

Luxembourg

General Aspects

Luxembourg is a representative democracy in the form of a constitutional monarchy. It covers a surface of 2.586 sq. km; the population is 435.700 inhabitants.

Diffusion of ICT in the country

PC penetration (number of PCs/population) is estimated 51%. There is 1 access to internet each 4 persons. Users of telephone services are approximately 100%; users of mobile telephones represent, instead, 69% of the population.

Application of ICT to Public Administration

65% of the employees in central Public Administration uses a PC in work environment. 35% of civil servants has access to e-mail and Internet.

The governmental offices of the Central and the Local Public Administration are interlinked through Intranet/Extranet networks.

Public Administration on line

75% of governmental bodies of the Central Public Administration has its own internet web site (among them, the Executive and Legislative body); the percentage is similar for the Local Public Administrations (70%).

On government's web sites it is possible to send requests for information through e-mail, and to consult the press releases, official documents, Government and Legislative acts, transcription the parliamentary debates.

E-government issues

The government has started an action program to promote the application of ICT to the Public Administrations and to provide on-line services. The program has been formalized in a recent *Action Plan*, available at the address www.eluxembourg.lu.

The main targets of the strategy regard the optimization of the telecommunications infrastructure, the promotion of e-commerce, the diffusion of the information technology to the whole population. To attain the objectives formulated in the *Action Plan*, the Government has instituted a *Commission Nationale pour la Société de l'Information* at the ministerial level, a common budget managed by the Prime Minister, and National reporting with indicators.