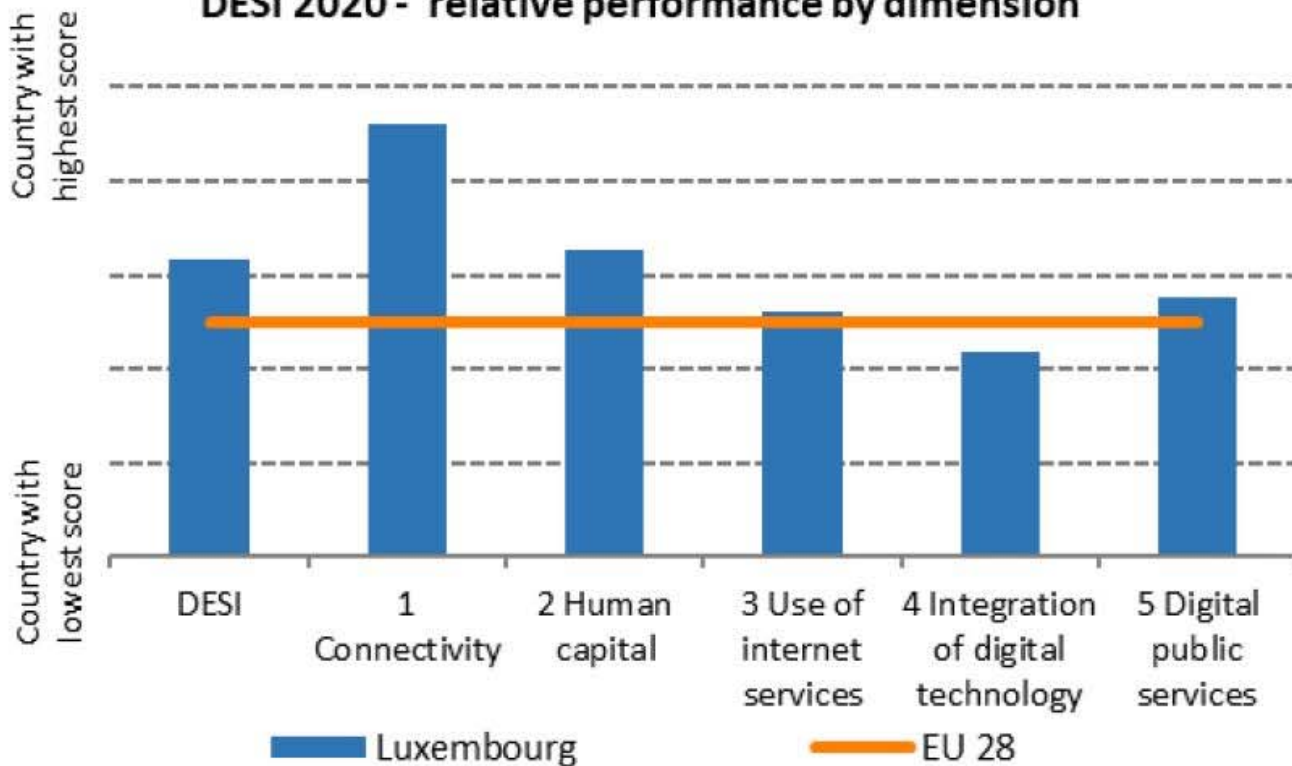
# Digitalisation in the public sector

Luxembourg

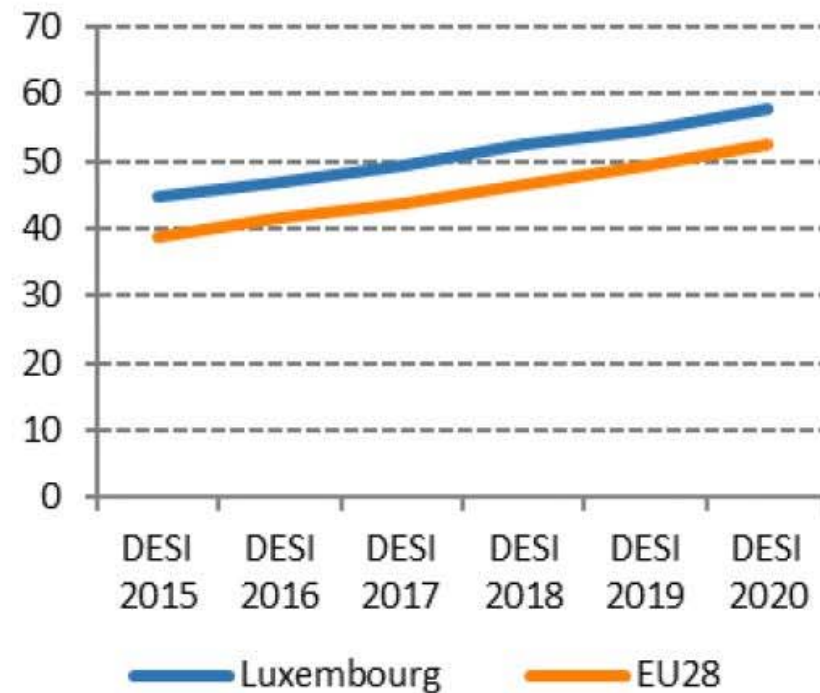
Anna-Lena Högenauer

# Trends: Digital Economy & Society Index (DESI)

DESI 2020 - relative performance by dimension



DESI - evolution over time

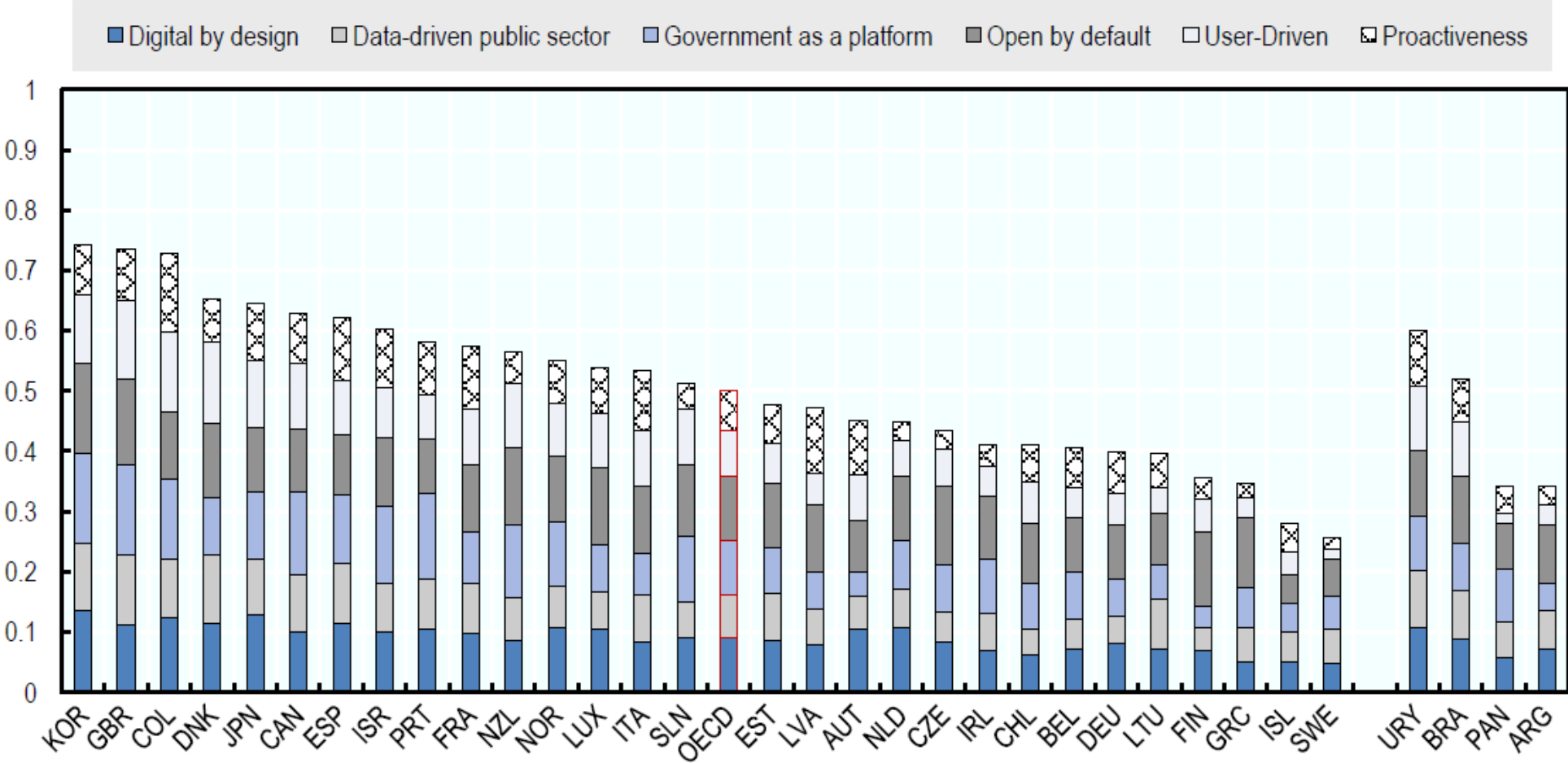


<https://luxembourg.public.lu/en/invest/competitiveness/desi.html>

# DESI continued

- Luxembourg ranked:
  - Connectivity (3rd): high coverage for next generation broadband (NGA); very high capacity networks (VHCN).
  - Human capital (8th): population above average with regards to digital literacy and the share of ICT specialists as a percentage of the total employment
  - Use of Internet services (12th): 93% of the population use the internet. Active use of online banking and shopping. Below average with regard to selling products online or watching video on demand, listening to music or playing games online.
  - Integration of digital technology (19th): Above average in terms of enterprises analysing big data or sharing information online; below average in terms of SMEs selling products online.
  - Digital public services (14th): Scores 99 out of 100 for the provision of digital services to business. But only 58% of internet users engage with e-Government services.

Figure 34. The OECD Digital Government Index Composite Results



# Governance of public sector digitalisation

- Digitalization became a priority under the Bettel II government (2018-...). For the first time, a Ministry for Digitalization was created
- A facilitator and a coordinator for ministries and other partners
- Goals:
  - Making life easier for citizens and companies; improve administrative processes
  - Opting for open innovation:
    - greater transparency and increased involvement of Luxembourg's citizens.
    - Open innovation also facilitated by “Digital Luxembourg”: <https://digital-luxembourg.public.lu/about-us>.
    - The aim is to gather ideas, skills or innovative technologies from external actors to foster innovation of the public services.
  - Making digital government a success. High-priority strategic axes:
    - Developing eGovernment,
    - Advancing administrative reform,
    - Promoting digital inclusion,
    - Integrating new technologies.

# Provision of public services

- The key platform for online access to public services is the “guichet public” <https://guichet.public.lu/fr.html>.
- A wide range of services are available digitally:
  - Tax declarations (businesses, employees, self-employed...)
  - Reimbursement of health costs
  - Signing up for unemployment benefits
  - Transport, housing, family, migration... related matters
  - Numerous business-related services (here, Luxembourg received a score of 99/100 in the 2020 DESI).
- The digitalization of services provided by the local level is less advanced. The municipalities have detailed websites, but the electronic submission of forms is less common.

# E-participation

- It is not possible to vote digitally
  - However, registration for the voting register and requests to use a postal vote can now be made digitally.
- Petitions:
  - Ordinary petitions (by an individual or a group of individuals) can be sent to the parliament by email or by post
  - Public petitions (of general interest) can be submitted via <https://www.petitiounen.lu/> or submitted by post.
- Laws as well as parliamentary debates, questions and resolutions can be accessed online.
- An eID exists.

# Flashpoint: COVID-19

- The government has pursued a dual strategy:
  - When a mass-testing strategy was set up, residents were initially invited by post to make an appointment for a test online or by phone.
  - During the registration for an appointment, residents could then opt for electronic communication in the future
  - This reflected the desire to meet the needs of elderly residents who potentially lacked the skills to register online and communicate electronically.
- The “guichet public” was also used as a digital platform to make appointments for Covid tests and later for vaccinations.
- Information on the Covid-19 situation and on the vaccination strategy was displayed on dedicated websites of the Ministry of Health.
- Generally speaking, digitalization increased due to Covid-19 in all areas of life (remote teaching/learning, remote working...).



# Flashpoint: COVID-19

- Luxembourg did not officially introduce a contact tracing app.
  - Instead, residents are asked to mail a form to a unit that will then trace the contacts.
  - This is somewhat contradictory in light of the prioritization of digitalization.
  - There were several debates on this issue, and one of the explanations given by the government was the high number of cross-border commuters and constant contacts of residents of different countries.
  - However, on a critical note, it has to be said that a number of 'national' contact tracing apps are compatible with other apps used in the EU (e.g. the Italian Immuni). While it would probably not have been possible to find an app that could exchange information with all three of the German, French and Belgian apps, it would probably have been possible to find an app that is compatible with at least two other national apps.
- The registration for Covid-19 testing and the notification of results were fully digital (or by phone, where necessary).

# Conclusion

- Overall, Luxembourg ranks above average in various digitalization indexes in comparison to the EU and the OECD countries.
  - Connectivity is very good, as are the provision of digital services to businesses and increasingly the digital services available to citizens.
- However, the uptake of digital services among users is still mixed.
  - The government also continues to provide many services in more traditional formats (e.g. forms on paper, communication by post, face-to-face services esp. on the local level).
  - There is a perceived need to keep services accessible for people with a low digital literacy (e.g. parts of the elderly population).
  - This has also influenced the government's Covid response, where residents were contacted first by post, and could then opt for digital communication.
- In light of the already relatively high degree of digitalization of the public administration and the addition of new services every year, as well as the political prioritization of this area, it is likely that Luxembourg will move towards an almost fully digitalized system wherever possible.
  - However, the current demographics still have to be taken into account
- As a result of the small size of the country, Luxembourg still experiences labour shortages in the IT sector. However, the country also invests in the training of experts, e.g. as part of the University of Luxembourg.