



NIF: IOP Action Plan of the National Committee for Interoperability

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IOP actions

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IOP actions

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IOP actions



Standardization of public inquiries procedures in their digitalization process



Action: Standardised, interoperable eDelivery service

Objective:

To establish a cross-cutting thematic working group (CTWG) with the following mandate:

- to analyse the existing situation with regard to eDelivery at national and European level ;
- to assess the potential for extending, systematising and standardising its use particularly for exchanges with undertakings beyond the electronic invoicing sector (public procurement documents in general, VAT, etc.) ;
- to analyse the potential synergies between the already existing eDelivery Omnibus (BRIS, eCODEX, etc.) and Peppol services and ways of making them as interoperable as possible ;
- to analyse the possible links and synergies of the eDelivery approach with what is being done at the API level (API Gateway) and the potential of combining the 2 approaches with a view to a much greater degree of standardisation of exchanges with undertakings, but also also between public sector bodies ;
- to analyse to what extent eDelivery, which technically guarantees non-repudiation, could be used to send electronic registered mail which complies with legal requirements and the provisions on ERDS (Electronic Registered Delivery Service) in the EU's eIDAS Regulation ;
- to suggest concrete measures to achieve greater interoperability in this area.

Description:

eDelivery solutions (<https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery>) are already used today in various areas (BRIS, eCODEX, eInvoicing) on the basis of different tools (EU Commission's Omnibus solution; European Peppol solution (www.peppol.eu)). Unfortunately these different solutions are not interoperable in practice, but can always only be used in the specific sector for which they were set up. This results in great inefficiency and high costs.

CSI(s) concerned:

All



Action:

Systematisation and acceleration of the Once Only approach

Objective:

To establish a cross-cutting thematic working group (CTWG) with the following mandate:

- to analyse the expediency and the potential of possible “OOP (Once Only Principle)” legislation and the generalisation of the obligation to apply the Once Only Principle by this means ;
- to assess the possibilities of further extending and systematising the OOP approaches which already exist to a very large extent in MyGuichet ;
- to explore ways of making it possible to more systematically use, instead of Once Only “Front office” (reuse of data in online forms), Once Only “Back office” (automated exchange of data without asking the user to provide them) and thus automated, proactive eGovernment ;
- to evaluate the expediency of systematising an approach based on transparency (possibility to correct data online and to see the accesses made to the data) in the field of OOP as it already exists at the level of MyGuichet for the RNPP ;
- to take into account the impact of the EU context in this area (notably the Regulation for a Single Digital portal and the proposal for a regulation amending the eIDAS Regulation) ;
- to suggest concrete measures to make progress in this area.

Description:

The OOP has been among the strategic principles pursued at national and EU level for years. It also features again in the “ Electronic Governance 2021-2025” strategy, which was adopted by the Council of Government in early 2021. MyGuichet has been applying this principle on a daily basis for more than 5 years by connecting more and more authentic sources with the MyGuichet platform and by reusing the data from these authentic sources in online procedures as far as possible. It is now a matter of building on these very solid foundations and of systematising and further accelerating the Once Only principle.

CSI(s) concerned:

All



Action:

Universal digital mailbox

Objective:

To establish a cross-cutting thematic working group (CTWG) with the following mandate:

- to assess the feasibility and potential of defining standards and requirements for a universal interoperable digital mailbox (Generic Digital Inbox) which could also be offered by private actors and would allow all users (undertakings and citizens) to receive securely - i.e. in such a way that the non-repudiation, integrity and confidentiality of messages are guaranteed any electronic document from public sector bodies and, subsequently and ideally, also from private sector bodies
- to analyse in particular to what extent the use of an eDelivery network might not be the most appropriate approach to cover the secure and standardised transmission of messages and to what extent mailboxes already offered by private actors in the context of electronic invoicing to receive electronic invoices could serve as a starting point
- to suggest concrete avenues or measures to make progress in this area.

Description:

For many years, MyGuichet has offered users a digital mailbox in their personal space, via which they can receive and consult electronic documents provided by public sector bodies. This functionality is certainly very useful, but the user can neither receive documents from all public sector bodies produced in any context, nor any electronic documents from private sector actors. The user is therefore faced with a situation that is not very ergonomic and not interoperable, where, depending on the issuer of the electronic document, he or she has to use various disparate and, most of the time, not really secure means of accessing and receiving documents (e-mail, specific sites of document issuers, etc.).

This action aims to remedy this situation by creating universal digital mailboxes.

CSI(s) concerned:

All



Action:

API Portal

Objective:

The objective of the API portal is to create a single place where developers of consumer applications can find technical information on published APIs in a simple, quick and convenient way.

Description:

With an API portal, all APIs which are registered on the API gateway can be documented in a structured way and made available for testing and integration. Such a portal will make life easier for developers who need to know what services already exist, as well as the implementation of a particular API. This will allow public services to integrate with each other more efficiently.

From a technical point of view, the site will use a Swagger-type of documentation format.

CSI(s) concerned:

All



Action: NIF Extranet for the IOP community

Objective:

To improve interaction and information sharing between the different members of the NIF community.

Description:

Establishment of an extranet, which allows the smooth sharing of data, comments and knowledge between the various members of the NIF community. Such a portal should be a website with a part accessible to the general public (information on NIF and IOP, catalogues, action plan, etc.) and a part reserved for members of the NIF community who would be able to access additional functionalities and contents. Each member of this community will be able to find relevant links to add new items to the catalogue of products or actions. A search engine will afford the possibility to find products or actions. The product and action pages contain relevant information about the background, responsible bodies and persons, contacts and the potential of a given product or action. A WIKI function is possible for documentation and free exchange.

CSI(s) concerned:

All



Action:

NIF4Gov

Objective:

- To raise awareness and encourage public sector bodies to propose new IOP actions and to get involved and engaged in the PO in general and the NIF in particular;
- To advance IOP in the public sector through financial support for innovative IOP actions and the creation of new IOP products through these actions.

Description:

- 1) The NIF4Gov initiative is a competition in which, in the first stage, following a call for projects addressed to public sector bodies, such bodies can submit proposals for IOP actions.
- 2) In a second stage, the proposals submitted will be analysed by a panel of experts from the point of view of their maturity, innovation potential, impact on the NIF landscape, etc., and the best one(s) will be selected.
- 3) The selected actions will be financed or co-financed through a dedicated budget of the Ministry for Digitalisation and included in the action plan.

CSI(s) concerned:

All



Action:

NIF Day

Objective:

To inform, exchange and raise awareness among public sector stakeholders about interoperability in general on the one hand and, on the other hand, more specifically about the NIF and interoperability within the Luxembourg public sector through topical presentations, workshops and possibly seminars or debates.

Description:

This is an event, which, as the name suggests, normally takes place over one day around the theme of NIF. Organised in a suitable location, the aim is to offer topical presentations, workshops and possibly seminars or debates and to allow a lively, fruitful exchange between members of the IOP community.

CSI(s) concerned:

All



Action:

Web portal for validation of electronically signed documents and records

Objective:

The proposed action aims at setting up a web portal enabling the simple validation of electronically signed documents and records. The solution will have to support the signatures of all Member States (based on the European trust lists) and all signature formats required by the eIDAS Regulation.

Description:

The validation of electronic signatures is currently limited to signatures created with LuxTrust products and the national eID card and its accuracy is not certain. Moreover, the current CTIE solutions only support 2 of the 4 formats specified in the [implementing decision \(EU\)2015/1506 of 8 September 2015](#). From an operational point of view, CI.DSF is currently integrated directly into applications (e.g. MyGuichet), but it does not exist as a web portal enabling the electronic signatures of a document received offline to be easily validated.

CSI(s) concerned:

CNI



Action:

Planadori (national documentation platform for infrastructure networks)

Objective:

- provide centralised documentation of the different types of networks (mostly underground): energy, water, telecommunications, public lighting, etc;
- provide a single point of contact for all stakeholders (e.g. for contractors when planning a construction site);
- channelling requests for information, authorisation and marking to the relevant network managers (in order to avoid unnecessary exchanges).

Description:

The project aims at developing a national platform (underground registry) that will gather data on the different types of networks. This platform will be fed with data from the different network managers. The Facilitation Unit for Urban Planning and Environment (CFUE) of the Ministry for Digitalisation has been asked by the Land Registry and Topography administration to take the first steps towards the creation of such a platform.

CSI(s) concerned:

CNI



Action:

Interoperability training courses

Objective:

The objective of this action is to offer training on interoperability in order to raise awareness of interoperability among a larger number of public agents and to make the principles of the NIF a benchmark for the implementation of their IT projects.

Description:

- Creation of one or more dedicated training courses on interoperability and NIF, accessible via the training catalogue of the National Institute of Public Administration for all public agents.
- Attempt to include the subject of interoperability and NIF in relevant existing training courses in the training catalogue offered by the National Institute of Public Administration, such as project management courses.

CSI(s) concerned:

CNI



Action:

Open Web Content study

Objective:

The objective of the Open Web Content study is to analyse the impact and feasibility of making the web content of Luxembourg's public sector organisations available as open files to interested public and private actors so that they can reuse the content on their platform or application. The study also defines the format and metadata standards to ensure the automatic reusability of the content by the largest number of applications and technologies.

Description:

The idea of the action is to study the impact and feasibility of completely separating all web content of public sector bodies from their structural and graphical presentation in order to make it accessible as open data to all applications and technologies wishing to use this content.

We want to analyse the feasibility of this concept and whether it brings benefits in terms of efficiency of managing this content, its accessibility, its findability or its use by new or existing applications and technologies.

CSI(s) concerned:

CNI



Action: IOP awareness toolkit

Objective:

The action aims at developing a toolkit to raise awareness of interoperability, and more specifically of the principles of the NIF, among the various actors and organisations in the public sector.

The toolkit shall popularise the NIF and illustrate it with images and stories in order to make it more tangible and accessible for the actors and organisations likely to apply its principles and to include it in their daily work.

Description:

The idea of the action is to rework all the information contained in the national interoperability framework to make it more easily and tangibly available in visual, modern and user-friendly content through a multitude of appropriate channels:

- creation of an infographic explaining the principles, objectives and benefits of NIF in a clear and understandable way;
- creation of several pieces of curated content to explain different aspects of the NIF in a fun and user-friendly way on social networks;
- creation of key content (testimonials, use cases, videos, etc.) to illustrate the use of NIF principles and the resulting benefits for end users;
- creation of a generic NIF keynote that can be easily reused and adapted by actors in different sectors.

CSI(s) concerned:

CNI



Action:

NIF#PRESERV

Objective:

In response to the National Interoperability Framework recommendation #31: "Define a policy for the long-term preservation of information, data, documents and records":

- o By defining this policy at the State level in a strategic document
- o By proposing an approach for implementing cooperation services between public sector organisations, based on concrete examples.

Description:

NIF#PRESERV implements principle 10 "Preservation of information" of the NIF and implements in an exemplary way recommendation 31 of the NIF, for which Luxembourg has so far a low maturity and which was cited by the representatives of the Government CSI and the CNI as the second most important one for which actions should be undertaken to progress at this level.

From a vision of sustainability and preservation, this project will address the following steps:

- **Feedback**
 - Feedback by analysing the regulatory framework
 - Benchmarking of existing policies in three European countries
 - Feedback with the user and prescriber communities of the State
- **Creation and validation of a strategic document describing the policy, cooperation between organisations and a roadmap**
- **Services and POC**
 - Design of services in support of the strategy and feedback as well as POCs for further implementation
- **Specific communication**

CSI(s) concerned:

CNI



Action:

REG4GOV

Objective:

Define a systematic and standardised approach to developing and implementing basic registers that comply with regulatory requirements.

Description:

REG4GOV aims to define, through the design and deployment of the necessary methodological and technological fragments, a systematic and standardised approach to developing and implementing basic registers that comply with regulatory requirements. In particular, this project will enable significant progress to be made in the area of Once only. It is also highly complementary to the work in progress on the Data Intermediation Service (DIS).

CSI(s) concerned:

CNI



Action:

Standardisation of public inquiries procedures as part of their digitalisation process

Objective:

Standardisation of public inquiry procedures by harmonizing the various legal frameworks necessary for the digitisation of these procedures from start to finish.

By involving the necessary stakeholders, the objectives of this action are:

- to standardise public inquiry procedures as much as possible;
- to complete the list of the legislative and regulatory texts concerned;
- to identify the articles to be modified to allow a standardised and dematerialised process from start to finish of the public inquiry procedures;
- to assess the implementation of the reform (text by text, Omnibus-type law, etc.);
- to assess the potential for optimising administrative procedures;
- to reflect on the question of digital inclusion and on the procedures for guaranteeing access to information for non-connected citizens, both for the consultation of files submitted to public inquiry and for the submission of citizens' contributions (role of municipalities, regionalisation of Guichet.lu, citizen desks);
- to think about alternative solutions compared to the 'classic' information of the public via official notice in the daily press.

Description:

Public inquiries are a formal and mandatory procedure prior to certain administrative decisions. The modalities of each public inquiry are governed by the law relating to the administrative procedure concerned. The organisers, whether they are ministries or administrations, public establishments or municipalities, are keen to give maximum visibility to their public inquiries in order to allow citizens to share their comments, observations or complaints, before the decision is taken by the competent authority. A survey carried out by the ministry of Digitalisation has identified 64 different procedures that can trigger a public inquiry in more than twenty different laws. However, many texts are currently neither homogeneous nor written in a 'digital first' spirit. The standardisation of public inquiry procedures is a major objective of this action.

CSI(s) concerned:

CNI

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