

**WORKING PAPER**

**10-02**

**Towards E-Gov  
in Belgium**

Situation in August 2002



**Federal  
Planning Bureau**  
Economic analyses and forecasts

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H. Van Sebroeck

September 2002



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## Federal Planning Bureau

The Belgian Federal Planning Bureau (BFPB) is a public agency under the authority of the Prime Minister and the Minister of Economic Affairs. The BFPB has a legal status that gives it an autonomy and intellectual independence within the Belgian Federal public sector.

BFPB's activities are primarily focused on macro-economic forecasting, analysing and assessing policies in the economic, social and environmental fields.

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*Several public institutions have helped in preparing this Working Paper.  
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## Introduction

Belgium is a federal state and consequently the implementation of electronic government is decentralized and based on co-operation between all authorities. There are five implementation platforms: a federal one, one each for the three regions and one for the municipalities. Furthermore, some publicly-controlled enterprises such as La Poste/de Post and Belgacom (telephony), are developing e-gov initiatives<sup>1</sup>.

In Belgium e-gov is not an end in itself but is considered as a tool of the so-called "Copernicus Plan" ([www.copernicus.be](http://www.copernicus.be)) to modernize the public service in order to achieve better service delivery to citizens, better functioning of the civil services and a simplification of administrative burdens.

In view of the e-gov realizations and planning in other countries, there are five Belgian e-gov achievements or implementation projects that catch the eye and could become benchmarks:

- The existing intersection database for social security, with the social security smart card.
- The system of electronic job vacancies, which is already functioning.
- The digital identity card project.
- The e-procurement project.
- The project within the Flanders region to provide internet connections for citizens through their TV sets, thus allowing interactive communication with the authorities.

This brief overview will consider e-gov achievements and plans at each policy level, together with the specific organizational and management systems that are being constructed for the purpose of implementing them.

E-gov can be considered as a very large object to study. The aim of this paper is not to be exhaustive but to give an overview of the most significant initiatives in the area.

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1. Examples include certified electronic mail (post box) by La Pose/De Post and certification by Belgacom. Both public enterprises formed a 50/50 joint-venture in June 2002 with their subsidiaries "E-services" and "E-trust".





## At the federal level

### A. The planning and implementation of e-gov projects

The main federal projects can be grouped into sectoral and general e-gov “backbones”:

#### 1. Sectoral projects:

1. Social security (3 projects).
2. Intersection database for social security (SIS smart card).
3. Taxation (3 projects).
4. E-Invoicing.
5. E-car registration.
6. E-justice.
7. E-procurement and e-tenders.
8. Jobs. (Despite the fact that this is an area of regional competence, this project is still mentioned here because of its importance and the fact it is present in all three regions)

#### 2. General projects:

1. Intersection database of enterprises.
2. Universal Message Engine (UME).
3. Portal.
4. Digital Identity Card (BEPIC).
5. Special PKI infrastructure for public services (FEDPKI).
6. Private network for data interchange between all federal departments (FEDMAN).

### 1. Sectoral projects

#### a. Social security

##### *i. Electronic declarations for beginning and termination of employment (DIMONA)*

Since October 2001 employers in three pilot sectors (construction, transport and temporary staff agencies) can use the e-filing system. The introduction was successful so it has been decided to implement it for all employers in January 2003 and no longer to use paper declarations from that moment onwards. Employers will no longer be obliged to keep a personnel register on paper.

*ii. Three monthly e-declarations of salaries and number of employees*

This form is used for the calculation of pensions, social security contributions and holiday allowances.

The e-declaration will be completed in January 2003.

This will give rise to the following administrative simplifications:

- Uniform definition of working day and employment.
- Uniform salary codes.
- Uniform procedures.
- Abolition of 50 forms.
- Simplification of up to 1/3 of the content of 27 forms.

*iii. e-declaration of social risks (unemployment, occupational illness and accidents)*

This will gradually be realised between 2003 and 2005:

- 2003: e-declaration of temporary unemployment and periods when company closes down.
- 2004: e-demand for sickness benefit and industrial disability benefit allowances.
- 2005: e-declaration for retirement.

([www.securite-sociale.be](http://www.securite-sociale.be)/[www.sociale-zekerheid.be](http://www.sociale-zekerheid.be)).

**b. Crossroads Bank for social security (“Banque Carrefour/Kruispunt-bank”)**

A back office intersection database, created in 1990, is already used to organise data transmission between 200 administrations involved in social security in the broad sense. Data are transmitted across a closed communication network that is connected securely via the internet. Security of connections is based on three principles: identification, authentication and authorization. In 1999 over 155 million messages were exchanged through the crossroads database; these messages replace a similar number of paper certificates.

The database is centered on a single identification number for all citizens. Every citizen is to have a social identity smart card (called SIS card) which is needed for contacts with his mutual health fund and pharmacist. The card offers added value for the public services but there are no direct advantages for citizens.

([www.ksz.fgov.be](http://www.ksz.fgov.be)).

**c. Taxation**

There is an “ICT 5-year plan 2001-2005” from the Finance Minister which was agreed upon by the Council of Ministers in March 2002. The following main projects are being implemented:

([www.minfin.fgov.be](http://www.minfin.fgov.be)), ([www.finform.fgov.be](http://www.finform.fgov.be)).

*i. E-VAT return (INTERVAT)*

Grouped e-VAT returns from tax advisors or large enterprises are already possible through EDIVAT on the basis of a protocol agreed with the Ministry of Finance. Since 11.2.2002, e-returns for other enterprises are also possible via INTERVAT (with technology partners "Siemens" and "Offis") but a digital certified signature is necessary. This signature can be obtained from "Téléboutiques" or from "Chambers of Commerce", which function as registration authorities; the certification is respectively issued by "E-trust" (a subsidiary of the public telephone company "Belgacom") and by "Globalsign" (a subsidiary of the Chambers of Commerce and Ubizen). The success of the scheme is limited and the Ministry is launching an information campaign.

*ii. E-income tax return (personal and companies)*

From 1.6.2002 only downloading of forms is possible and the return still has to be submitted by mail (Finform 1). One slight advantage of Finform 1 is automatic checking. (Concept developed together with "Adobe"). E-returns (Finform 2) will be possible in 2003. A pin code will be needed.

*iii. E-customs formalities (paperless customs)*

The invitation to tender for a global implementation plan was launched in July 2002 and will be adjudicated at the end of the year. Another invitation to tender has been launched to meet EC obligations concerning electronic transit which will be implemented in July 2003. The customs tariff rates (TARBEL) will be placed on the web at the end of 2002.

**d. Electronic invoicing**

E-invoices are not yet authorized in Belgium but, under special conditions, temporary exceptions were already allowed before the publication of the EC-directive on 20.12.2001. Seventeen enterprises already have this privilege. Meanwhile three service enterprises, offering a safe, high-tech invoice exchange system and acting as a hub for enterprises that have a written contract with the hub, have also been granted temporary exceptions. The subscribing enterprises no longer need individual authorization from the finance ministry. A working group involving representatives from the ministry of finance, the VAT administration and the private sector is working on implementation of the EC directive of December 2001. Transposition of the directive is expected early in 2003.

**e. E-car registration (DIV web)**

This e-registration is the responsibility of the Ministry of Communication and Infrastructure ([www.vici.fgov.be](http://www.vici.fgov.be)). The project is being developed together with the company "Computer Science Corporation". Coordination has been necessary with other ministerial departments (Finance and Home Affairs) and with private enterprises (insurance companies and car dealers). E-registration will come into force in early 2003.

#### **f. E-justice.**

This project (entitled PHENIX) was initiated in September 2000 and mainly covers ICT investments but also includes some e-gov projects such as video conferencing to avoid transporting prisoners to the court (cybercourt), the adaption of existing legislation in accordance with ICT implementations (for example: time-frames for appeal have hitherto been linked to court opening hours; what will the deadlines be in an e-gov system?), the exchange of data between the Ministry of Justice and the police, electronic filing of attorneys pleadings etc. Those items are currently being studied. E-filing of attorneys' pleadings will be tested in December 2002 in two out of 27 judicial districts. One project already completed is free online access to the Statute book and the online registration, modification and removal of companies.

(<http://just.fgov.be>) ([www.e-justice.be](http://www.e-justice.be)).

#### **g. E-procurement and e-tenders**

At the initiative of the defence administration, a steering group was created in August 2000 with representatives from all federal administrations, FEDICT (see B.2 below) and some other specific administrations. Regions and municipalities will be invited to join the project. E-procurement will cover three modules: 1) e-procurement, 2) e-catalogue and 3) e-payable.

1) The e-procurement and e-tender module entitled JEP (joint e-procurement) will be implemented in three phases:

- JEP phase 1 (called "JEPP" = joint e-public procurement). deals with the invitations for tender procedure and publication on a single common portal. It is being developed with the help of KPMG. JEPP will be operational in October 2002.
- JEP phase 2 will be built as a procedure for reception and notification of tenders. Technical and legal consultations are still taking place. This phase will be operational in early 2004.
- JEP phase 3, not yet approved, will organize back-office processing.

2) The "e-catalogue" module is planned for procurements which are already defined except for quantities. The feasibility study for this module has been completed.

3) The "e-payable" module is designed for procurement cases amounting to less than 5,500 euro. It is a management tool and allows electronic invoicing and payment. Results of the functional analyses by a consultant are expected by the end of 2003 and the system should be operational in 2005. Since e-payment will avoid the current time-consuming correction of a 60% average miscalculation of invoices received and will reduce the administration time between invoice and payment from 50 days to 24 hours, the benefits are expected to be considerable.

#### **h. Jobs**

This project is mentioned here, although it is a regional matter, because of its importance and success. Electronic job vacancies in private and public enterprises are offered online by regional public services and in the Flanders region also on

about 450 touch-screens placed in several locations with easy access for citizens (called WIS terminals). The three regional services are: VDAB (Flanders), ORBEM (Brussels) and FOREM (Wallonia).

([www.vdab.be](http://www.vdab.be)), ([www.orbem.be](http://www.orbem.be)), ([www.hotjob.be](http://www.hotjob.be)).

## 2. General projects

### a. Intersection database of enterprises.

The decision to build a database in which each enterprise has a single identification number was made by the Council of Ministers in March 2001. This single identification number will be based on the VAT number and will replace both the social security number and the commercial register number. The project was granted in August 2001 to the firm "Computer Associates" and will be implemented by the Ministry of Economic Affairs. It will be operational in July 2003. The registration of new enterprises will be done by private "enterprise counters" that will take over this responsibility from the judicial registers.

### b. UME (Universal Message Engine)

The construction of a middleware system is necessary in order to exchange messages between different hardware and software platforms. In its first phase the UME, which is being managed by FEDICT (see B.2 below), will deal with EDI (electronic data interchange) between a few departments and the intersection database for social security. This phase has been operational since July 2001. Eight certificates are currently available through the UME:

- balance sheets submitted to the central balance sheet.
- certificate of recognition as building contractor
- proof of payment of social security contributions.
- certificate of registration for VAT.
- certificate for a registered building contractor.
- certificate of non-bankruptcy or judicial agreement.
- certificate of enrolment in the commercial register.
- certificate of affiliation to a social security fund for the self-employed.

The following will also be available in October 2002:

- certificate of VAT debts.
- certificate of tax debts.
- requests for the intersection database for social security.

Substantial administrative simplification has already been achieved: each year the department for SMEs delivers 18000 certificates. In the past those requiring information had to submit the various certificates by fax or mail, whereas the administration now receives them immediately through the UME.

In a second phase communication will be put in place between all departments and the portals and finally the connection with other governmental levels (regions, provinces and municipalities) will become operational.

Whereas it was agreed at the earlier stages that a single UME should be built, it is becoming highly probable that some departments and regions will develop their own middleware but that those UMEs will intercommunicate.

### **c. Portal**

The Council of Ministers decided in April 2002 to build a federal portal, into which the actual website "belgium.fgov.be" will be integrated. It was already agreed with the regions in March 2001 that more than one portal could be built, with the limitation that back-office service delivery must be integrated and offered by the authorities on a reciprocal basis. E-services should be supplied irrespective of the entry type used by citizens and citizens or enterprises should only have to register once through a single identification code. The task of building the system was granted to a consortium led by "Accenture" (HP for the hardware). The federal portal will be built on the basis of the pattern of demand from citizens, enterprises and civil servants. Working groups are elaborating questions and navigation structures for each of the 27 subjects (having children, paying taxes, going abroad, retirement, etc.). The portal will be implemented in phases: at the end of 2002 users will have access to public information and services and in the spring of 2003 the portal will allow interactive transactions. The goal is that after 5 years, 70% of requests from citizens, as far as the federal information is concerned, will be covered. The portal will be accessible to blind people.

In addition to the single federal portal, other thematic portals are also allowed; for example at the Ministry of Economic Affairs a portal for enterprises will be created in 2003 as a single point of contact for enterprises.

### **d. Digital identity card (BELPIC: Belgian personal identity card)**

The Council of Ministers decided in July 2001 to replace the current identity card by a digital one, after a trial in 11 municipalities. The smart card will be slightly smaller than the current one and will contain, besides a photo, following visible information: the current personal federal population registration number and some basic identification data. A chip will also contain the address and other personal information and a double electronic key that can be used either as a pin code for identification and, if the citizen wishes to activate it, as a qualified digital signature. The municipalities will function as registration authorities and qualified certification will be entrusted to one or more authorities to be designated in accordance with the rules governing public tenders. Use of the card will be free of charge but the purchase cost for the municipalities, including the certification cost, will be 10 euro for 5 years (municipalities are allowed to charge more to citizens).

Since the laws of 29.10.2000 and 9.7.2001 a digital signature is equal to a handwritten one in Belgium as far as private contracts (for example: mortgage, marriage, deed of gift, etc.) are concerned. Authentic contracts, however, continue to need a handwritten signature.

Delivery of the required infrastructure in the 11 trial municipalities has begun. The tender procedure for designation of the smart card producer and the certification authority (authorities) is in progress. The trial will begin in December 2002 (330.000 Belgians will try it out). General distribution to all citizens is scheduled for mid 2003 ([www.mibz.fgov.be](http://www.mibz.fgov.be)).



### **e. A special PKI infrastructure for public services (FEDPKI)**

For electronic exchanges within and between the public services, a special PKI-infrastructure is needed. The project (FEDPKI) was the subject of a public tender in September 2001 but has been stopped. The infrastructure will be integrated with the electronic identity card (see below BELPIC) with a LDAP (Lightweight Directory Access Protocol) in that it will enable civil servants to identify and authenticate themselves as such and as belonging to a particular administration, possibly also with specific authorisation.

### **f. A secure private high-speed network linked to service delivery for electronic data interchange between all federal departments (FEDMAN)**

Citizens should only have to supply information to government services once. The databases therefore have to be linked.

This EDI has three aspects:

- Public administrations supplying data to databases will do so electronically.
- Public administrations will have electronic access to each other's databases.
- Public administrations will be able to exchange processed information (selected, interpreted, structured, etc.).

Federal departments have hitherto been connected through a network whose speed, security and functions were inadequate. Modernisation is taking place through a Federal Metropolitan Area Network (FEDMAN) which has been operational since 1.9.2002.

## **B. Organizational aspects**

### **1. Responsibility of ministers**

Since the creation of FEDICT (see below) the Minister for the Civil Service and Modernisation of public Administration is responsible. ([www.mazfp.fgov.be](http://www.mazfp.fgov.be)).

If e-gov is considered in a broad sense, two other ministers also have some general responsibility<sup>1</sup>:

- The Minister of Telecom, Public enterprises, Participations and Self-employed; responsible for ICT in general (broadband, internet access and prices etc.) ([www.telcobel.be](http://www.telcobel.be)).
- The Minister of Economic Affairs and Science Policy; responsible for official certification, e-commerce, information and encouraging citizens in relation to ICT etc. ([www.mineco.fgov.be](http://www.mineco.fgov.be)).

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1. Other Ministers are responsible for sectoral e-gov projects. For instance the Minister of Justice is responsible for e-Justice (Phenix project) and the Minister of Home Affairs is responsible for the digital identity card (BEPIC).

## 2. Federal Public Service for ICT (FEDICT)<sup>1</sup>

FEDICT<sup>2</sup> ([www.fedict.be](http://www.fedict.be)) is one of the four horizontal public services created in April 2001 as part of the so-called "Copernicus" reform ([www.copernicus.be](http://www.copernicus.be)) of the federal public services. FEDICT is responsible for the general e-gov strategy and for supporting federal ministries in the implementation of that strategy. FEDICT comprises four departments: information management, system architecture and standards, project coordination and relations with all public services and with the EU, and service management.

A permanent ICT steering committee (PICTS) was created within Fedict, including those responsible for ICT in all federal ministries.

## 3. Intergovernmental committee on e-gov

In March 2001 a cooperation agreement between federal and regional governments (with regional governments also representing the municipalities) and enterprises was elaborated (Statute Book 8.8.2001). One of the key initiatives is to develop a citizen and business focused portal that will allow information from different sources -federal, community, regional (provinces and municipalities will soon be invited to join in) - to be aggregated at several access points for integrated service delivery. In June 2001 the partners created an intergovernmental committee with cabinet representatives and the e-gov managers. Early in 2002 the committee set up two sub-committees of civil servants and technicians: one for content (presided over by the Flanders region) and one for architecture (presided over by the Walloon region). Both sub-commissions have to provide progress reports to the committee. The overall aim is to ensure that government websites provide seamless services. All the partners agreed, amongst other things:

- To base the information provided by the portals on life-cycle events.
- To work with the same definitions and structure.
- To use the same standards and norms.
- To use the federal PKI.
- To align the architecture with the EC's IDA programme.
- To use the same identification numbers; one for citizens and one for enterprises.
- To determine which administration will update and archive the data.
- To admit the use of different but linked UMEs because some administrations are, for security reasons, reluctant to use the internet for transmission.
- To set priorities in terms of which services will be delivered.
- To set out key guidelines for government agencies.

## 4. Internet Observatory

An internet observatory has been created within the Ministry for Economic Affairs by the Royal Decree dated 26.11.2001 - following the example of France -

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1. The federal public administration is being reformed at this moment with the so-called "Copernicus-plan". One of the novelties is a change of names in public institutions and ministries. It is therefore possible that the terminology used in the text is not the appropriate and definitive one.

2. Royal Decree of 11.5.2001

with three goals: to provide advice about economic problems related to the use of ICT, to organize debate between all economic actors and to inform the public about ICT and encourage its use. The following working groups have been created: digital divide, labelling, e-gov, e-commerce and protection of minors. Reports are expected by October 2002.

## 5. Computer scientists

In order to overcome the statutory difficulty of recruiting computer scientists under market conditions for public services, a law was passed (17.7.2001; Statute Book of 31.7.2001) authorizing federal public services to come together in order to allow them to meet their obligations in the area of information management and security. The law gives them permission, through the creation of a non profit cooperative, to engage the necessary specialists at market salaries instead of civil service salaries.





## Flanders

### A. The planning and implementation of e-gov projects

#### 1. Portal plan

At present there are already two functioning portals: a general one [www.Vlaanderen.be](http://www.Vlaanderen.be) and one for enterprises [www.ondernemen.vlaanderen.be](http://www.ondernemen.vlaanderen.be). The latter not only provides information but some forms can already be downloaded. When logging on, enterprises are given an identification number that can be used for all contacts with the Flemish authorities. The first portal will be transformed into an integrated governmental counter based on the back office clusters (see below) and aimed at the pattern of demand presented by citizens and enterprises. The municipalities are invited to join the project.

In addition there is already a specific website, called tele-administration <http://www2.vlaanderen.be>, aimed at providing information about the general framework and the implementation of e-gov.

#### 2. Back-offices: “integrated counters”

It was decided in December 2000 to create integrated counters. They will comprise 11 interactive back office cluster counters: enterprises, building and residential, work, regional and local taxation, care and welfare, environment, education, mobility, culture-sports-media, authorities and science and technology. More than half of these are already operational. Each cluster will be led by a Minister. Technical and infrastructural support is being outsourced to “Siemens Business Services”.

The clusters will be accessible via the single (for the Flemish region) governmental portal and will allow citizens to follow up their requests and know which civil servant is in charge.

There is no doubt that the realisation of the different cluster counters will have consequences for the work of the municipalities but the impact will only gradually be felt as implementation proceeds.

### 3. Interactive television (called "i.o." = interactive broadcasting)

A project has been in existence since February 2002, run by the Flanders government and the Radio and TV company, together with the telephone company Belgacom and affiliates Skynet and Belgacom-mobile (=Proximus), to provide internet connections for citizens through their TV-sets, thus allowing interactive communication with the authorities. A test is going on in the municipality "Schooten" (near Antwerp) (because there is nearby TV-mast with adequate frequencies) introducing set-top boxes with hard discs (Siemens/Fujitsu) in 100 families to allow interactive applications, e-mail, e-banking, e-government etc. Early in 2003 a concept trial will decide whether the system is to be introduced throughout the region.

## B. Organizational and technical aspects

### 1. Responsibility of ministers ([www.flanders.be](http://www.flanders.be))

Three ministers are involved:

1. The Minister President
2. The Minister of Finance, Budget, Innovation, Media and Environmental Control.
3. The Minister of Home Affairs, Foreign Affairs and Civil Service.

A threefold organizational structure (front-office, back-office and clusters) has been set up:

- A department in charge of the front-office "flanders.be"
- A central back-office department with an "e-gov steering group"
- A theme-based back office department with:
  - An "e-gov project team" with six specialists co-ordinating the cluster functioning.
  - An integrated transaction counter for each cluster with a "cluster steering group" and an "operational cluster team".

### 2. E-gov steering group

This ministerial committee is chaired by the Minister President and essentially brings together a number of ministers, the ICT manager and the e-gov project manager. It was created in December 2000. It holds monthly meetings to co-ordinate initiatives in the field of e-gov, e-learning, e-commerce, e-banking and e-TV. The group reports quarterly to the ICT steering commission (see below).

### 3. ICT steering commission

This commission is a working group involving ministerial representatives, the ICT manager and the e-gov manager.

#### 4. E-gov project team

The e-gov team has the task of supporting the e-gov policy of the Flanders government. The team also monitors the cluster teams and co-ordinates their progress, and is in charge of co-operation with federal and other authorities. The team submits an annual progress report to the e-gov steering group.

#### 5. Digital strategic forum

This forum, chaired by the Minister-President, was created in July 2001. It is a kind of think-tank bringing together the various stakeholders, authorities, scientists, employers, company federations etc.







## Wallonia

### A. The planning and implementation of e-gov projects

#### 1. Portal plan

In June 2001 the Walloon Government adopted the “Wall on line” plan. This electronic government plan covered a four to five-year programme aimed at a virtual one stop shop. The existing website ([www.wallonie.be](http://www.wallonie.be)) will be transformed into a portal in 2003.

#### 2. Intelligent forms

This project is being given priority because it coincides with the goal of administrative simplification. At present a great number of forms can already be completed electronically (but still have to be sent back by post). This pilot project has thoroughly prepared the way for electronic transmission of these forms and it will be tested in September 2002.

#### 3. E-Council of ministers

A feasibility study for this project is being carried out together with consultant “Comase”.

### B. Organizational and technical aspects

#### 1. Responsibility of ministers (<http://gov.wallonie.be>) ([www.e-wallonie.net](http://www.e-wallonie.net))

Three ministers are involved:

1. The Minister President.
2. The Minister of Home Affairs and Civil Servants.
3. The Minister of the Economy, SMEs, Research and New Technologies.

## 2. Steering committee

This committee, under the authority of the Minister President, supervises the overall project: overall strategy, priorities and availability of resources. A representative of the Federal Prime Minister also sits on the committee.

## 3. Project team

The tasks of this team, which is the responsibility of the Minister President are:

- To ensure co-ordination of projects.
- To initiate projects in all the departments and disseminate their results.
- To propose orientations to the steering committee.
- To represent the Walloon government at the federal level in e-gov matters.

## 4. Themed groups and project managers

Groups of civil servants and managers for concrete projects.



## Brussels

### A. The planning and implementation of e-gov projects

#### 1. Portal

The site [www.brussels.irisnet.be](http://www.brussels.irisnet.be) is the existing website organized according to life-cycle events. A tender is out to improve it and to turn it into a portal.

#### 2. Cable

The investment in cable is an exemple of a PPP. The partners are Irisnet, Telecom France and Telindus, but the Brussels region will have full ownership after 10 years.

#### 3. Other projects

There are various specific municipal and regional projects. This details can be consulted on the irisnet website under the heading "e-gov" (cahier no20 dd. October 2001). Two interesting initiatives are mentioned here.

1. URBIS: This is an electronic map showing information about population density, roads, traffic, police stations etc. It is very useful, for example, in planning wastte collections on the bais of traffic densities.
2. CHANCERY: Electronic management of the agenda , official reports and notifications of the Brussels Government. A PKI system alows every member of the government to sign a document with a smart card. This system will gradually be implemented in the Brussels municipalities

## **B. Organizational and technical aspects**

### 1. Responsibility of minister:

The Minister President

### 2. Irisnet ([www.cibg.irisnet.be](http://www.cibg.irisnet.be))

This IT center is a public institution for promoting, organizing and diffusing ICT in the Brussels municipalities and in the authorities within the Brussels region.



## Belgian municipalities

There are 589 municipalities in Belgium (Flanders: 308; Wallonia: 262; Brussels: 19). More than half of them have a website (Flanders: NA; previously 55%; Wallonia: 195 and Brussels: 12) but few offer forms.

A project (2001-2008) has been initiated to build a standard for a digital municipal counter for all Belgian municipalities, with the following aims:

- Make an inventory of all the documents a citizen can get from the municipality and determine for each how the service can be delivered electronically.
- Description of the forms in XML.
- Automatic linkage to the State register.

The partners in the project are:

- The Minister of Home Affairs.
- CEVI NV (= CEVI Ldt; Center for IT; ([www.cevi.be](http://www.cevi.be)).
- Association of Flemish, Walloon and Brussels Cities and Municipalities ([www.vvsg.be](http://www.vvsg.be)) ( [www.ucvw.be](http://www.ucvw.be)) ([www.avcb-vsgb.be](http://www.avcb-vsgb.be)).
- The intersection databank for social security.





## Implementation timetable

### End 2002

- Federal information portal
- Federal PKI infrastructure operational (FEDPKI)
- First phase of e-procurement (JEPP) operational
- Internet observatory (reports from working groups)
- Adjudication of the global study for paperless customs
- Test of the e-identity card (BELPIC)
- Test of e-filing of attorneys conclusions
- Test of intelligent forms in Wallonia
- custom tariff rates on the web

### Early 2003

- Interactive federal portal
- E-declaration of employment for all employers
- E-declaration of salaries and number of employees
- E- car registration
- E- invoicing
- E-identity card (BELPIC)
- Trial of interactive television in Flanders

### Later in 2003

- E-income tax return
- E-declaration of temporary unemployment and periods of company closure
- E-transit (customs)
- Creation of a portal for enterprises.
- Interactive portal in Wallonia

### 2004

- Second phase of e-procurement operational
- E-application for sickness benefit and occupational disability benefit

### 2005

- E-retirement declaration
- The "e-payable" e-procurement module for small amounts

### 2001-2005

- Virtual one stop shop in Wallonia

### 2001-2008

- Digital municipal counter