

Belgium

General Aspects

Belgium is a federal State, in the form of a constitutional monarchy. It covers a surface of 30.528 sq. km; the population is 10.240.000 inhabitants.

Diffusion of ICT in the country

PC penetration in the country (number of PCs/population) is estimated to be 13,7%. The Internet penetration, instead, amounts to 21,5%; approximately, users of telephone services cover half of the population; the same percentage is given for mobile phone penetration.

Application of ICT to Public Administration

66,7% of the employees in central Public Administration uses a PC in work environment; for the Local Public Administration this percentage is approximately estimated 10%; the 35% of the civil servants has an access to e-mail and Internet service.

Governmental offices of the Central and the Local Public Administration can communicate each other through Intranet/Extranet networks.

Public Administration on line

95% of governmental bodies of the Central Public Administration has its own internet web site (among them, the Executive and Legislative body); for the Local Administration the percentage is estimated 50%.

Government's web sites generally include press releases, official documents, speeches and statements of the Head of Government, Government and Legislative acts, transcription of the parliamentary debates.

A specific portal for citizens offers a single access to public information, acts, services.

E-government issues

On line services to citizens are limited to the possibility of getting information and download forms. The DINOMA project allows companies to acquire and send employment declarations.

Government has started an action program to promote the diffusion of ICT in the Public Administration. The program has been formalized in a recent *Action Plan*, and a specific Authority will be instituted to manage the different activities.

The main targets of the strategy regard the securisation of transaction, the systematic reuse of already available information, internet-based multiplatform applications.

Government is involved in specific e-government projects: PKI (public key infrastructure), digital identity card, national unique identification number for companies, universal messaging engine between administrations, VAT declarations.

Future issues

The government will presumably invest 120 millions of dollars to support the e-government strategy. The future efforts will regard the cooperation agreement of federal government with regions and communities.