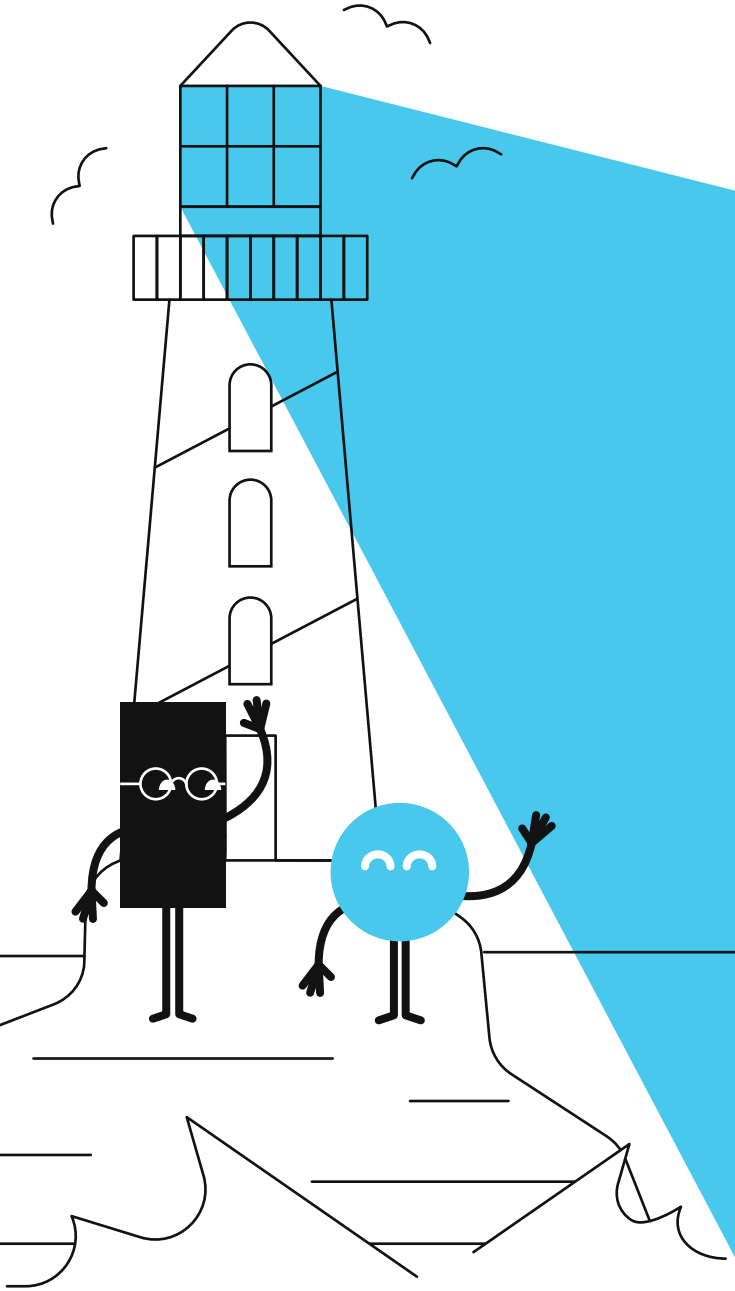


NATIONAL ACTION PLAN FOR DIGITAL INCLUSION 2026-2030

THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG

Impressum
Cette brochure présente le Plan d'action national d'inclusion numérique adopté par le Conseil de gouvernement le 16 janvier 2026.
Plan pluriannuel
© Ministère de la Digitalisation, Décembre 2025

Coordination of the work for the development of the national action plan:
Ministry for Digitalisation
In collaboration with
Ministry of State (ME)
Ministry of Home Affairs (MAINT)
Ministry of Agriculture, Food and Viticulture (MA)
Ministry of Culture (MCULT)
Ministry for Digitalisation (MinDigital)
Ministry of Economy (MECO)
Ministry of Education, Children and Youth (MENEJ)
Ministry of Gender Equality and Diversity (MEGA)
Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees (MFSVA)
Ministry of Finance (MFIN)
Ministry of Civil Service (MFP)
Ministry of Mobility and Public Works (MMTP)
Ministry of Research and Higher Education (MESR)
Ministry of Health and Social Security (M3S)
Ministry of Labour (MT)
Date of publication:
16.01.2026
Production
Quattro Creative Studio (wearequattro.com)
Print
Imprimerie Reka Luxembourg (www.reka.lu)







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DIGITAL INCLUSION IS NOT JUST A SOCIAL OR TECHNICAL ISSUE

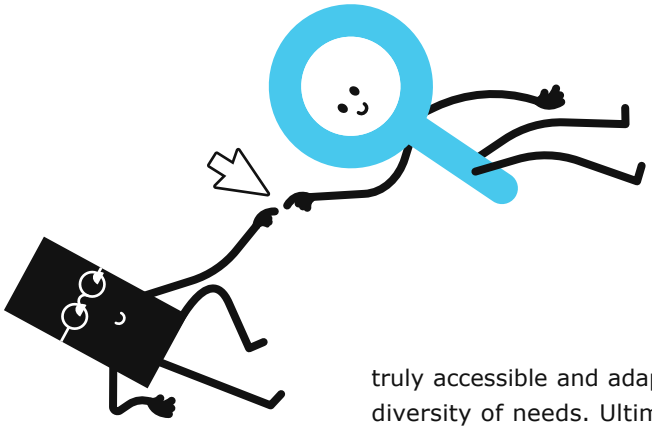
At the heart of our society's evolution, digital technology opens new possibilities, stimulates innovation and challenges the way we shape the future.



Digital tools are transforming how we learn, work and make decisions; data is reshaping how we collaborate and imagine public services; public administration is reinventing itself, adapting its services to offer greater personalisation, accessibility and, in some cases, even anticipation. This rapid technological acceleration promises a more connected and efficient society, but it also brings a responsibility: ensuring that everyone can take part in it.

In a world where procedures, rights, information and interactions increasingly take digital form, the ability to participate becomes both a matter of citizenship and a question of competence. Digital inclusion is therefore no longer simply a social or technological issue: it has become a democratic pillar linked to fundamental rights. Digital inclusion encompasses all the actions and initiatives that enable everyone to be an active participant in a society undergoing transformation. It is about providing the means to understand, navigate and act confidently within the digital environment.

Aware of these challenges, Luxembourg has chosen a responsible approach to digital transformation measured not only by the quality of its infrastructures, but also by its ability to strengthen equality, engagement and citizens' trust. It was in this spirit that the firs National Action Plan for Digital Inclusion was launched in 2021. It helped establish the foundations of a solid framework by mobilising public and private stakeholders, raising broad awareness of the importance of dig-



ital inclusion and initiating concrete actions to better structure support and reduce barriers. Completed at the end of 2024, this first plan achieved its objectives: it set a lasting dynamic in motion, demonstrated the relevance of coordinated action and confirmed the need to go further.

This second National Action Plan (NAP) builds on that foundation. It amplifies the efforts already undertaken and consolidates the progress made, while opening new perspectives. It focuses its action on cooperation between stakeholders and on the development of digital skills. It strengthens trusted digital environments and ensures that solutions are truly accessible and adapted to the diversity of needs. Ultimately, this new action plan is guided by a simple conviction: digital transformation only makes sense if it is human-centred, shared and inclusive.

The development of this plan followed a participatory and collaborative approach. An interministerial working group dedicated to digital inclusion ensured the coherence of actions and the mobilisation of public expertise. Consultations were carried out with both state and non-state actors, complemented by interactive workshops that supported the co-construction of the NAP's priorities. In addition, bilateral discussions were held with all relevant ministries, ensuring a comprehensive understanding of the challenges and needs across government.

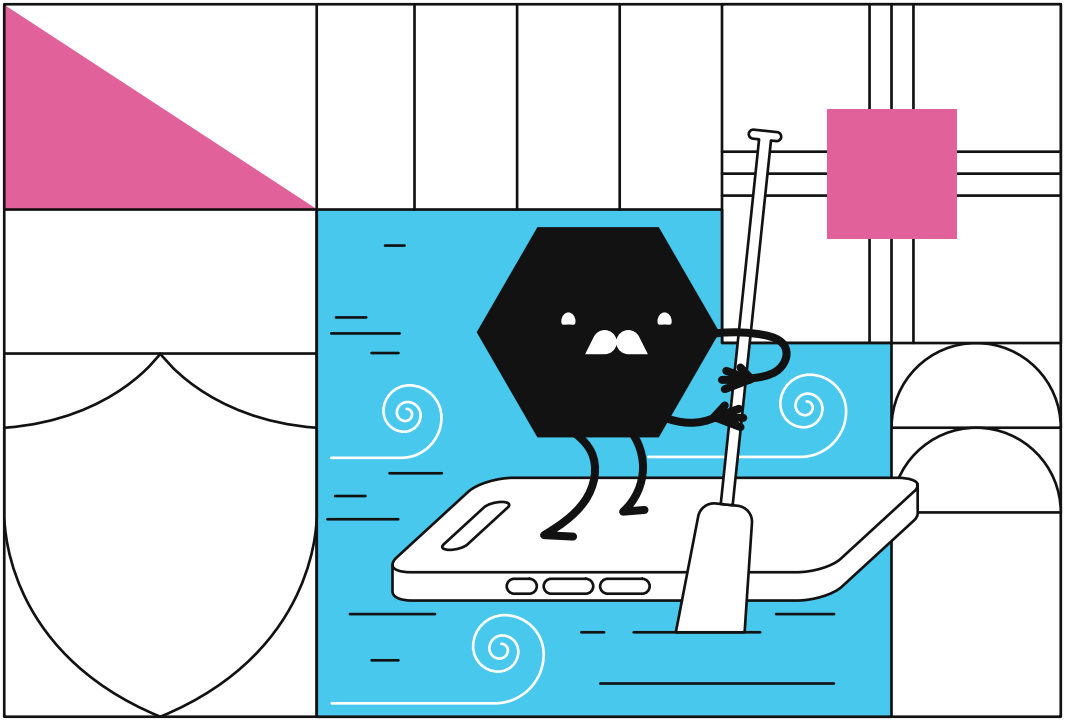
The present action plan is the result of all these discussions and consultations and aims to support the emergence of an inclusive digital society. It consolidates the fundamental foundations laid by the first plan to ensure long-term actions in the fie d of digital inclusion and acts as a facilitator to make digital technology an economic and social lever for all those who choose to use it.

Because when digital technology is designed for all, it becomes an opportunity for everyone.



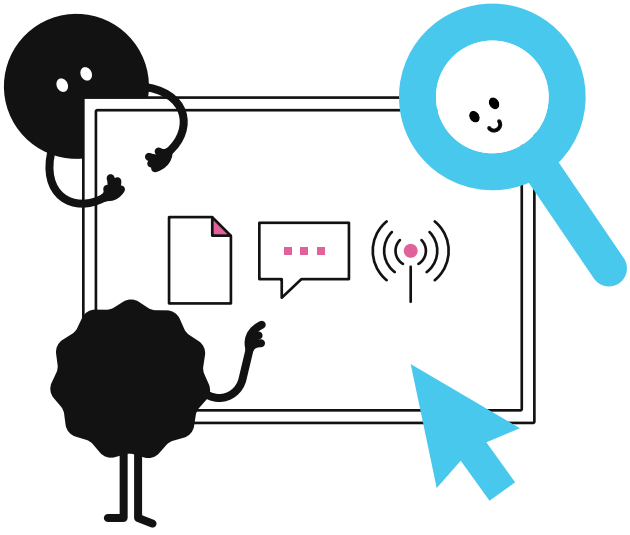
Stéphanie OBERTIN
Ministre de la Digitalisation

INTRODUCTION



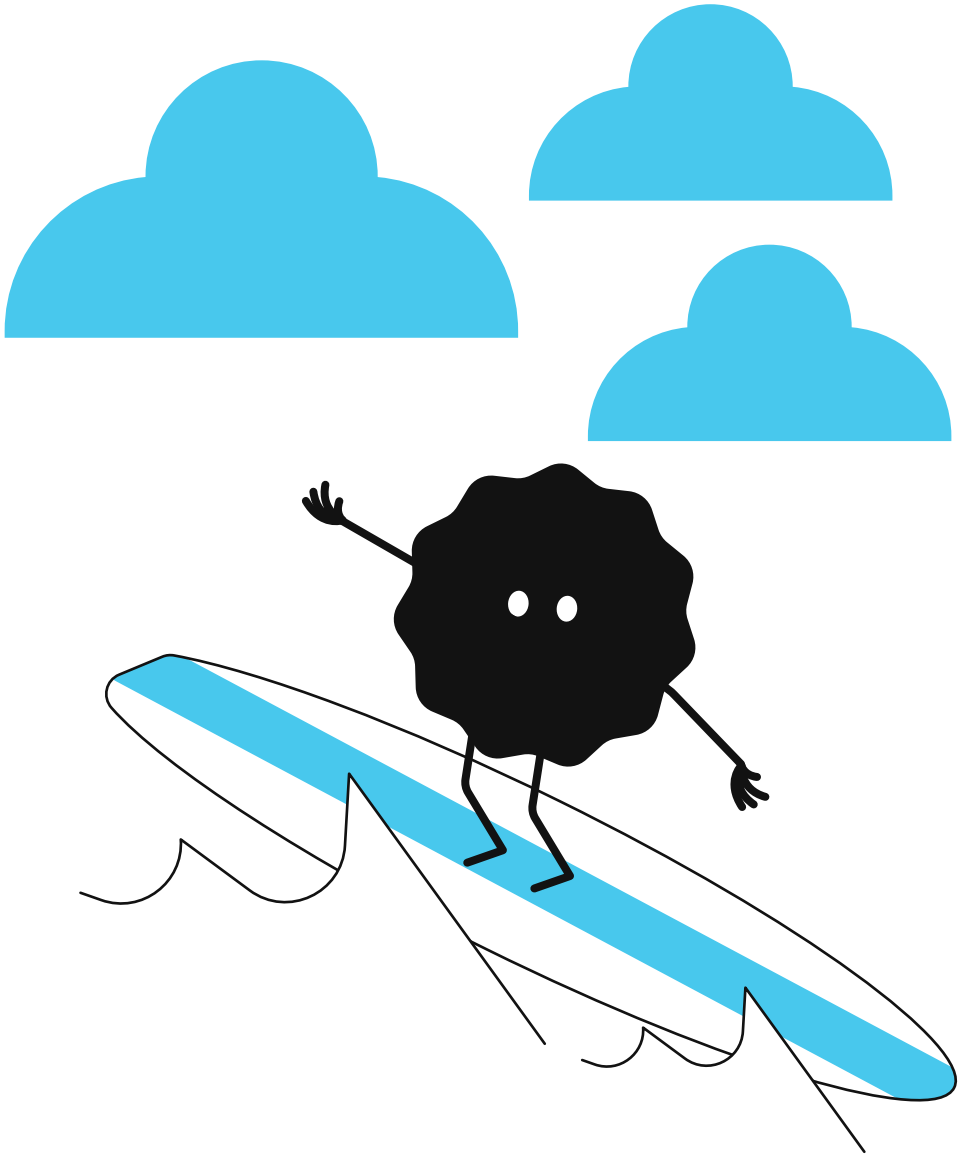
Digital inclusion, a societal challenge

In an era marked by digital transformation, digital inclusion has become an essential condition for ensuring equal opportunities and enabling everyone to participate in social, professional and civic life.



Digital inclusion aims to give every citizen the freedom and the means to take part fully in the digital society, regardless of their skills or socio-economic situation. Its primary goal is to ensure that no one is left behind as technologies and digital services evolve.

Digital inclusion goes beyond merely providing access to technological tools. It also encompasses the ability to use these tools, the confidenc to adopt them and the possibility of relying on alternatives for those who, whether by choice or necessity, do not wish to use digital solutions. Ultimately, it is about ensuring that every citizen has both the opportunity and the means to participate fully in the digital society.



The first National Action Plan for Digital Inclusion

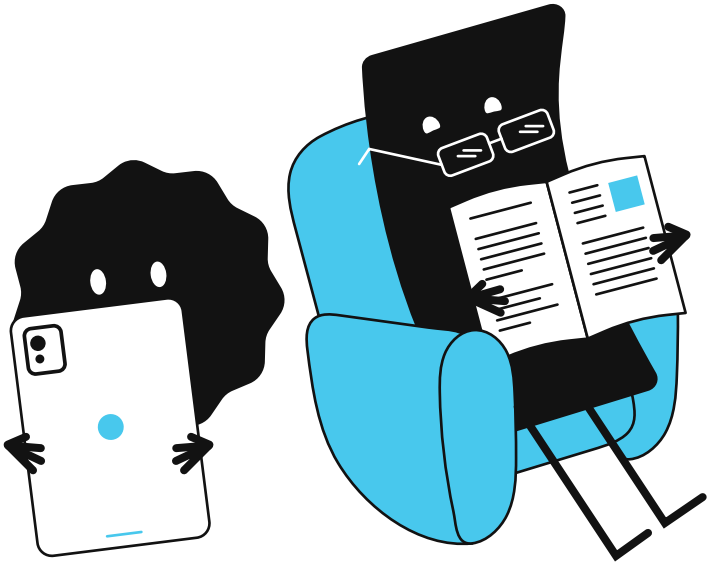
For several years now, Luxembourg has been actively working to reduce the digital divide and build a more inclusive society—both in the digital sphere and in everyday life.

In this context, several structuring initiatives have been launched to give concrete form to this ambition. To respond to the first findings on the digital divide, Luxembourg created an interministerial working group dedicated to digital inclusion in 2019 and launched its first National Action Plan (NAP) for Digital Inclusion in 2021.

The first National Action Plan for Digital Inclusion, completed at the end of 2024, marked an important milestone by paving the way for new projects and highlighting the areas where progress was still needed. It was based on a clear vision: enabling every citizen to participate in the digital society, while taking into account their specific needs and constraints. In practical terms, the plan was structured around 40 initiatives distributed across three areas: digital motivation and confid nce, access to digital technology and the development of digital skills. These actions helped to:

- **better identify groups most exposed to the risk of digital exclusion** (older people, jobseekers, low-income households, new arrivals, etc.);
- **develop educational tools and training opportunities** accessible to different skill levels;
- **strengthen cooperation between public actors, associations and private partners;**
- **raise public awareness** of the opportunities and the risks associated with digital technologies.

Preserve alternatives for people who cannot or do not wish to use digital technology.



This first plan also acted as a catalyst by creating a national dynamic around digital inclusion. For the firs time, a coordinated strategy mobilised a broad range of state actors and implemented a wide set of concrete actions dedicated to this goal.

This mobilisation produced significant results, but it also revealed the scale and complexity of the challenges ahead. The outcomes achieved also highlighted new issues, such as the need to continuously adapt training and support to technological developments, to strengthen trust in digital uses and to preserve alternatives for people who cannot or do not wish to use digital tools.

The current situation in Luxembourg

Data from the Community survey on information and communication technology (ICT) usage in house-holds and by citizens, carried out in 2024 by STATEC and analysed as part of a Ministry for Digitalisation project in collaboration with LISER over three consecutive years (2022, 2023 and 2024), confirm Luxembourg's significant progress in digital inclusion while also revealing persistent challenges.[1]

The analysis of the digital divide in Luxembourg highlights a gradual transformation in how the population relates to digital technologies. These successive studies aim to identify the factors that contribute to digital exclusion, measure Internet usage and assess how residents of the Grand Duchy perceive digital technologies.

In recent years, digital technology has become an essential pillar of daily life, from administrative procedures and education to teleworking, access to healthcare and online commerce. However, this widespread adoption has also accentuated certain inequalities in access and skills.

In 2024, almost the entire population of Luxembourg uses the Internet: only 1.1% of residents have never used it. Yet this near-universality masks significant disparities in usage and competencies. The analysis distinguishes three profiles of Internet users: low users (24%), intermediate users (40%) and heavy users (36%). Between 2022 and 2024, the share of heavy users increased significantly (from 28% to 36%), while the share of low users decreased (from 29% to 24%). This evolution reflects a stronger integration of digital technology into Luxembourg society, but it also highlights the persistence of a group of vulnerable users.

[1] LISER (2025) : Report « Inclusion numérique – Une analyse de la situation en 2024».
Available on : Report « Inclusion numérique. Une analyse de la situation en 2024 ».

Today, just over 60% of the population has basic digital skills (60.1%). This is an encouraging figure, but it also shows that a significant share of society still faces difficulties or remains wary of digital technology.[2]

However, this positive dynamic does not benefit everyone equally. The studies reveal consistent correlations between difficulties in digital use and certain individual characteristics. Older people, individuals with lower levels of education, jobseekers and non-EU nationals remain significantly more exposed to the risk of digital exclusion.

For example, internet users with an education level equal to or below secondary school are twice as likely to abandon online procedures, such as applying for a job or accessing medical test results.

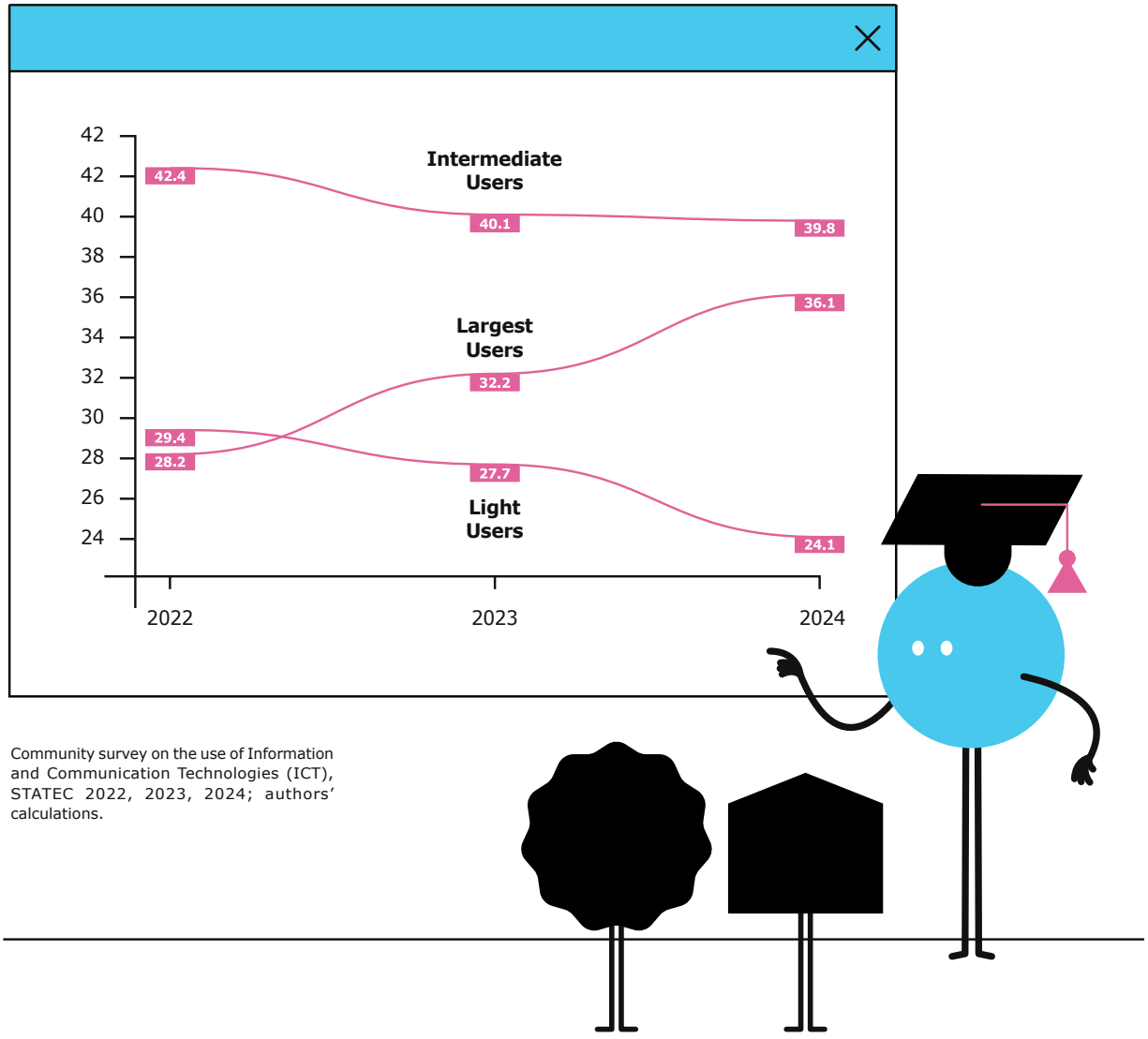
The study also shows that 44% of Internet users have already abandoned at least one online procedure because of its complexity or the requirement to use the Internet. The most frequently cited procedures are filling in administrative forms (23%), purchasing goods or services (23%) and making medical appointments (21%). These figures highlight the importance of maintaining accessible non-digital alternatives and strengthening support for vulnerable groups.

Another worrying finding concerns the changing perception of digital technology. While a majority of Internet users still consider that the Internet makes life easier, this share is declining (62% in 2024 compared with 72% in 2023). At the same time, stress linked to the use of digital tools is increasing: 27% of Internet users report high stress levels, particularly when using social networks or administrative and banking services.

Finally, the speed of technological change is perceived as excessive by a majority of Internet users (60%), which can reinforce feelings of exclusion, especially among those who feel less. comfortable with digital tools.

These findings confirm the relevance of the strategic levers of the National Action Plan for Digital Inclusion, while also calling for strengthened efforts. It

[2] Eurostat (2025) : Luxembourg 2024 Digital Decade Country Report.
Available on : Luxembourg 2024 Digital Decade Country Report.



Community survey on the use of Information and Communication Technologies (ICT), STATEC 2022, 2023, 2024; authors' calculations.



remains essential to continue developing targeted training, reinforce support mechanisms and design digital services that are more inclusive, accessible and multilingual. The challenge is clear: ensuring that technological progress does not become a factor of exclusion, but a lever for inclusion for all.

In light of these realities, it is crucial to continue and reinforce the actions undertaken, while taking into account the diversity of situations and the heterogeneity of the target audiences.

It is in this context that the second National Action Plan for Digital Inclusion has been developed. Designed to build on the efforts already undertaken, it draws on the achievements of the first plan while opening new prospects for the future. Developed by the Ministry for Digitalisation, with the support of the interministerial working group and numerous civil-society partners, this action plan reflects the government's ambition to build a digital society that is inclusive, sustainable andrespectful of diversity. Its objective is to enable every individual to access and actively contribute to digital life, with confidence and in complete security.

The European objectives of the Digital Decade

Luxembourg's commitment is also part of a broader framework at the level of the European Union. The European Commission has launched the "Digital Decade" strategy, which sets common objectives to be achieved by 2030. Several of these ambitions relate directly to digital inclusion and provide clear guidance to all Member States.

Among these objectives, **four are particularly relevant to this National Action Plan:**



Digital skills for all: by 2030, at least 80% of European adults should have basic digital skills. This objective reflect the need to prepare every citizen to navigate a constantly evolving digital world.



Accessible digital public services: by 2030, all key public services must be available online, easy to use and accessible to everyone, including persons with disabilities. This requires continuous efforts in simplification and inclusive design.

These **European objectives** act both as a **compass** and a **driving force**. They enable Luxembourg **to align its national efforts with a collective vision**, while taking into account local specificiti s and the needs of its population.



Reducing social and geographic divides: the European Union encourages the roll-out of high-quality digital infrastructure across all regions and for all social groups, so that no one is disadvantaged due to where they live or their economic situation.



Digital transformation of SMEs: by 2030, 90% of European small and medium-sized enterprises should achieve at least a basic level of digital intensity. The goal is to ensure that SMEs can fully benefit from digital technologies, strengthen their competitiveness and support innovation in all sectors.

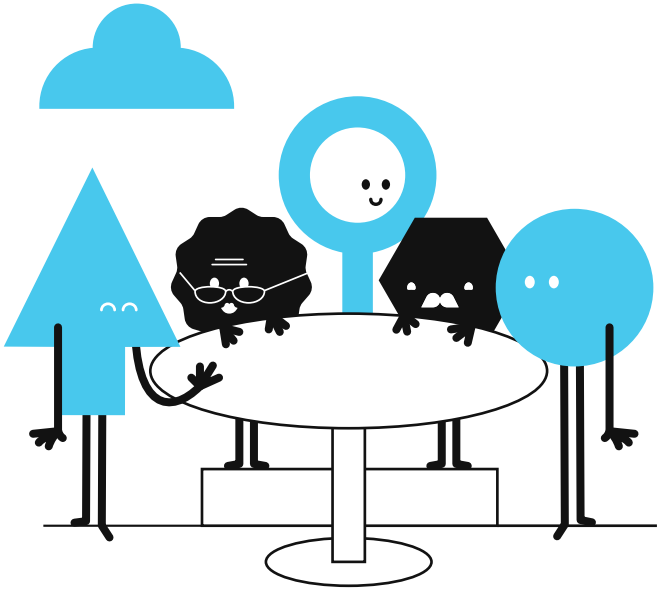
This second National Action Plan for Digital Inclusion therefore follows a dual logic: responding to Luxembourg's realities while also contributing to the ambitions of the European Union. It is based on the conviction that digital inclusion is not only a technological issue, but a genuine societal project. Ultimately, this plan is founded on a strong belief: digital inclusion can only succeed through the joint mobilisation of public, civil society and private-sector actors, in order to prevent any digital divide and to build a more equitable and accessible environment in which everyone has a place and can fully exercise their rights.

Who is affected?

Digital inclusion is a cross-cutting issue that concerns the entire population. In an increasingly connected world, everyone can be affected, at varying degrees, by digital transformation, whether in their personal, professional or social lives.
However, certain life situations or individual characteristics can increase the risk of digital exclusion. These vulnerabilities do not only stem from technical difficu ties, but also from cultural, social, linguistic, economic or psychological factors.

Situations that may limit ease or autonomy in digital use include:

- **material or economic constraints** that limit access to equipment or to a high-quality connection;
- life paths marked by **low familiarity** with technology or **limited confidence** in using it;
- **accessibility barriers** linked to physical, sensory or cognitive limitations;
- a **lack of guidance or support** for learning and practising;
- **difficulties in acquiring essential skills**, particularly among people whose educational or professional background has not facilitated exposure to digital tools;
- **transitional situations** requiring the simultaneous learning of new solutions, tools or languages;

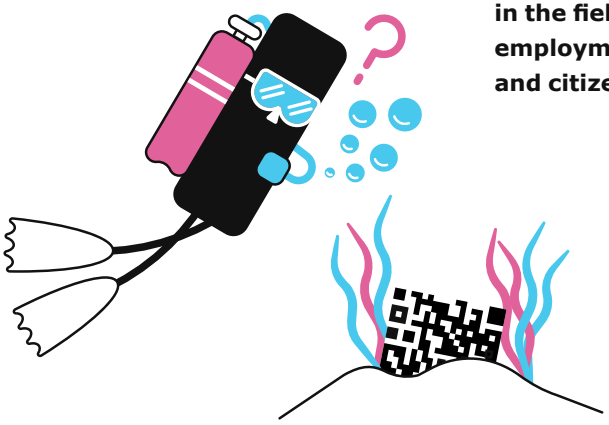


- **negative online experiences** that may discourage use;
- **family or educational responsibilities** that generate specifi needs for support;
- **frequent but poorly mastered use**, which does not guarantee a critical or secure understanding of digital environments.

These various situations call for adapting digital inclusion measures as closely as possible to the needs of individuals, while recognising the diversity and heterogeneity of their backgrounds and lived realities. To effectively address the wide range of needs among these audiences, it is essential to design tailored actions capable of taking into account the variety of situations encountered. The complexity and uniqueness of their paths require the implementation of targeted interventions based on individualised support.

Although digital inclusion primarily concerns individuals, it is also an important issue for businesses. Companies must not only adapt to technological developments to remain competitive, but also ensure that their employees have the skills they need to use digital tools effectively.

Complementarity with other governmental strategies and plans



The National Action Plan for Digital Inclusion forms part of a comprehensive approach aimed at strengthening social cohesion and ensuring equal opportunities in the context of digital transformation. Digital inclusion cannot be viewed in isolation: it is closely linked to public policies that pursue complementary objectives in the fields of education, employment, social protection and citizen participation.

This plan operates within a strategic environment where several national initiatives have already been adopted or are currently being developed. The NAP complements these frameworks by creating synergies and promoting interministerial coordination. It contributes to the implementation of European commitments on digital transition, while ensuring that all actions remain coherent with existing national policies. This complementarity ensures that digital inclusion is not regarded solely as a technical objective, but as a transversal pillar of public policy—enabling everyone to participate fully in the digital society. This national context is supported by the following strategies and plans, which are either underway or in preparation:

Ministry of State:

- Luxembourg's AI Strategy
- Digital Decade – National Strategic Roadmap for Luxembourg 2.0
- National Cybersecurity Strategy V (under development)
- National Resilience Strategy

Ministry of Culture:

- National Action Plan (NAP) on access to culture (under development)

Ministry for Digitalisation:

- Luxembourg's Data Strategy
- Digital Government Strategy 2026-2030

Ministry Education, Children and Youth:

- Plan d'action national "sécher digital"

Ministry for Gender Equality and Diversity:

- Plan d'action national LGBTIQ+
- Plan d'action national pour une égalité entre les femmes et les hommes
- Plan d'action national "Violences fondées sur le genre"

Ministry of Family AHairs, Solidarity, Living Together and Reception of Refugees:

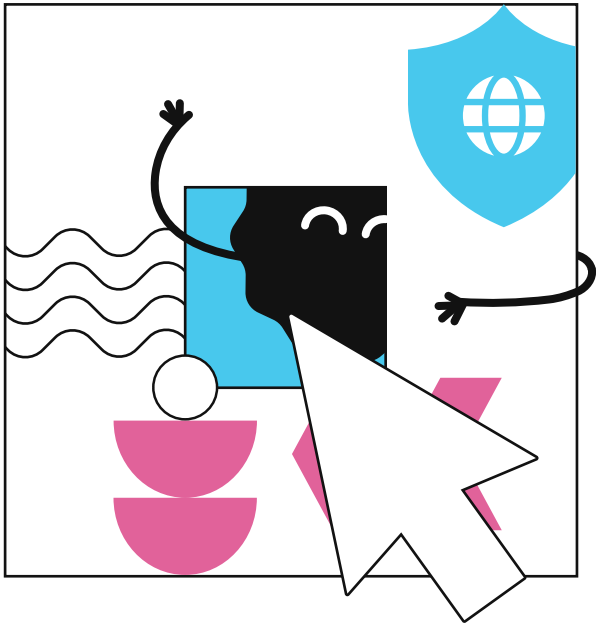
- Plan d'action national "Bien vieillir" (under development)
- National Action Plan for the Implementation of the International Convention on the Elimination of All Forms of Racial Discrimination
- National Action Plan for the Implementation of the United Nations Convention on the Rights of Persons with Disabilities (under development)
- Plan d'action national pour la prévention et la lutte contre la pauvreté
- Plan d'action national du vivre-ensemble interculturel (under development)

Development of the second National Action Plan for Digital Inclusion

The analysis and evaluation of the first National Action Plan for Digital Inclusion, carried out through the interministerial working group dedicated to digital inclusion, served as the starting point for the development of the second action plan, launched in early 2025. This foundational phase provided a clearer understanding of the national situation: the progress achieved, the persistent challenges and the areas where further efforts are required. The new phase relied on a participatory and collaborative approach, aiming to integrate feedback and identify future priorities.

A total of 33 interviews were conducted with more than 40 individuals representing key actors from both the public and non-public sectors. These discussions revealed that difficulties with digital technology vary widely from one individual to another: age, language, socio-economic situation, basic skills or, in some cases, a disability can all play a decisive role. The diversity of profiles means that responses must be adapted and flexible, as needs evolve with the rapid pace of technological change.

These exchanges also helped gather diverse perspectives and prepare two interactive and co-creative workshops, each bringing together around thirty participants. The purpose of these workshops was to collectively defin the priorities for the new action plan and to lay the groundwork for bilateral discussions between the Ministry for Digitalisation and other relevant ministries and administrations.

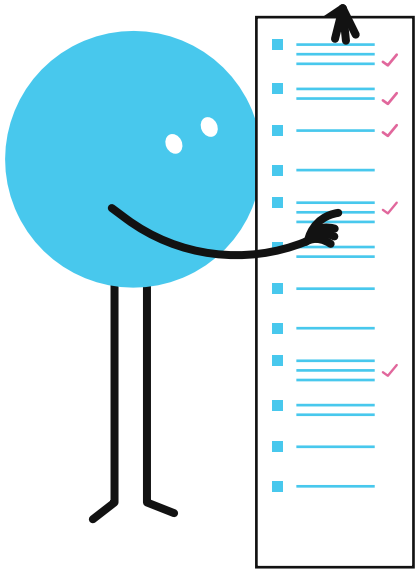


Around thirty bilateral meetings were then held to work in a targeted manner on concrete initiatives to be included in the action plan. They promoted a coordinated and pragmatic approach, taking into account the specificiti s and competencies of each public actor. This work made it possible to take stock of actions already undertaken, highlight the obstacles encountered by citizens and gather concrete proposals to address them.

Through these successive exchanges, the final document of the second National Action Plan for Digital Inclusion was drafted. Before being submitted to the Government Council, it was shared for validation with the interministerial working group as well as with all state actors involved, thereby ensuring broad institutional support and strategic coherence.

What are the priorities?

The new action plan identifies six strategic levers to meet identified needs and support the entire population in the digital transition:



A

Coordinating the National Action Plan for Digital Inclusion, including coordination, governance and cross-cutting actions.

B

Strengthening digital skills to ensure everyone has the knowledge needed for everyday life and professional development.

C

Increasing motivation and building digital confidence so that citizens see the added value of digital tools and know how to use them safely.

D

Facilitating digital access by ensuring that coverage and infrastructure are suitable and accessible to all.

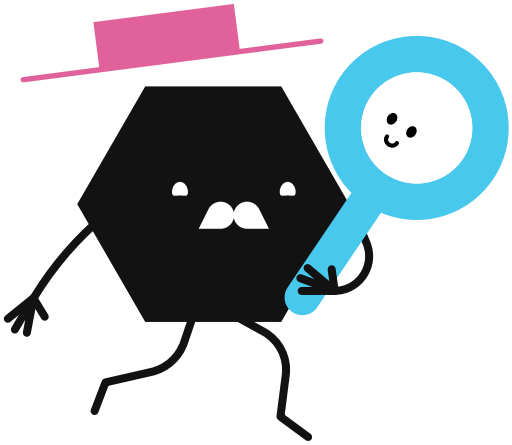
E

Enhancing autonomy through digital technology by empowering individuals to become more independent in how to use it.

F

Maintaining a non-digital alternative to ensure fairness and avoid excluding those who do not wish to – or cannot – use digital tools.

Monitoring and evaluation



The implementation of a national action plan cannot be limited to carrying out initiatives; it must be accompanied by rigorous monitoring and ongoing evaluation to ensure the relevance, effectiveness and impact of the measures taken.

Monitoring and evaluation are not fi al steps but essential steering tools throughout the entire process. Particular attention will be paid to establishing a structured monitoring system capable of measuring progress, identifying obstacles and adjusting actions according to real-world needs. This approach is based on a logic of continuous improvement, supported by concrete data, feedback and shared indicators.

At the heart of this system, a steering committee bringing together representatives of the various ministries and administrations effectively contributing to the National Action Plan will be set up to oversee its implementation. Its role will be to coordinate actions, ensure their consistency and support decision-making based on the data and indicators collected.

To ensure an independent and objective analysis, an external evaluation of the action plan will be entrusted to a specialised third party. This evaluation will take place in two stages: a mid-term report will first be produced, providing an initial assessment, identifying strengths and areas for improvement, and enabling adjustments where necessary. This report will also feed discussions between stakeholders and strengthen the collective momentum around the plan.

At the end of the fi e-year period, a fin l evaluation report will be prepared. Its purpose will be to measure the overall impact of the plan, analyse the implementation of the initiatives and formulate recommendations for future digital inclusion policies. This report will help consolidate learnings and lay the foundations for a sustainable and evolving strategy. It will not only document the results but also highlight good practices, strengthen accountability among the actors involved, and inform future policy making.

Alongside this external evaluation, regular monitoring will be carried out by the teams of the Ministry for Digitalisation, in close collaboration with the ministries involved, through a steering committee established for this purpose. Qualitative and quantitative indicators will make it possible to track the progress of the actions, document the results and highlight best practices.

By integrating a structured and independent evaluation system, the National Action Plan for Digital Inclusion reaffirms a commitment to transparency, accountability, effectiveness and continuous improvement. The action plan is intended to be dynamic and adaptable. It recognises that digital inclusion is an evolving endeavour that requires constant adjustments and attentive consideration of needs and realities on the ground.

2025

Developement of the NAP Digital inclusion

2026

Official publication of the NAP

2027

Monitoring of initiative indicators

2028

Publication of the intermediary status report

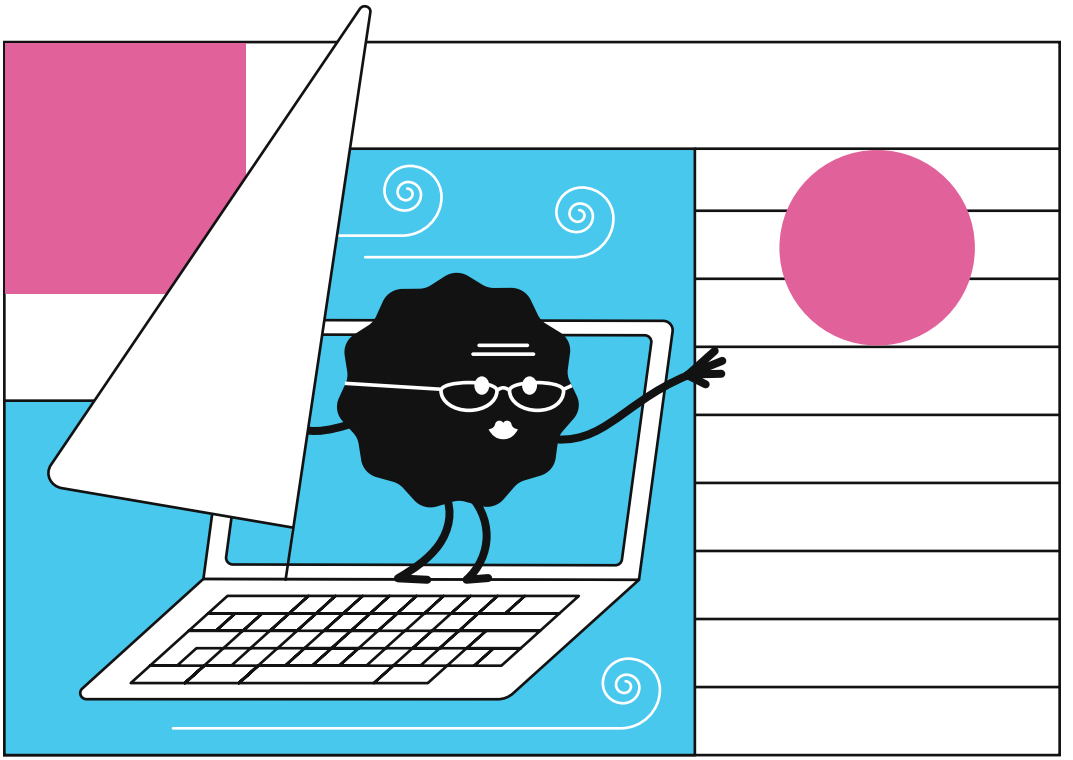
2029

Monitoring of initiative indicators

2030

Completion of the NAP with publication of the final status report

STRATEGIC LEVERS



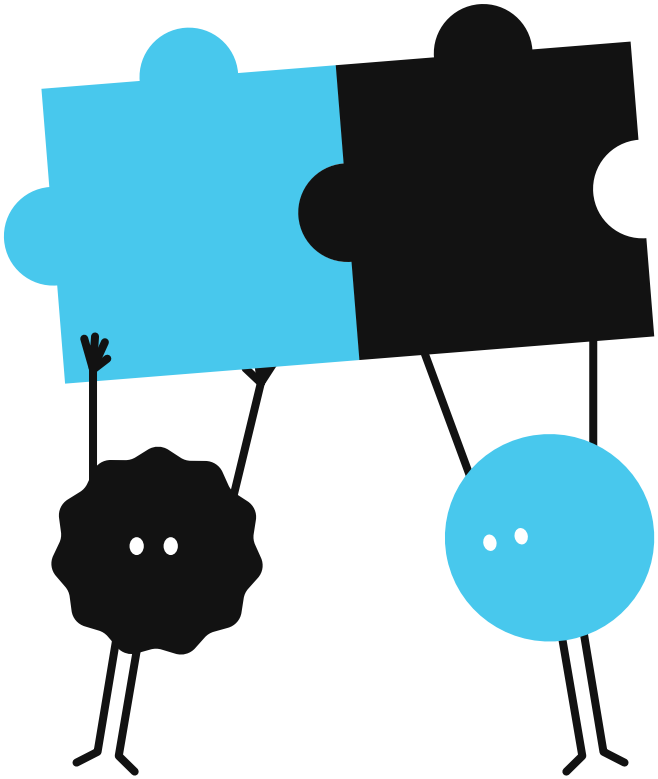
A

Coordinating the National Action Plan

The success of the National Action Plan for Digital Inclusion depends not only on the quality of the initiatives implemented but also on the ability to coordinate them in a structured and coherent manner. The diversity of actors involved - ministries, administrations, civil-society partners and private-sector stakeholders - makes it essential to establish robust coordination capable of ensuring consistency and strategic continuity across the various initiatives. Strengthened coordination helps structure actions, foster collaboration among stakeholders and create synergies between complementary projects, while also improving the visibility of the results achieved. Strengthening the coordination of the National Action Plan involves organising monitoring and steering mechanisms, facilitating information exchange and supporting consultation around the defined priorities. It also requires establishing evaluation mechanisms to track developments, share good practices and regularly assess the progress of the initiatives.

Beyond administrative organisation, coordination aims to establish continuous dialogue with the public and stakeholders concerned, gather their feedback, and integrate these insights to improve the relevance and effectiveness of the actions undertaken.

This lever also brings together cross-cutting actions whose scope goes beyond a single specific objective and contributes to strengthening the collective effectiveness and the overall vision of the NAP.



OBJECTIVE 1
Organise and ensure efficient coordination of the governance of the National Action Plan

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Coordinate the inter-ministerial working group (WG) dedicated to digital inclusion, meeting regularly to exchange on the topic in Luxembourg.	MinDigital	Ministries in WG	▪ Name of WG members ▪ Number of WG meetings per year	**OA**
1.02	Establish and coordinate a Steering Committee (COPIL) for the National Action Plan (NAP) on digital inclusion, meeting regularly to monitor and guide NAP implementation. Operating rules will be defined to ensure smooth communication.	MinDigital	Ministries involved in NAP	▪ Name of Steering Committee members ▪ Number of Steering Committee meetings per year	**OA**
1.03	Establish and stimulate a regular dialogue group with civil society stakeholders on digital inclusion in Luxembourg	MinDigital	Digital inclusion actors	▪ Number of dialogue group meetings per year	**OA**
1.04	Establish an external evaluation system for the NAP with publication of an interim and final implementation report.	MinDigital	COPIL	▪ Interim implementation report ▪ Final implementation report	**2026** - **2030**

OBJECTIVE 2
Monitor the state of digital inclusion in Luxembourg

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Continue the partnership study with LISER on the effects of digital transformations on digitally vulnerable populations.	MinDigital	LISER	▪ Report for 2025 ▪ Report for 2026	**2026** - **2027**
2.02	Design indicators and a visual monitoring system to assess progress in digital inclusion, creating a measurement and data visualisation tool. An interactive dashboard tracking digital inclusion levels by territory and target population will be set up.	MinDigital	/	▪ Published dashboard	**2028** - **2029**
2.03	Integrate a digital inclusion expert into the Expert Council of the Digital Advisory Service, to strengthen its support service for public entities advancing their digital transformation.	MinDigital	/	▪ Number of Expert Council meetings	**OA**
2.04	Publish the 'BEE SECURE Radar' to track trends in ICT usage by young people and associated risks.	MENEJ-BEE SECURE	/	▪ Published reports	**2025** - **2028**

OA = Ongoing Action

OBJECTIVE 3
Promote digital inclusion through events

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Organise a national thematic week dedicated to digital inclusion in autumn, coordinating participatory events (conferences, workshops) to promote digital inclusion and raise awareness among various audiences.	MinDigital	/	▪ Number of events organised ▪ Number of participants	**2026** - **2029**
3.02	Organise an interdisciplinary forum on digital inclusion on a semi-annual basis to foster dialogue between stakeholders. Forum recordings will be made available on zesummendigital.lu.	MinDigital	/	▪ Number of participants	**2026** - **2029**
3.03	Organise a National Digital Inclusion Fair to present existing actors and initiatives. The event will encourage exchanges between stakeholders and citizens.	MinDigital	/	▪ Number of stands ▪ Number of visitors	**2026** - **2029**
3.04	Promote digital inclusion and the NAP through active participation in public and professional events.	MinDigital	/	▪ Number of participations	**2026** - **2029**

OBJECTIVE 4
Support innovation in digital inclusion

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.01	Launch an annual call for projects to financially support pilot projects in digital inclusion, structured around key themes: digital access, digital inclusion on the municipal level, risk awareness, and digital skills development. Videos showcasing winners will be produced and shared on www.zesummendigital.lu.	MinDigital	/	▪ Number of projects submitted ▪ Number of projects funded	**2026** - **2030**
4.02	Launch two calls for solutions via the GovTech Lab in response to identified digital inclusion needs. These collaborative calls will focus on priority areas, with the aim of stimulating innovation and developing practical tools to enhance digital inclusion within public services.	MinDigital	/	▪ Number of calls for solutions completed	**2026** - **2030**
4.03	Launch an annual 'Tech-in-Gov' call for projects to stimulate the implementation of emerging technologies for Luxembourg public administrations, including technologies promoting digital inclusion.	MinDigital	/	▪ Number of calls for projects launched	**2025** - **2030**

OBJECTIVE 5
Ensure transparent communication that enhances the value of information

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.01	Develop a communication strategy to provide regular updates on NAP progress and results, including publication of an interim and final implementation report.	MinDigital	COPIL	▪ Communication strategy in place	**2026 - 2030**
5.02	Distribute a newsletter to highlight initiatives and news related to digital inclusion, maintaining regular contact with stakeholders.	MinDigital	/	▪ Number of newsletters sent ▪ Number of recipients	**2026 - 2030**
5.03	Continuously revamp and update the zesummendigital.lu platform to ensure relevance and accessibility, integrating a section on best practices. Promotion through two targeted multi-channel campaigns per year.	MinDigital	/	▪ Number of updates	**OA**
5.04	Inform target audiences about accessible digital training offers. This will help individuals identify skill development opportunities and better navigate their digital inclusion journey.	MFSVA	Akzent GIE	▪ Information in place	**OA**

OA = Ongoing Action

B

Enhancing digital skills

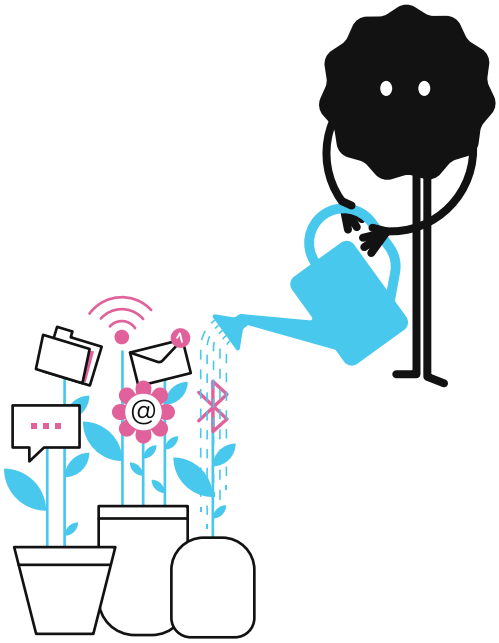
Developing digital skills is an essential prerequisite for full participation in contemporary society and constitutes a cross-cutting priority of the National Action Plan for Digital Inclusion. Mastering the use of a computer, knowing how to navigate online, understanding risks, or using digital tools consciously are all key conditions for digital inclusion.

According to the Digital Competence Framework for Citizens (DigComp 3.0), digital skills are structured around fi e complementary areas that reflect recent technological developments and the requirements of informed participation in the digital society.

They fi st cover the ability to search for, critically evaluate and manage information and data. This includes identifying information needs, using search tools—including those integrating AI—and assessing the reliability of sources as well as the processes behind content production.

They also encompass the skills needed to communicate, collaborate and participate in civic life within digital environments, while understanding ethical, legal and social rules and exercising one's digital rights and choices. Managing one's digital identity, reputation and digital footprint is a fundamental component of this area.

The framework further includes the ability to design, modify and integrate digital content, correctly applying copyright and licensing rules and, where relevant, mobilising computational thinking and programming.



Another major pillar relates to safety, well-being and the responsible use of technology. This includes device security, the protection of personal data and privacy, the prevention of digital risks (cyberthreats, exposure to harmful content, disinformation), as well as awareness of the physical, psychological, social and environmental impacts of digital use.

Finally, digital skills encompass the ability to identify and solve problems in diverse technological environments. This domain covers diagnosing needs, adapting tools, developing innovative human-centred solutions and engaging in lifelong learning to keep pace with rapid technological change.

These various dimensions must be developed in ways that are adapted to the specifi needs of each audience and regularly updated to keep pace with digital developments. The action plan aims to strengthen these skills among groups furthest removed from digital technology by offering accessible, progressive and tailored initiatives.

OBJECTIVE 1
Strengthen basic digital skills

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Develop a "Digital Citizen" training module to support adults in using digital technology responsibly and effectively. This module will be accessible via the Adult Education Service's network and designed to meet learners' practical needs in terms of basic digital skills.	MinDigital, MENEJ-SFA	/	▪ Number of training courses offered ▪ Number of participants	**2026 - 2027**
1.02	Promote digital upskilling through voluntary projects that incorporate the PIX self-assessment tool, with a view to encouraging personalised upskilling in environments affected by emerging technologies.	ME-SMC	/	▪ Number of participating companies ▪ Number of participating employees	**2024 - 2028**
1.03	Offer group or individual support training for elderly people to facilitate use of information technologies and digital tools.	MFSVA	Accredited MFSVA actors	▪ Number of training courses offered ▪ Number of participants	**OA**
1.04	Train volunteers in digital mediation to promote intergenerational inclusion. This initiative aims to encourage mutual support between older people, by harnessing the skills and experience of older adults to help their peers learn digital skills.	MFSVA	Accredited MFSVA actors	▪ Number of people trained ▪ Number of people engaged	**OA**
1.05	Support the strengthening and diversification of digital training offers developed by field actors to better meet the varied needs of vulnerable populations.	MFSVA	Acteurs conventionnés avec le MFSVA	▪ Nombre de participants	**OA**
1.06	Encourage the development of media education for citizens of all ages across all sectors of society.	ME-ALIA	ME-SMC	▪ Workshops developed	**2026 - 2028**
1.07	Raise awareness of safe and responsible use of media and technologies, particularly among children, young parents and education professionals. Targeted training will convey best practices, prevent digital risks and strengthen digital safety and digital citizenship.	MENEJ-BEE SECURE	/	▪ Number of training sessions organised ▪ Number of participants	**2026 - 2028**
1.08	Review the catalogue of public-interest courses available on unipop.lu, with a view to incorporating more tailored options for non-digital users. This adaptation aims to better meet the digital learning needs of these users, taking into account their profiles and learning styles.	MENEJ-SFA	/	▪ Number of courses on unipop.lu ▪ Number of registrations	**2025 - 2027**
1.09	Design, promote and implement intergenerational workshops bringing together primary and secondary school pupils with adults and older people, focusing on digital issues and the gender stereotypes that digital technology may reflect or reinforce. In a spirit of exchange and mutual learning, these workshops will reverse traditional teaching roles: young people, who are more familiar with digital tools, will be encouraged to introduce adults –particularly older people, and especially older women – to the current uses of technology.	MEGA	MFSVA, MinDigital, civil society actors	▪ Workshops developed ▪ Number of participants	**2026 - 2028**

OA = Ongoing Action

OBJECTIVE 2
Provide training in the use of essential online services

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Organise four practical workshops a year to help older people use the MyGuichet.lu platform. These workshops, held at the GovTech Lab, aim to make it easier for older people to access digital public services.	MinDigital, MinDigital-CTIE	/	▪ Number of participants	**2025 - 2029**
2.02	Provide 'train-the-trainer' documentation specifically for MyGuichet.lu, aimed at organisations working in the social sector. This resource aims to enhance trainers' skills in digital support by providing them with clear and tailored materials.	MinDigital, MinDigital-CTIE	/	▪ Number of downloads	**2025 - 2027**
2.03	Organise 'DSP on Tour' information meetings for patients and citizens to inform them about the Electronic Healthcare Record (DSP) and Electronic Vaccination Record (CVE). These sessions aim to highlight the benefits of these tools for users and healthcare professionals, whilst showcasing their key features. Once the New Generation Electronic Healthcare Record (DSP NG) and the European Health Data Space (EHDS) are available, these sessions will evolve into the "DSP NG on Tour" format to help the public discover the new features and encourage their adoption.	M3S, M3S-AeS	/	▪ Number of sessions ▪ Number of participants	**2026 - 2030**
2.04	Develop and distribute communication and training materials to raise awareness of the eHealth services on offer. These resources will include e-learning modules, interactive tutorials and user guides, designed to provide an in-depth yet accessible understanding of the services available.	M3S-AeS	/	▪ Number of materials downloaded ▪ Number of materials distributed	**2026 - 2030**
2.05	Encourage the use of digital tools for geographic orientation and automatic translation within the "Administrative Management and Mobility" workshops of the DAPA (Dispositif d'Autonomisation du Primo Accueil), helping newly arrived people navigate Luxembourg using geolocation apps and translation tools.	MFSVA-ONA	/	▪ Nombre de formations DAPA ▪ Nombre de participants	**OA**

OA = Ongoing Action

OBJECTIVE 3
Consolidate digital inclusion within formal education

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Develop and implement the "Medienkonzept" initiative in secondary education to ensure greater coherence in teaching practices.	MENEJ-DGES	MENEJ-SCRIPT	▪ Number and quality of 'Medienkonzept' developed	* **2025** - **2026**
3.02	Implement the "KI Kompass" initiative to provide schools with practical guidance and exchange opportunities around artificial intelligence, including a strategy, interactive web page, implementation kit, pedagogical materials, videos, lesson ideas and classroom workshops. Training courses through IFEN and communities of practice will also be offered to strengthen basic digital and AI skills and promote more consistent teaching practices.	MENEJ-SCRIPT	MENEJ-IFEN, MENEJ-DGES, MENEJ-DGEF, MENEJ-SFP, MENEJ-OEJQS	▪ Number of website visits ▪ Number of training participations	* **2025** - **2026**
3.03	Integrate computational thinking into mathematics teaching materials as a cross-curricular theme in the new curriculum (primary education) from the 2025/2026 academic year onwards. This approach aims to develop skills in logic and algorithmic reasoning from primary school onwards, in line with the learning objectives for mathematics.	MENEJ-SCRIPT	/	▪ Teacher feedback ▪ PISA results	* **2025** - **2026**
3.04	Launch pilot projects based on the PIX platform for the certification and development of digital and artificial intelligence skills. The initiative aims to validate PIX's potential as a tool for assessment, learning and certification, whilst identifying linguistic, technical and pedagogical needs.	MENEJ-SCRIPT	MENEJ-IFEN, ME-SMC	▪ Completion rate and competency selfassessments ▪ User feedback	**2026**
3.05	Develop and deliver pedagogical workshops on artificial intelligence and associated gender stereotypes for primary and secondary students, raising awareness of stereotypes that AI may reproduce or amplify.	MEGA	Civil society actors	▪ Number of courses developed ▪ Number of participants	**2026** - **2025**
3.06	Include in study programmes in the fields of health (Bachelor in Medicine Uni.lu, National Health School of Luxembourg, etc.) and information technology a course on eHealth services and the digitalisation of the healthcare sector.	M3S-AeS	MENEJ-ENSA, Uni.lu, DeWidong, ALFORMEC, etc.	▪ Number of students ▪ Number of teaching hours delivered	**2026** - **2027**

***** Starting from the academic year:

OBJECTIVE 4
Integrate digital technology as a driver of inclusion in education

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.01	Implement pilot projects that integrate artificial intelligence to promote inclusive education. These projects will aim to test differentiated and accessible teaching practices, actively involving pilot schools and classes. Particular attention will be paid to the inclusion of pupils with special educational needs in AI-related activities. The practices developed will be documented and accompanied by accessible teaching resources.	MENEJ-SCRIPT	MENEJ-DGI	▪ Nombre d'écoles et de classes pilotes impliquées ▪ Nombre de ressources pédagogiques produites ▪ Feedback des utilisateurs	**2026 - 2027**
4.02	Introduce pupils at the "Centre de Logopédie" (CL) to coding through tailored lessons and by providing educational materials in the games library. The materials available will enable pupils to continue their learning independently and at their own pace.	MENEJ-DGI	MENEJ-CL	▪ Number of courses offered	**OA**
4.03	Provide tablets equipped with suitable apps in various classrooms to support the learning of students with special educational needs by offering them accessible and personalised digital tools. The selected apps will be aligned with educational objectives and will help to enhance students' independence and engagement in their schoolwork.	MENEJ-DGI	MENEJ-CL	▪ Number of equipment loans	**OA**
4.04	Organise specific project-based learning workshops for young people followed at the Centre for Gifted Children and Adolescents (CEJHP), developing digital, technical and creative skills. Activities include: • makerspace creation, • podcast production with a recording studio, • and artistic/creative projects integrating coding (via Scratch or other programming languages).	MENEJ-DGI	MENEJ-CEJHP	▪ Number of workshops organised ▪ Number of participants	**OA**
4.05	ODer approximately 40 courses dedicated to digital accessibility, specifically designed for people with visual impairments.	MENEJ-DGI, MENEJ-CDV	MENEJ-SFA	▪ Number of students ▪ Number of certifi ates issued	**OA**
4.06	Organise the training session 'Seeing Neurodiversity through Opportunities and Challenges in the Tech World', with the aim of raising awareness among teachers and other educational professionals about neurodiversity in the context of technology. This training session aims to highlight the strengths and challenges associated with neurodiversity in the digital world, whilst proposing inclusive approaches to teaching and supporting students.	MENEJ-DLH	/	▪ Number of sessions ▪ Number of participants	**OA**
4.07	Continuously develop an accessible digital mobile app to centralise the internal information and resources of the "Centre pour le Développement des compétences relatives à la Vue" (CDV). The app will incorporate news, procedures, guidance and documents, enabling all staD members, including those who are blind or severely visually impaired, to access the content independently.	MENEJ-DGI	MENEJ-CDV	▪ Number of staff using the application ▪ Number of accessible documents, forms and procedures	**2026**

OA = Ongoing Action

OBJECTIVE 5
Equip teaching staff

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.01	Strengthen the digital skills of teaching staff by organising targeted training courses on the integration of digital tools into teaching practices. These courses will cover key topics such as digital literacy, security, artificial intelligence, coding, collaboration, content creation, as well as data protection and management.	MENEJ-IFEN	/	▪ Number of training courses offered	**OA**
5.02	To offer a continuing professional development course entitled "Data & AI Literacy for Teachers" (DALI4US) to equip primary school teachers with the skills needed for the responsible and inclusive integration of data and artificial intelligence. The course will be modular and will cover topics such as GDPR, ethics, generative AI and data management.	MENEJ-SCRIPT	MENEJ-IFEN	▪ Nombre de participants ▪ Taux de complétion	**2025 - 2027**
5.03	Organise a national conference on artificial intelligence aimed at teachers and school leaders. The event will include plenary sessions, practical workshops and the provision of a teaching resource pack. It will provide an opportunity to gather participants' questions and needs, with a view to developing a shared vision and defining concrete courses of action for integrating AI into schools.	MENEJ	MENEJ-IFEN	▪ Number of participants	**2026**
5.04	Develop an educational resource pack on news and information literacy for teachers of upper secondary school classes. This resource pack will be accompanied by practical classroom workshops designed to foster pupils' critical thinking when engaging with media content and to strengthen their information analysis skills.	ME-ALIA	Zentrum fir politesch Bildung (ZpB), Conseil de presse	▪ Number of workshops conducted ▪ Number of dossier downloaded	**2026**
5.05	Organise continuing professional development sessions for teachers and educational support staff in primary and secondary education at the Grand Duchess Maria Teresa Competence centre for learning development (CDA), focusing on the use of the iPad as an assistive technology. These sessions will aim to develop a thorough understanding of the educational and assistive uses of the iPad for pupils with special educational needs.	MENEJ-DGI	MENEJ-CDA	▪ Number of training courses offered ▪ Number of participants	**OA**
5.06	Raise awareness among educational staD of the challenges and applications of artificial intelligence through the 'Elements of AI' training course, accompanied by support group workshops. This joint initiative, which forms part of IFEN's continuing professional development programme, aims to make AI culture more accessible within the education sector.	MENEJ-IFEN	ME-SMC, MinDigital, MENEJ-DLH	▪ Number of IFEN participants ▪ Completion rate	**2024 - 2027**
5.07	Develop teachers' digital pedagogical skills through ICN field support on a wide range of topics (e.g. computational thinking, game-based learning).	MENEJ-IFEN	MENEJ-DGEF, écoles fondamentales	▪ Number of schools supported ▪ Number of workshops conducted	**OA**
5.08	Deploy the "ePortfolio" and gradually integrate it into initial and continuing teacher training. The "ePortfolio" is a key tool that enables teachers to document, analyse and develop their teaching practices.	MENEJ-IFEN	/	▪ Number of users	***2026**

OA = Ongoing Action *starting from

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.09	To foster a willingness to experiment with digital technology through co-creation and the development of innovative learning spaces, thanks to the "F.use" (Future Space for Education) educational innovation lab, which provides a dedicated experimental environment for active learning and digital innovation.	MENEJ-IFEN	/	▪ Number of workshops conducted ▪ Number of pilot projects completed	**OA**
5.10	Increase trainers' and teachers' confidence and comfort in using digital training tools via the "LearningSphere" platform. The platform offers a learning environment enriched with resources, tutorials and one-to-one support sessions to help users become familiar with digital tools and improve the quality of the training provided.	MENEJ-IFEN	/	▪ Number of hosted training courses ▪ Number of tutorials published	**OA**
5.11	Strengthen the capacity of management teams and coordinators to support their teams through digital transformation and to develop educational leadership in an increasingly digital environment. The initiative is based on training programmes focused on digital change management, hybrid communication and leading remote teams, with a view to supporting effective change management.	MENEJ-IFEN	/	▪ Number of participants	**OA**
5.12	Foster digital literacy and build confidence in the responsible use of media and artificial intelligence through awareness-raising activities that promote and celebrate digital culture. This includes ongoing training and targeted support in the areas of digital citizenship, online safety and digital creativity, with a view to promoting informed and responsible use of digital technology.	MENEJ-IFEN	/	▪ Number of awareness workshops	**OA**
5.13	Provide regular specialist support to teachers and psychoeducational staff working with pupils with special educational needs, to answer questions regarding the use of the iPad as an assistive technology. This initiative is based on providing personalised advice and facilitating a group for sharing experiences via the Teams platform.	MENEJ-DGI	MENEJ-CDA	▪ Number of requests	**OA**
5.14	Facilitate access to teaching resources and a community of trainers via the "TrainerHub" platform. "TrainerHub" serves as a key digital hub for IFEN trainers, bringing together documents, guides, resources and discussion forums.	MENEJ-IFEN	/	▪ Number of resources published ▪ Usage rate	**OA**
5.15	Ensure simple, centralised and inclusive access to IFEN's digital platforms. The digital ecosystem—comprising "LearningSphere", MyIFEN and Edvance—facilitates registration, monitoring and participation in online and blended learning training	MENEJ-IFEN	MENEJ-CGIE	▪ Number of training courses accessible online ▪ Registration rate via MyIFEN	**OA**
5.16	Offer the Kaligo application in German and French for the Luxembourg education system as part of the Alpha project. The tool is designed to help children learn to write letters and numbers in a fun way.	MENEJ-DGI	MENEJ-SCRIPT, MENEJ-CDA	▪ Number of application downloads	**OA**

OA = Ongoing Actions

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.17	Offer continuing professional development courses in "TippTraining" for professionals in the education sector. These courses will enable them to teach keyboard typing to pupils with special educational needs, thereby promoting their independence and inclusion in digital learning.	MENEJ-DGI	MENEJ-CDA	▪ Number of training courses offered	**2024 - 2030**

OBJECTIVE 6
Introduce the public to new technologies

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
6.01	Organise introductory workshops on artificial intelligence for older people. These workshops aim to promote an understanding of the basic principles of AI and to build confidence in its everyday use.	MinDigital	Luxembourg Tech School ASBL	▪ Number of workshops conducted	**2026 - 2027**
6.02	Explore collaborations with the 'University of Luxembourg Institute for Digital Ethics' (ULIDE) to promote education and awareness of data literacy and data ethics related to new technologies such as AI.	MinDigital	Uni.lu, ULIDE	▪ Number of collaborations	**2026 - 2030**
6.03	Promote the use of artificial intelligence and its applications through introductory courses on artificial intelligence. This course aims to make AI-related concepts accessible to as many people as possible, fostering a critical and informed understanding.	MENEJ-DLH	/	▪ Number of participants	**OA**
6.04	Offer basic cybersecurity courses covering data protection, cyber threat prevention and best online practices.	MENEJ-DLH, MECO-LHC/NC3	/	▪ Number of training courses offered ▪ Number of participants	**OA**
6.05	Strengthen AI literacy through the 'Elements of AI Luxembourg' programme, democratising understanding of AI among a broad audience through accessible, structured training.	ME-SMC	MENEJ-DLH, MENEJ-IFEN, Université de Helsinki, Minnalearn Finlande	▪ Working population training rate	**2021 - 2029**
6.06	Offer the "Data Protection Basics" training course to raise awareness of the fundamental principles of personal data protection. This course is aimed at beginners, whether for personal or professional interest, and is designed to help participants understand the GDPR and highlight digital risks such as spam, hacking and risk management	ME-CNPD	/	▪ Number of participants	**OA**
6.07	Offer the online training course "Data Accountability from A to Zen" (DAAZ) to support compliance with GDPR and to raise awareness of personal data protection and digital literacy. This course, accessible to learners of all levels, is aimed at individuals, professionals and entrepreneurs wishing to strengthen their digital and data protection literacy, covering the fundamental principles of the GDPR, data processing mapping, security measures, risk management, transparency and data governance.	ME-CNPD	MECO-LHC	▪ Evaluation reports ▪ Number of completion certifi ates generated	**OA**

OA = Ongoing Actions

OBJECTIF 7
Strengthen the skills of jobseekers

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
7.01	Objectively assess the digital skills of job seekers registered with ADEM through an online test to better understand their profiles and direct them to appropriate training programmes for rapid and sustainable labour market integration.	MT-ADEM	ME-SMC	▪ Number of digital tests completed ▪ PIX test results	**2026 - 2027**
7.02	Implement projects to introduce basic digital and office skills in order to enhance jobseekers' digital literacy and employability. These projects, such as "Digital Fundamentals" (in partnership with the CNFPC, a project that will continue beyond 2025) and "Basic Digital Skills" (an ESF+ project for 2023–2025 in partnership with the HOT and the CSL), are aimed at people with little or no prior experience. They offer a progressive learning pathway and help to enhance participants' digital literacy and employability.	MT-ADEM	MENEJ-CNFPC, House of Training, CSL, LLLC, FSE+	▪ Number of sessions per year	**OA**
7.03	To implement the "E-Office" training programme, which is delivered entirely online and is designed to develop jobseekers' digital and office skills. This initiative is aimed at people who already have a basic understanding of computers and is designed to consolidate and enhance their proficiency in Microsoft Office tools	MT-ADEM	CSL, LLLC	▪ Number of 'e-office' licences activated by job seekers	**2025 - 2026**
7.04	Strengthen job seekers' access to free digital training by implementing the partnership between ADEM, the Ministry of Education and the Digital Learning Hub (DLH). This partnership aims to raise the profile of the training courses offered by the DLH and to encourage jobseekers to take part, thereby helping them to develop digital skills in demand in the labour market	MT-ADEM	MENEJ-DLH	▪ Number of job seekers registered annually for training	**OA**
7.05	Systematically incorporate cross-cutting modules on digital skills into all activation and career guidance courses offered to jobseekers. These modules are incorporated into training courses such as 'Boost your Skills', 'Skills4Job', 'Start your Career', 'Secretarial Skills', 'Accounting', etc. They help to improve jobseekers' overall level of cross-cutting digital skills, making them more independent, adaptable and successful in the labour market.	MT-ADEM	/	▪ Number of courses developed ▪ Number of job seekers participating in digital skills modules	**OA (until 2026)**
7.06	Implement the "IT Essentials+" training programme to support the reskilling of jobseekers for entry-level IT roles. The training covers the fundamentals of IT, networking and cybersecurity, and leads to recognised certifications, thereby facilitating a career transition into technical digital roles.	MT-ADEM	CSL, LLLC	▪ Number of job seekers participating in training sessions	**2025 - 2026**
7.07	Deploy the AI e-learning programme to introduce job seekers to artificial intelligence fundamentals and ethical AI use in professional contexts.	MT-ADEM	/	▪ Number of licences activated by job seekers	*** **2026**

***** Starting from OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
7.08	Implement the ESF+ "Skills4job2.0" project to develop professional skills for the digital age through collective workshops on digital transformation, artificial intelligence and collaborative tools.	MT-ADEM	FSE+, House of Training	▪ Number of collective workshop sessions organised	**2025 - 2027**
7.09	Strengthen the employability of refugees in Luxembourg by integrating digital skills into the ESF+ "ReStart!" project's adapted professional training.	MT	FSE+, Coopération Nord-Sud	▪ Number of registrations for professional training	**2025 - 2026**
7.10	Strengthen skills in regulatory compliance and digital finance through specialised training under the ESF+ "Concepts of AML, KYC & Compliance" project.	MT-ADEM	FSE+, House of Training	▪ Number of 'Digital Finance' training sessions completed ▪ Success rate for Digital Operational Resilience Act (DORA) examination	**2025 - 2026**

OBJECTIF 8
Develop the skills of professionals

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
8.01	Support Social and Solidarity Economy (SSE) actors working towards digital inclusion. Business support services and skillsbuilding activities will be put in place, building on the ministerial accreditation as a Social Impact Company (SIS). These initiatives will be rolled out via the "Social Business Incubator" (SBI), which will evolve into a centre of expertise dedicated to social innovation.	MT	MT-ESS, MT-SBI	▪ Number of SSE companies active in digital inclusion with SIS accreditation ▪ Number of SSE actors active in digital inclusion who benefited from SBI services	**OA**
8.02	Support entrepreneurial and innovative initiatives in the field of digital inclusion. A "Social Innovation Camp/Lab" will be organised annually in collaboration with the House of Startups, focusing on a challenge to be addressed through innovative solutions. Digital inclusion will be the theme for the next edition, with the aim of stimulating participants' creativity and engagement in this field.	MT	MT-ESS, MT-SBI, HoSt	▪ Concrete proposals and actions developed by participants	**2027 - 2028**
8.03	Implement the ESF+ "New Tech Adaptation for Companies" (NTAC) project to support private and public organisations in identifying and developing digital skills through: ▪ PIX tool (adaptive self-assessment of digital skills, in line with the European DigComp framework), ▪ peer mentoring, ▪ interactive workshops, ▪ and dedicated events by IMS Luxembourg.	ME-SMC	MT, MinDigital, IMS Luxembourg	▪ Number of participants ▪ Number of participating companies	**2025 - 2026**
8.04	Offer courses in various digital skills domains for professional development and career transitions.	MENEJ-DLH	/	▪ Number of participants ▪ Number of sessions per year	**OA**
8.05	Offer the 42 Luxembourg programming school as an innovative initiative for training in digital professions. This programme, which is open to all regardless of prior qualifications, employs a projectbased approach and enables learners to develop strong skills in programming, algorithms and software development.	MENEJ-DLH	/	▪ Number of participants ▪ Number of selection phases ('piscines') per year	**OA**

AC = action continue

OBJECTIVE 9
Deepen the skills of public-sector employees

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
9.01	Develop a "Data Escape Game" to familiarise government officials with data-related concepts in a fun and interactive way. This educational game aims to enhance understanding of data-related issues through an immersive and collaborative approach.	MinDigital-GTL	/	▪ Number of participants ▪ Number of sessions	**2026**
9.02	Objectively assess the digital skills of ADEM employyees using an online test, as part of a wider initiative to map professional skills. The assessment forms part of a broader strategy to promote and develop internal skills.	MT-ADEM	ME-SMC, MFP-CGPO, Pix (France)	▪ Number of employees requesting the test ▪ Number of digital tests completed ▪ PIX test results	**2025 - 2026**
9.03	Continuously develop the range of training courses in: ▪ digital skills, ▪ digital accessibility, ▪ GDPR, ▪ information security for public sector employees, through both the INAP catalogue and bespoke training programmes designed to address the specific challenges faced by ministries and government departments.	MFP-INAP	Experts théma-tiques des autres ministères en fonction du sujet dont ME-SIP, MENEJ-CDV, MFSVA-OSAPS, MinDigital-CTIE, ME-HCPN-ANSSI, ME-CNPD, MinDigital-CGSD	▪ Number of training courses developed ▪ Number of learners ▪ Satisfaction rate	**OA**
9.04	Raise awareness and support public authorities in implementing a skills development plan within their organisations. The support provided enables public authorities to set clear objectives, mobilise the appropriate resources and foster a consistent and sustainable improvement in staff skills.	MFP-INAP	MFP-CGPO	▪ Number of administrations supported ▪ Reduction in inappropriate bespoke training requests	**OA**
9.05	Organise regular information security awareness and training sessions.	ME-HCPN	ME-HCPN-ANSSI	▪ Number of sessions conducted	**OA**
9.06	Organise training courses on digital accessibility for PDFs (PDFUA) using InDesign and Acrobat, aimed at civil servants at national and local government level. These training courses aim to build the capacity of civil servants to produce accessible digital documents in accordance with current standards.	MFP-INAP	MENEJ-CDV	▪ Number of sessions conducted	**OA**

OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
9.07	Offer training courses on digital accessibility for public sector employees. These courses aim to raise participants' awareness of the challenges of digital accessibility and equip them with the skills needed to design content that complies with current standards.	ME-SIP	MinDigital, MFSVA-OSAPS	▪ Number of courses conducted	**2025 - 2030**
9.08	Develop a concept for a "career centre" within the Civil Service to support staff in their professional development plans. This initiative aims to offer personalised support to staff who wish to take part, through skills assessments, targeted training, coaching or mentoring.	MFP-CGPO	MFP, MFP-INAP	▪ Concept developed	**2025 - 2027**

OBJECTIVE 10
Promote STEM subjects

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
10.01	Encourage girls and women to pursue STEM studies and careers in digital technology through the "Girls: Deploy Your Talents!" project. This programme aims to encourage schoolgirls to explore the fi lds of Science, Technology, Engineering and Mathematics (STEM), particularly information and communication technology (ICT).	ME-SMC, MEGA, MENEJ-SCRIPT, MENEJ-MO	MT, IMS Luxembourg (porteur du projet), Lycées partenaires et entreprises partenaires, FSE+	▪ Courses developed ▪ Number of participants	**2025 - 2027**
10.02	Organise and support "Girls in ICT" events and similar initiatives to promote girls' participation in the digital sector. These initiatives, such as International Girls in ICT Day, aim to encourage the participation of girls and women in science, technology, engineering and the digital sector.	MEGA, ME-SMC	MinDigital, WIDE&Co, IMS Luxembourg, Code Club Luxembourg, MakeIT	▪ Number of participants	**2025 - 2027**
10.03	Organise an event dedicated to women in ICT to highlight their journeys, achievements and challenges, inspiring and encouraging female participation in digital professions.	MEGA, ME-SMC	/	▪ Number of participants	**2026 - 2027**
10.04	Participate in the FIRST LEGO League to promote STEM, digital skills and inclusion through play.	MENEJ-DGI	MENEJ-CL	▪ Participation rate ▪ Competition results achieved	**OA**
10.05	Expanding secondary schools' activities to enable them to obtain the 'Sustainable Entrepreneurial Schools' label. This project brings together schools participating in the 'Sustainable Entrepreneurial Competence' programme and external business partners. The activities required to obtain the label include initiatives in the fields of digitalisation, artificial intelligence and IT security, aimed at strengthening pupils' entrepreneurial and digital skills.	MENEJ-SCRIPT	MECO, Jonk Entrepreneuren ASBL	▪ Number of high schools having obtained the label	**2025 - 2030**
10.06	Facilitate exchange and collaboration between STEM discipline teachers by bringing them together at the 'STEAM Teacher Day'. This event emphasises interdisciplinarity and encourages the integration of different scientific disciplines in order to design lessons that are more engaging and stimulating for pupils.	MENEJ-SCRIPT	/	▪ Number of participants ▪ Participant feedback	***** **2026 - 2027**
10.07	Contribute the BTS cybersecurity training programme offered by the Lycée Guillaume Kroll in Esch-sur-Alzette. The CNPD delivers several modules as part of this higher vocational education course, notably on GDPR, security of personal data processing, data breach management and log management. An introductory module on artificial intelligence will be incorporated from 2026. This initiative aims to strengthen the technical and regulatory skills of future professionals in the STEM sector	ME-CNPD	Lycée Guillaume Kroll	▪ Number of participants	**OA**

OA = Ongoing Action ***** Starting from the school year: biennial event

OBJECTIVE 11
Support training in digital skills

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
11.01	Launch a feasibility study on the establishment of a national digital mediation service. The study will provide a preliminary assessment of the conditions for setting up and the organisational framework for a national digital mediation and support service.	MinDigital	/	▪ Study completed	**2027 - 2028**
11.02	Organise monthly "IT Trainer Meetups" to harmonise practices among digital inclusion trainers.	MinDigital	ErwuesseBildung ASBL	▪ Number of sessions conducted ▪ Number of participants	**2024 - 2026**
11.03	Promote and highlight training modules and the 'trainer.ewb.lu' platform, freely accessible online for social sector actors.	MinDigital	ErwuesseBildung ASBL	▪ Number of people registered on the platform ▪ Number of platform visits	**2026 - 2027**
11.04	Encourage accredited partners (non-profits, municipalities and high schools) to offer more digital courses for non-digital audiences.	MENEJ-SFA	Accredited partners	▪ Nombre de cours ▪ Nombre d'inscriptions	**2025 - 2027**
11.05	Make facilities or rooms available to other organisations during periods when they are not in use, in order to promote the geographical distribution of digital programmes. This measure aims to optimise the use of existing infrastructure and facilitate access to digital training in different regions.	MENEJ-SFA	/	▪ Number of requests and completions	**2025 - 2027**
11.06	Train management staff and support workers from partner organisations through 'train-the-trainer' courses on how to use the Electronic healthcare record (DSP), so that they can become "ambassadors" capable of supporting patients in managing and understanding the DSP.	M3S-AeS	Patient associations, municipalities	▪ Number of sessions ▪ Number of participants	**2026 - 2030**
11.07	Strengthen citizen information about digital skills training offers, particularly by mobilising social welfare offices.	MFSVA, MinDigital	Social offices, other partners	▪ Number of social offices having distributed information on digital skills training at least once per quarter ▪ Number of partners having distributed information on digital skills training	**OA**
11.08	Encourage the development of regional initiatives to improve the digital skills of vulnerable people and ensure equitable access to digital equipment across the country. These initiatives are supported by dedicated staff and delivered locally, enabling better coverage across the country	MFSVA	Field actors accredited with MFSVA	▪ Training developed ▪ Number of participants	**OA**

OA = Ongoing Action

OBJECTIVE 12
Strengthen the skills of professionals in the socio-educational sector

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
12.01	Regularly organise the "Digital Inclusion in Social Work" training to raise awareness among social action actors about digital inclusion.	MinDigital	FEDAS	▪ Number of training sessions conducted ▪ Number of participants	**2026 - 2030**
12.02	Organise a communication campaign aimed at social workers to inform them about the launch of a new online system for submitting applications for social benefits. This campaign involves sending out an explanatory note detailing the new procedure, as well as organising introductory webinars. These resources are designed to help the professionals concerned familiarise themselves with the system.	M3S	/	▪ Number of actors participating in information sessions	**2025 - 2026**
12.03	Organise information and training sessions for healthcare professionals to present the latest developments in eHealth projects, as well as new services and features. These sessions include general information sessions as well as specific training on the "Pack Premiers Pas eSanté" (PPP), designed to help professionals in the sector become familiar with digital tools.	M3S-AeS	Healthcare establishments and structures, healthcare professional associations	▪ Number of sessions ▪ Number of participants	**2026 - 2030**
12.04	Offer "LunchTalk" training sessions for healthcare professionals, focusing on the Electronic Vaccination Record, to present the service's new features and updates. These training sessions are supplemented by quick guides and tutorials, which help staff to familiarise themselves with the tools and use them in their day-today work	M3S-AeS	M3S-DISA	▪ Number of sessions ▪ Number of participants ▪ Number of healthcare professionals using CVE	**2026 - 2030**
12.05	Organise training sessions for healthcare professionals on the new features of the Next-Generation Electronic healthcare record (DSP), as well as on the submission of new types of health data. This information is shared at quarterly meetings and during the "Pack Premiers Pas eSanté" training sessions, and is supplemented by the provision of quick guides and tutorials	M3S-AeS	Healthcare establishments/ structures, healthcare professional associations	▪ Number of sessions ▪ Number of participants ▪ Number of eHealth accounts activated	**2029 - 2030**
12.06	Integrate training on video game prevention and media literacy into the continuing education catalogue for non-formal education sector professionals.	MENEJ-AQUEN	Zentrum fir politesch Bildung (ZpB), respect. lu, Zenter fir exzessiivt Verhalen a Verhalenssucht (ZEV)	▪ Number of training courses offered per year ▪ Number of participants per year	* **2025**

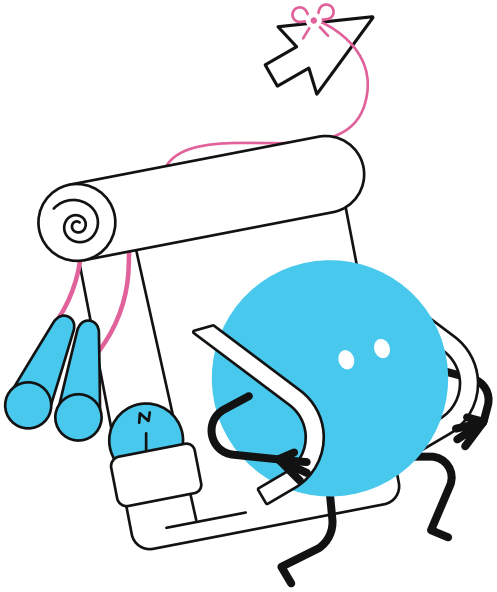
***** Starting October 30th 2025

C

Increasing motivation and building digital confidence

Digital inclusion also relies on more subtle factors: the willingness to learn, a sense of legitimacy in using digital tools, as well as self-confidence and trust in technological environments. These elements, which are often overlooked, have a profound impact on individuals' ability to embrace digital technology.

Through the discussions held as part of the development of the national action plan, it became clear that many people do not reject digital technology on principle, but rather doubt their ability to use it correctly, or fear the consequences of making mistakes. This apprehension may stem from negative experiences, a lack of support, or simply a lack of understanding of the issues related to security, confidenti lity or the reliability of online services. Motivation to use digital tools, as well as trust in the digital world, determines the actual use of digital technologies.



Motivation is often linked to the perception of usefulness. When digital tools seem disconnected from everyday concerns, or too complex to master, interest diminishes. Conversely, when digital uses are tangible, accessible and deliver clear benefits the desire to learn and progress grows stronger. A motivated person recognises the usefulness of digital tools and online services and understands how digital technology can improve their daily and professional life.

Trust in the digital world is based on the ability to identify and manage risks, to know best practices in terms of security, and to use tools safely. It is also a key factor in reintegrating people who have become disengaged from digital technology following negative experiences, and in reducing anxiety linked to the use of digital tools.

The National Action Plan for Digital Inclusion aims to create an environment in which citizens feel confident supported and valued throughout their digital journey. This involves supportive educational approaches, local support schemes, and clear and honest communication about challenges of digital technology.

OBJECTIVE 1
Raising awareness of digital inclusion

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Produce a series of testimonial videos illustrating the impact of digitalisation and digital inclusion initiatives on people who are digitally excluded. These videos highlight real-life experiences and help to showcase the positive effects of digital initiatives on the independence and access to essential services of those affected.	MinDigital	Civil society organisations	▪ Number of videos produced	**2027**
1.02	Produce a series of videos highlighting leading initiatives in the field of digital inclusion, showcasing best practices and exemplary projects. These videos aim to promote innovative approaches and inspire the replication of effective solutions across the country.	MinDigital	Civil society organisations	▪ Number of videos produced	**2028**
1.03	Raise awareness of digital inclusion among members of the «Biergerpakt». Information and engagement initiatives will be carried out among members to enhance their understanding of the issues surrounding digital inclusion and to encourage them to get actively involved.	MFSVA	/	▪ Number of activities on digital inclusion ▪ Number of participants	**OA**
1.04	Promote assistive technologies that help overcome the barriers faced by people with disabilities. Organise events focused on inclusion to showcase these solutions, encourage their adoption and raise awareness among relevant stakeholders.	MFSVA	MinDigital	▪ Number of events organised	*****
1.05	Promote understanding and use of technological tools as a means of support for vulnerable pupils. This approach involves raising awareness among pupils, parents and professionals through individual and professional support, based on psychoeducation for pupils, explanations in class, and the organisation of information evenings for parents.	MENEJ-DGI	MENEJ-CDA	▪ Number of events, presentations and participants	**OA**

OA = Ongoing Action ***** Every 2 years

OBJECTIVE 2
Raising awareness of new technologies

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Organise an awareness-raising event as part of the European "Safer Internet Day" for older people.	MENEJ	MFSVA, Civil society organisations	▪ Number of participants	*
2.02	Develop and distribute the digital game "Influencers & Media" as part of the INTERREG project "Engagement'GR", to strengthen digital citizenship skills among pupils. The game takes the form of interactive episodes accompanied by teaching guides for teachers, worksheets for pupils and an assessment protocol. The validated prototype will be tested in pilot schools.	MENEJ–SCRIPT	/	▪ Prototype validated ▪ Number of pilot schools ▪ Time spent using it in class	**2025 - 2027**
2.03	Launch the "WTOON" project, which aims to raise awareness, in a fun and accessible way, among teenagers and social media users of the risks associated with using online platforms, and to provide information on best practices to ensure the protection of personal data and, more broadly, respect for online privacy. The project, based on a transmedia approach, includes short videos, comic strips, a digital learning platform, a collaborative digital game and a card game. All content is available in four languages (LU + DE + FR + EN).	ME-CNPD	MENEJ-BEE SECURE, 7 secondary schools, LMDDC GIE, Luxemburgish author and illustrator	▪ Number of participants ▪ Number of teachers trained ▪ *Analytics* from digital tools	** **2024 - 2026**
2.04	Launch the "Klara, Alex & Data" initiative to raise awareness among primary school pupils about personal data protection and privacy. Bilingual (French/ German) resources, both printable and digital, will be made available, along with activity sheets and assessment tools.	MENEJ-SCRIPT	/	▪ Number of participating classes ▪ Completion rate	**OA**
2.05	Organise awareness-raising initiatives on issues related to the use of digital technologies, including media literacy, mental health, addictive design, misleading practices, digital literacy and disinformation. These initiatives will take the form of targeted events such as social media campaigns, public conferences and expert round-table discussions. They aim to strengthen critical understanding of digital environments and encourage responsible and informed use.	ME-ALIA	Primary schools, Secondary schools, medias, ZpB	▪ Number of activities carried out ▪ Number of participants (when applicable)	**OA**
2.06	Offer projects and workshops focusing on the educational aspects of digital games and the responsible use of video games. These initiatives provide a range of approaches to raise awareness among professionals in the non-formal education sector, as well as children and young people, about healthy and balanced screen use.	MENEJ-AQUEN	ZEV, respect.lu, infoMann, Fédération Luxembourgeoise d'Esport, Hariko	▪ Number of workshops offered per year ▪ Number of participants per year	*** **2025**
2.07	Promote media literacy from an early age as part of the "National Resilience Strategy", through awareness-raising initiatives integrated into school and university curricula. This initiative is supported by the dissemination of educational content via websites, social media and other popular digital channels.	MENEJ, MESR	ME-HCPN	▪ Percentage of school curricula that include a media literacy module	**OA**

* Annual event ** development and implementation, followed by ongoing action
*** Starting October 30th 2025

OBJECTIVE 3
Organising information and support for online services

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Promote modern, proactive multi-channel communication to better inform and support citizens on MyGuichet.lu as a single point of contact for all digital services, including local authority procedures and electronic healthcare record (DSP) services. The service will be enhanced with automatic reminders for upcoming procedures, personalised suggestions based on life events, as well as interactive tools – online chats and chatbots – to facilitate access and support.	MinDigital-CTIE	/	▪ Establishment of new communication channels	**2025 - 2029**
3.02	Centralise the description of all administrative procedures on the Guichet.lu information portal. This initiative aims to provide citizens with a clear and structured overview of the procedures available, thereby facilitating access to online public services	MinDigital-CTIE	/	▪ Number of administrative procedures described	**OA**
3.03	Organise information sessions for patients and members of the public as part of the "DSP on Tour / DSP NG on Tour" initiative, to present the bene its and key features of the electronic healthcare record (DSP), as well as the security and data protection measures that have been put in place. These sessions are tailored to different audiences: • services for older people; • members of the Biergerpakt; • people with disabilities, in collaboration with care homes and associations; • the general public, in cooperation with local authorities.	M3S-AeS	MFSVA, associations, accommodation facilities, municipalities	▪ Number of sessions ▪ Number of participants ▪ Number of eHealth accounts activated	**2026 - 2030**
3.04	Organise information sessions for healthcare professionals on the "DSP", "DSP NG" and the EHDS framework. These sessions aim to present the new features of the Next- Generation Electronic healthcare record, as well as the practical bene its for healthcare professionals in their day-to-day practice.	M3S-AeS	Healthcare facilities and organisations, associations of healthcare professionals	▪ Number of sessions ▪ Number of participants	**2026 - 2030**
3.05	Produce and distribute communication and training materials in order to raise awareness of the eHealth services on offer. These materials include e-learning modules, interactive tutorials and user guides, designed to provide an in-depth yet accessible understanding of the tools available.	M3S-AeS	MENEJ-CDA	▪ Number of media files downloaded / distributed	**2026 - 2030**
3.06	Organise training and awareness-raising sessions for the public on communication tools for use in crisis situations, as part of the "National Resilience Strategy". These sessions aim to raise awareness of and encourage the use of platforms such as infocrise.lu, lu-alert.lu, social media and other digital tools.	ME, MAINT	ME-HCPN, relevant authorities	▪ Number of participants trained ▪ Number of visits to the respective sites	*

OA = Ongoing Action

* According to the implementation plan for the «National Resilience Strategy»

OBJECTIVE 4
Preventing and overcoming digital risks

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.01	Implement the "Zivilcourage im Netz" project in order to promote civic courage online and combat hate speech on Luxembourg's digital platforms.	MEGA	Public institutions (Public Prosecutor's Office, Grand Ducal Police), respect.lu, civil society organisations	▪ Project deployment	**2025 - 2026**
4.02	Launch an awareness campaign on social media covering various topics related to artificial intelligence, including deepfakes, conversational AI systems such as chatbots and voice assistants, AI agents, and other emerging technologies. The aim of this campaign is to inform and raise awareness among users about the risks associated with the use of these technologies, whether these involve visual manipulation, design mechanisms intended to prolong interaction, or automated behaviours that may influence decisions. It also aims to promote a more conscious, controlled and balanced use of these tools, by encouraging best practice and a critical understanding of the issues at stake	ME-ALIA	/	▪ Social media engagement rate ▪ Number of website visits	**2025 - 2026**
4.03	Develop technological solution that uses artificial intelligence to detect and flag manipulated content (videos, images, audio), accompanied by a transparent explanation of the reasoning behind the conclusion that the content is a deepfake, as part of the «Tech-in-Gov» call for proposals.	MinDigital	ME-ALIA	▪ Deepfake detection rates and explainability	**2026**
4.04	Provide, via the BEE SECURE Helpline, a confidential service offering support and practical advice on online safety and digital media literacy. This service is available to everyone, by telephone or in writing, and aims to help citizens resolve issues related to digital technology use.	MENEJ-BEE SECURE	/	▪ Total number of enquiries (calls and written) received over the year	**2025 - 2028**
4.05	Launch an awareness campaign for the BEE SECURE Helpline to raise its profile and explain the purpose of the service.	MENEJ-BEE SECURE	/	▪ Visibility rate of visuals, as measured by an ILRES study	**07/2025 - 06/2028**
4.06	Enable the public to anonymously report potentially illegal content encountered online via the BEE SECURE Stopline. Reports are analysed and, where appropriate, forwarded to the relevant authorities.	MENEJ-BEE SECURE	/	▪ Number of reports	**07/2025 - 06/2028**
4.07	Launch a BEE SECURE Stopline awareness campaign to raise its profile and explain the purpose of the service.	MENEJ-BEE SECURE	ME-HCPN	▪ Visibility rate of visuals, as measured by an ILRES study	**07/2025 - 06/2028**
4.08	Promote education, training and awareness-raising on information system security as part of the "National Resilience Strategy". This initiative involves the creation of specific programmes integrated into school and university curricula, as well as the roll-out of information and awareness-raising campaigns.	MENEJ, MESR	ME-HCPN	▪ Percentage of school curricula that include a module on this subject	*

* According to the implementation plan for the «National Resilience Strategy»

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.09	Develop responsive and targeted awareness campaigns ("Hot Topics") in the form of three annual campaign sprints. These campaigns enable us to address emerging digital risks among young people, parents and the general public in a timely manner, adapting to current issues and the specific needs of different audiences	MENEJ-BEE SECURE	/	▪ Visibility rate of visuals, as measured by an ILRES study	**2025 - 2028**

OBJECTIVE 5
Encourage participation from the target audiences

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.01	Identify potential sources of frustration for citizens when dealing with administrative procedures as part of the "Zesumme- Vereinfachen" and "Café de la simplification" projects. This initiative aims to work collectively with all stakeholders to analyse pos-sible ways of adapting procedures in order to prevent frustration and stigmatisation.	MinDigital	/	▪ Number of events organised ▪ Administrative procedures identifi d	**OA**
5.02	Conduct an internal and external survey of ADEM employees, jobseekers and employers to identify preferences regarding digital channels and the desired level of self-service for each service. The results of this survey will form the basis for the launch of new digital channels, such as instant messaging or video calls, in order to tailor services to users' expectations and improve their accessibility.	MT-ADEM	/	▪ Survey results	**2025 - 2026**

OA = Ongoing Action

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Facilitating digital access

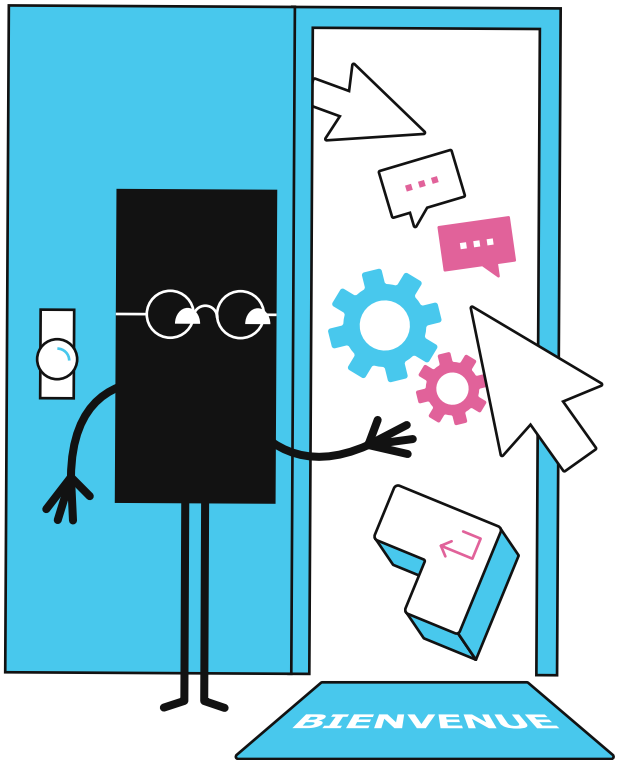
Digital access is a prerequisite for any inclusion initiative. It cannot be reduced to the mere availability of equipment or an internet connection: it encompasses all the factors that enable a person to use digital tools autonomously, safely and in a way that suits their circumstances. Ensuring genuine digital access means creating an inclusive environment where everyone can use digital tools independently, regardless of their age, social background or disability.

In this context, the dimension of digital accessibility is of particular importance. Its aim is to ensure that interfaces, content and online services are designed to be usable by everyone, including people with disabilities. Compliance with accessibility standards is a key lever for ensuring effective inclusion.

The National Action Plan for Digital Inclusion recognises that disparities in access persist in Luxembourg, both materially and functionally. Some people face diffi ulties linked to their economic, geographical or social circumstances, while others encounter technical or ergonomic barriers that limit their ability to interact with digital services. These realities show that access cannot be taken for granted, even in a technologically advanced country.

The action plan therefore provides measures to improve digital access in all its aspects: optimising access, supporting the provision of equipment for vulnerable groups, developing supported access points, and promoting accessibility in service design. These actions aim to create an inclusive digital environment, in which everyone can exercise their rights, access information and participate fully in social and civic life.

Facilitating digital access therefore requires action on several fronts: by integrating these dimensions, the National Action Plan for Digital Inclusion aims to create an environment in which digital access is universal, equitable and sustainable.



OBJECTIVE 1
Improving digital access

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Offer a connectivity voucher scheme for households receiving the cost-of-living allowance and the energy bonus, to help reduce the costs associated with an unlimited-speed fixed internet connection. The voucher is sent out every January.	ME-SMC	MFSVA, FNS	▪ Number of vouchers issued ▪ Number of vouchers activated	**2026 - 2030**
1.02	Provide digital access terminals at Guichet.lu's physical service points to facilitate access to online services.	MinDigital-CTIE	/	▪ Number of terminals	**OA**
1.03	Promote the YourConnectivity Box to raise public awareness of consumer protection in the telecommunications sector.	ME-SMC	MyConnectivity GIE	▪ Launch of the YourConnectivity Box	**2026 - 2027**

OBJECTIVE 2
Supporting access to equipment

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Facilitate access to digital equipment for households in financial difficulty by setting up schemes for donations, loans or targeted support, using IT equipment decommissioned by the CTIE. Under a non-exclusive agreement, this equipment can be transferred to the non-profit organisation "Digital Inclusion", thereby enhancing digital inclusion for vulnerable groups.	MinDigital-CTIE	Digital Inclusion ASBL	▪ Donated equipment	**OA**
2.02	Roll out the "One2One" programme (iClass, iShare, MyDevice) to ensure fair access to digital equipment for all pupils.	MENEJ-CGIE	MENEJ-SCRIPT	▪ Rate of pupils with access to devices ▪ Rate of schools with an approved media plan	*** **2025 - 2026**

OA = Ongoing Action * Starting from the school year

OBJECTIVE 3
Improving access to essential services

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Expand the range of tutorials available on Guichet.lu to make it easier to use online services. These educational resources are designed to guide users through their digital tasks by providing clear and accessible explanations.	MinDigital-CTIE	/	▪ Number of tutorials published	**OA**
3.02	Facilitate access to financial support by applying the "OnceOnly" principle and developing proactive services. The implementation of the "Once Only" principle will facilitate data sharing within the public sector in order to reduce the administrative burden and simplify access to state nancial support.	MinDigital, MinDigital-CTIE	Relevant administrations	▪ Number of relevant administrative procedures incorporating the «Once Only» principle	**2026**
3.03	Implement a digital proxy feature on the MyGuichet.lu platform to enable a third party to carry out administrative procedures online on behalf of a user.	MinDigital-CTIE	/	▪ Number of mandates issued	**2026**
3.04	Roll out a feature on MyGuichet.lu enabling legal guardians to carry out administrative procedures on behalf of the people they represent.	MinDigital-CTIE	/	▪ Number of tasks completed using the feature	**2026**
3.05	Develop the first digital assistants on MyGuichet.lu in Leichte Sprache and plain language, to make online services more accessible. These assistants are designed to support people with specific comprehension needs by offering them simplified and tailored navigation.	MinDigital-CTIE	APEMH, Klaro	▪ Number of digital assistants developed using simple language	**2026 - 2029**
3.06	Facilitate access for European citizens to Luxembourg's online public services by improving the interoperability of digital tools. A technical solution will be made available to enable the use of a qualified digital signature for online procedures, thereby ensuring the security and legal validity of cross-border transactions.	MinDigital-CTIE	/	▪ Number of procedures signed electronically by nationals of other EU Member States who do not hold a Luxembourg digital certificate	**2026 - 2030**
3.07	Use the Single Digital Gateway's "Once Only Technical System" (OOTS) to exchange supporting documents between the competent authorities of the various Member States of the European Union as part of online administrative procedures.	MinDigital-CTIE	/	▪ Number of online administrative procedures linked to the OOTS ▪ Number of supporting documents sent and/ or received as part of online procedures via the OOTS	**2026 - 2027**
3.08	Extend the MyGuichet.lu platform to municipalities and public institutions, gradually incorporating local authority services into it.	MinDigital-CTIE	/	▪ Number of municipalities and public bodies included in MyGuichet.lu ▪ Number of procedures completed	**2026 - 2030**

OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.09	Optimise the Electronic healthcare record (DSP) to improve the user experience, data quality and the efficiency of communication between healthcare professionals. This optimisation, which is technical, user-friendly and functional in nature, aims to increase the use of the DSP in day-to-day practice and to make it easier for patients to access their medical information. Access to the DSP will be expanded via MyGuichet.lu, and the portal's usability improved in line with accessibility criteria. By 2029, the New Generation DSP will incorporate advanced features. As part of the European Health Data Space, records will then need to be interoperable at European level, enabling patients and healthcare professionals to access medical information across all member states.	M3S	M3S-AeS	▪ Number of eHealth accounts activated ▪ Number of records uploaded to or accessed via the DSP	**OA**
3.10	Provide user guides, tutorials and targeted videos for healthcare professionals and patients, in both printed and digital formats. These educational resources are designed to help users get to grips with digital health tools by offering content tailored to the needs and skill levels of different audiences.	M3S-AeS	/	▪ Number of visits ▪ Number of materials downloaded/distributed	**2026 - 2030**
3.11	Introduce the option to appoint an "Electronic healthcare record (DSP) assistant"in communications aimed at the patients concerned. The DSP assistant is a trusted individual authorised to manage the electronic healthcare record (DSP) alongside or on behalf of its holder. This feature acts as a form of digital power of attorney, facilitating access to and management of the DSP.	M3S-AeS	/	▪ Number of registered DSP assistants	**2026 - 2030**
3.12	Diversify and make warning and information messages more accessible as part of the "National Resilience Strategy". The channels used to disseminate these messages will be expanded to reach as many people as possible.	MAINT, ME-HCPN	MMTP	▪ Number of broadcast channels used ▪ Percentage of geographical areas/ localities covered	*
3.13	Ensure that warning and information messages are accessible to the entire population, particularly the most vulnerable, as part of the "National Resilience Strategy". This accessibility relies on the use of technologies such as text-to-speech, sign language interpretation and multilingual support.	MAINT, ME-HCPN	/	▪ Number of accessible formats ▪ Percentage of messages accompanied by sign language interpretation, etc.	*
3.14	Establish, as part of the Plan d'action national pour la prevention et la lutte contre la pauvreté, a centralised digital platform (Shared Social File). Where possible, this platform will enable individuals to consolidate their personal and administrative data in order to reduce repetitive administrative procedures and facilitate access to support, whilst allowing for transparent and secure monitoring by public authorities and designated trusted individuals. The functioning of the Shared Social File will be evaluated five years after its launch.	MFSVA	MinDigital-CTIE	▪ Set-up of the platform ▪ Assessment carried out	**2027**

* According to the SNR implementation plan OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.15	Improve access to public services for ADEM clients who require assistance with their administrative procedures. A physical reception area will be set up, complemented by an eADEM digital space equipped with a kiosk and IT equipment.	MT-ADEM	/	▪ Number of jobseekers using the terminals	* **2025**
3.16	Put in place reasonable adjustments for recruitment tests as well as for end-of-training or end-of-career assessments. These adjustments will aim to ensure equal access and meet the specific needs of candidates.	MFP	MFP-CGPO, MFP-INAP	▪ Number of reasonable accommodation measures	**2026**
3.17	Redesign the eSanté portal (www.esante.lu) to improve its user-friendliness and accessibility. The content will be adapted to make it more concise and streamlined, thereby making it easier to navigate, understand and access.	M3S-AeS	/	▪ Number of page views on the website	**2026** - **2030**
3.18	Revamp the luxembourgticket.lu, echo.lu and culture.lu platforms to make it easier to access cultural information and services and to improve the user experience. These platforms will provide a clear overview of cultural venues and events, as well as the option to purchase discounted tickets and obtain the "Kulturpass" online.	MCULT	Luxembourg Ticket GIE	▪ Number of visits ▪ Number of ticket transactions	**2026**
3.19	Install QR code-equipped signs at all bus stops. The aim is to improve access to passenger information directly on the ground by providing a digital solution that can be accessed without the need to download a mobile app. This platform will enable passengers to check the next departures for specific bus routes in real time.	MMTP-ATP	MMTP	▪ Number of QR code signs installed at bus stops served by the RGTR and the TICE ▪ Number of QR code scans	**2026**

***** Starting

OBJECTIVE 4
Strengthening digital accessibility

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.01	Integrate, promote and develop the principle of inclusion and accessibility within the framework of the "Digital Government Strategy 2026–2030". This principle will be recognised as one of the strategy's guiding principles, highlighting its importance in all discussions relating to digital government and the digitalisation of interactions between the government, citizens and businesses. New technologies will be harnessed to improve access to services, particularly for those currently excluded from digital services.	MinDigital, MinDigital-CTIE	/	▪ Publication de la stratégie	**2026**
4.02	Continue to improve digital accessibility and the user experience on the websites and apps created by the CTIE in accordance with the Renow guidelines.	MinDigital-CTIE	Relevant ministries and administrations	▪ Accessibility rate ▪ User feedback	**OA**
4.03	Monitor the accessibility of public sector websites and mobile applications by conducting regular audits. These audits will assess compliance with current accessibility standards and identify areas for improvement.	ME-SIP	/	▪ Number of audits carried out	**2026** - **2030**
4.04	Conduct accessibility audits of digital documents and the websites of various government departments and agencies. These audits will assess compliance with accessibility standards and identify areas for improvement.	MENEJ-CDV	/	▪ Number of audits carried out	**OA**
4.05	Make digital documents and forms available upon request from public authorities and bodies.	MENEJ-CDV	Relevant ministries and administrations	▪ Documents rendus accessibles	**OA**
4.06	Conduct an accessibility audit of INAP's LMS e-learning platform. This audit will assess the platform's compliance with digital accessibility standards and identify the improvements needed to ensure inclusive use.	MFP-INAP	/	▪ Audit carried out	**2026** - **2027**
4.07	Ensure that the products and services covered by the Law of March 8, 2023, comply with the applicable accessibility requirements. Regular checks, based on current European standards, will be carried out to ensure the compliance of the products and services concerned, including IT equipment, self-service terminals, digital services, e-commerce platforms and banking services.	MFSVA-OSAPS	Stakeholders with expertise in the subject matter	▪ Number of requests received ▪ Number of inspections carried out	**2025** - **2030**
4.08	Develop an online practical guide for SMEs to support them in implementing the Law of March 8, 2023, on accessibility requirements for products and services. This guide will present the legal obligations, recommended best practices from the design stage onwards, as well as concrete examples of adaptation.	MFSVA-OSAPS	Competent authorities	▪ Guide produced ▪ Number of downloads	**2026**
4.09	Provide guidance and resources to help micro-enterprises comply with the Law of March 8, 2023, on accessibility requirements for products and services. Support tools will be made available to facilitate understanding of the legal obligations and to encourage the integration of accessibility from the design stage onwards.	MFSVA-OSAPS	LMDDC GIE	▪ Number of guides made available ▪ Number of e-learning modules completed	**2025** - **2032**

OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.10	Conduct an accessibility audit of the digital tests for the general aptitude test to ensure that the examination materials comply with accessibility standards.	MFP-CGPO	MENEJ-DGI, MENEJ-CDV	▪ Audit carried out	**2026**
4.11	Promote the progressive accessibility of audiovisual media services for people with disabilities. Active support will be provided for the development and implementation of accessibility programmes, including measures such as subtitling, audio description, sign language and adapted interfaces. Every three years, ALIA will submit a report to the European Commission on the progress made in Luxembourg regarding the accessibility of audiovisual media services.	ME-ALIA	Providers of television, radio and video-on-demand services falling within the jurisdiction of Luxembourg	▪ Specifi measures implemented ▪ Reports submitted	**OA**

OA = Ongoing Actions

OBJECTIVE 5
Raising awareness and providing training on digital accessibility

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
5.01	Organise information sessions on digital accessibility and take part in relevant events and conferences to raise awareness of these issues among public service organisations and promote best practice in accessibility.	ME-SIP	MinDigital-CTIE, MFSVA-OSAPS	▪ Number of sessions organised ▪ Number of presentations given	**2026 - 2030**
5.02	Inform citizens and businesses about their rights and obligations regarding the accessibility of products and services. Awareness campaigns will be run to publicise the legal requirements set out in the Law of March 8, 2023, particularly with regard to digital products, banking services, e-commerce and online platforms. Educational materials and information sessions will be provided to support the relevant stakeholders in achieving compliance.	MFSVA-OSAPS	ME-SIP, MinDigital	▪ Number of sessions organised ▪ Number of educational videos published	**2025 - 2031**
5.03	Offer training courses on accessible digital communication. These courses will enable professionals to master the principles of digital accessibility so that they can design inclusive websites, content and services suitable for all audiences.	MFSVA	Akzent GIE	▪ Number of courses offered	**OA**
5.04	Draw up guidelines on the accessibility of election broadcasts by public service broadcasters. These guidelines will aim to ensure that election broadcasts are accessible to everyone, including people with disabilities, in particular through subtitling and alternative formats	ME-ALIA	Providers of television, radio and video-ondemand services falling within the jurisdiction of Luxembourg	▪ Published guidelines	**2026 - 2027**
5.05	Offer courses on digital accessibility to raise participants' awareness of digital accessibility issues and equip them with the skills needed to design inclusive digital content and services.	MENEJ-DLH	/	▪ Number of participants ▪ Number of sessions per year	**OA**
5.06	Raise awareness among all teaching staff regarding the us of accessible digital materials, in conjunction with the training courses offered by the Competence centre for the development of vision-related skills (CC-CDV). This initiative aims to promote inclusive practices in the creation and use of digital resources, whilst strengthening skills in the area of accessibility	MENEJ-DGI, MENEJ-CDV	MENEJ-IFEN, MFP-INAP	▪ Number of teachers taking part in the training ▪ Participant satisfaction	**OA**

OA = Ongoing Actions

OBJECTIVE 6
Improving linguistic accessibility in the digital sphere

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
6.01	Develop and roll out an artificial intelligence solution, via the GovTech Lab's "Accessi-Lingua" call for solutions, to generate content in plain and accessible language. The implementation of this solution will make it easier to draft texts in plain language and improve the understanding of public information.	MinDigital	MinDigital-CTIE	▪ Deployment of the solution	**2026**
6.02	Organise training sessions on plain language to support the implementation of the solution developed as part of the "AccessiLingua" call for solutions.	MinDigital	APEMH, Klaro	▪ Number of training courses completed	**2026 - 2027**
6.03	Promote the akzent.lu website, which is dedicated to accessible communication. The site will include information on how to make websites accessible and how to communicate online using plain language.	MFSVA	Akzent GIE	▪ Number of website visits	**OA**
6.04	Publish an online guide to accessible communication, which will include recommendations and tips on how to make online communication clearer and more inclusive, in order to make information more accessible to everyone.	MFSVA	Akzent GIE	▪ Guide produced ▪ Number of downloads	**2026**
6.05	Develop recommendations for simple language in Luxembourgish (Liicht Sprooch). This project, carried out in collaboration with stakeholders, aims to make texts simpler, clearer and more accessible, particularly for people who have difficulty reading or understanding, in order to promote greater inclusion and participation in everyday life.	MCULT-ZLS	Apemh, Klaro	▪ Number of web pages available in simple Luxembourgish language	**2026+**
6.06	Offer the info-dpi.lu website in 13 languages to make information more accessible and provide all the necessary details regarding administrative procedures in a clear and user-friendly manner.	MFSVA-ONA	MinDigital-CTIE	▪ Number of website visits	**OA**
6.07	Translate the websites of the Direction Générale de l'inclusion into simple language to ensure that the information is as accessible as possible.	MENEJ-DGI, MENEJ-CDI, MENEJ-CGIE	/	▪ Number of websites available in simple language	**OA**
6.08	Produce short videos with subtitles and sign language interpretation to ensure that audiovisual content is accessible to deaf and hard-of-hearing people.	MENEJ-DGI	MENEJ-CL	▪ Number of video clips available	**OA**
6.09	Set up a dedicated service for writing in Leichte Sprache, supported by a centralised database.	MENEJ-DGI	MENEJ-CDI, MENEJ-CGIE	▪ Number of documents produced in Leichte Sprache ▪ Level of automation of internal processes (status of the various modules) ▪ Usage rate of the centralized database	**2026 - 2027**

OA = Ongoing Actions

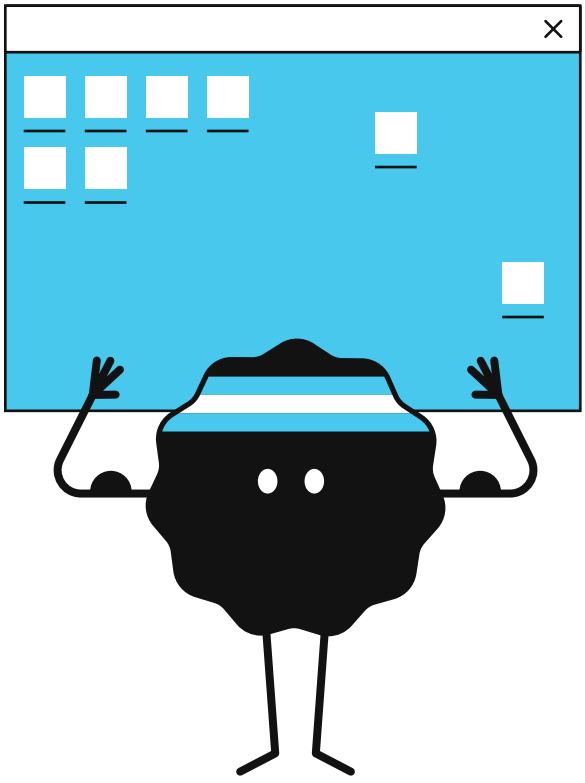
OBJECTIVE 7
Involving the target audiences in the design of accessible solutions

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
7.01	Involve the target audiences of the Ministry of the Family in developing new digital tools. Involve these audiences in the design and improvement of solutions such as the "Guichet social" digital platform, to ensure their relevance and accessibility.	MFSVA	MFSVA-ONIS	▪ Nombre de personnes ayant participé au développement de la plateforme numérique du Guichet social unique pour les aides sociales	**2025 - 2026**
7.02	Identify administrative procedures perceived as complex and analyse their level of complexity, in collaboration with all stakeholders, as part of the "Zesumme-Vere-infachen" and "Café de la simpli cation" projects.	MinDigital	Relevant administrations	▪ Identified procedures	**OA**
7.03	Establish an expert group comprising stakeholders, who will be consulted on their accessibility needs as part of the implementation of the Law of March 8, 2023. This group will help to identify the barriers faced by users and formulate practical recommendations to improve the accessibility of products and services.	MFSVA-OSAPS	Civilian population	▪ Number of group consultations	**2025 - 2035**
7.04	Conduct further user testing with the target audience to improve the accessibility of government websites. Carry out testing on Guichet.lu, MyGuichet.lu and other platforms developed by the CTIE in order to optimise the user experience and promote systematic co-creation with users.	MinDigital-CTIE	/	▪ Number of tests carried out ▪ User feedback	**OA**
7.05	Conduct a survey of ADEM staff, jobseekers and employers to identify preferences regarding digital channels and the desired level of self-service for each service. Introduce new channels based on the survey results, such as instant messaging and video calls, in order to improve the accessibility and quality of services.	MT-ADEM	/	▪ Survey results	**2025 - 2026**
7.06	Encourage health data producers to connect to the Electronic healthcare record (DSP / DSP NG) and to comply with the criteria of the EHDS framework. This initiative aims to ensure the interoperability, quality and security of health data exchanges by facilitating their integration into the national digital health system.	M3S-AeS	Healthcare professionals (private practitioners, healthcare organisations), producers of health data	▪ Number of new "health data producers"	**2026 - 2030**
7.07	Develop partnerships and use cases centred on the Electronic healthcare record (DSP / DSP NG), in collaboration with professional bodies, patient organisations, healthcare providers, government bodies or ministries. These partnerships aim to facilitate the implementation of concrete use cases, in which the automated sharing of health data via the DSP helps to improve the coordination of care and the efficiency of services.	M3S-AeS	Professional bodies, patient organisations, healthcare providers and government bodies/ministries	▪ Number of new partnerships ▪ Number of use cases	**2026 - 2030**

AC = action continue

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Enhancing autonomy through digital technology



As digital transformation accelerates, citizens' autonomy in the use of technology becomes a central issue for inclusion. Digital technology, often perceived as a factor of exclusion for people furthest removed from digital practices, can also serve as a powerful driver of empowerment and participation - provided that it is designed and deployed in an inclusive manner. Strengthening autonomy through digital technology therefore means creating conditions that allow everyone, regardless of background, age or situation, to benefit from its potential.

This priority requires designing solutions that are accessible, easy to use and adapted to the needs of the most vulnerable groups. It also involves developing human support mechanisms that not only help overcome technical obstacles but also transform digital technology into a vector of equality and solidarity. Far from reinforcing inequalities, digital tools can thus become an important means of inclusion, restoring people's ability to act and enabling them to participate fully in collective life.

The National Action Plan for Digital Inclusion follows this approach. It recognises that digital tools - when accessible, understandable and tailored to users' needs - can help people in situations of vulnerability, whether due to social precarity, disability, isolation or limited mastery of basic skills, to regain autonomy in their administrative procedures, communication or access to information.

The action plan aims to highlight the conditions required for digital technology to become a driver of autonomy rather than a source of dependency. It explores the levers that must be mobilised so that everyone can appropriate digital tools at their own pace, according to their needs, and within a safe and supportive environment. The goal is to make digital technology a tool for active inclusion - one that strengthens individual capabilities and promotes full and meaningful participation in contemporary society. Ultimately, the challenge is to create the conditions that allow every person to develop a confid nt and proactive relationship with technology.

OBJECTIVE 1
Provide digital assistance solutions

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Make available to public sector organisations a voice transcription tool called "Transcribo Vox" to facilitate speech-to-text conversion and improve accessibility and ef ciency of exchanges in relevant services.	MinDigital, ME-SIP	MinDigital-CTIE	▪ Number of hours of audio/video files transcribed	**2026**
1.02	Use artificial intelligence to improve interaction between citizens and public services. Deploy AI-based solutions for search and implementation of conversational agents on Guichet.lu to assist citizens in finding information on government websites.	MinDigital-CTIE	/	▪ Implementation of conversational agents	**2026 - 2030**
1.03	Develop the first voice synthesis in the Luxembourgish language adapted for screen readers and compatible with multiple platforms.	MinDigital, ME-SIP	MinDigital-CTIE, MENEJ-CDV	▪ Satisfaction survey conducted	**2026**
1.04	Launch a research project with the Luxembourg Institute of Science and Technology (LIST) to develop innovative solutions for improving access to visual content. This project will explore the use of new haptic and tangible technologies to improve access to visual content for people with visual impairments.	MENEJ-DGI	LIST, MENEJ-CDV	▪ Research project launched	**2027 - 2031**
1.05	Provide students with visual impairments, with auxiliary aids to ensure accessibility of digital training and content, enabling inclusive learning.	MENEJ-DGI	MENEJ-CDV	▪ Number of accessible digital materials	**OA**
1.06	Provide adapted digital electronic materials (SED) for people with visual impairments, (neuro-)visual, neuro-motor or motor difficulties, under the provisions of article 10ter of the amended law of 18 April 2001, enabling the use of protected works in formats accessible to people with disabilities.	MENEJ-DGI	MENEJ-CDV	▪ Number of digital electronic materials	**OA**
1.07	Develop and deploy a Luxembourgish text-to-speech tool called "Liesmaschinn" to improve digital accessibility as part of the "Sproochmaschinn" platform (www.sproochmaschinn.lu). The implementation will enable written text to be converted into naturalsounding speech, thereby facilitating access to information for people who are visually impaired or have difficulty reading.	MCULT-ZLS	/	▪ Number of websites integrating a voice synthesis function	**2026+**

OA = Ongoing Action

OBJECTIVE 2
Offer digital solutions that enhance autonomy

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Deploy the "EU Digital Identity Wallet" – a universal but optional solution – with dedicated support for users. An alternative authentication method will be guaranteed for all public services, whether online or in person. Access to digital services will be made easier whilst ensuring a high level of security, reliability and data protection. Administrative procedures will be able to be carried out remotely, particularly for people with reduced mobility, without being dependent on the opening hours of physical service points.	MinDigital	MinDigital-CTIE	▪ Number of EUDI Wallet downloads ▪ Proportion of online authentications using EUDI Wallet	**2026 - 2030**
2.02	Develop a chatbot to improve access to Geoportal data, facilitating the search and use of geographic information by citizens and professionals, under the "Tech-in-Gov" call for projects.	MinDigital, MFIN-ACT	/	▪ Chatbot implemented	**2026**
2.03	Develop a chatbot on the MengStudien.lu website to facilitate information access for users, integrating interactive features to answer frequently asked questions and guide users through their procedures.	MESR	MinDigital-CTIE	▪ POC of a chatbot on MengStudien.lu	**2026 - 2027**
2.04	Create personal MyADEM accounts for jobseekers and employers on MyGuichet.lu, to make it easier to access ADEM's online services. These accounts will enable users to apply for financial assistance, register and complete administrative procedures.	MT-ADEM	MinDigital-CTIE	▪ Volume of users ▪ Evaluation and promotion system	**2025 - 2026**
2.05	Launch pilot projects integrating AI to identify job seekers' skills. Deploy an interactive chatbot to facilitate exchanges with users and automate profi e analysis.	MT-ADEM	/	▪ Volume d'utilisateurs ▪ Système d'évaluation et de promotion	**2025 - 2026**

OBJECTIVE 3
Guide the digital inclusion of SMEs

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Support SMEs in integrating digital tools via the «SME Packages – Digital» programme. Provide expert support for implementing digital marketing, business management and e-invoicing solutions, with public co-financing of up to 70%.	MECO	House of Entrepreneurship, Chambre de Commerce, Chambre des Métiers	▪ Number of applications submitted	**2025 - 2030**
3.02	Support SMEs in adopting artifi ial intelligence solutions through the 'SME Packages – AI' programme. Offering straightforward, tailored initiatives to assess needs and implement AI tools, with public cofunding of up to 70%.	MECO	House of Entrepreneurship, Chambre de Commerce, Chambre des Métiers	▪ Number of applications submitted	**2025 - 2030**
3.03	Support SMEs in strengthening their cybersecurity through the "SME Packages – Cybersecurity" programme. Assessing their security levels, facilitating compliance with the NIS2 Directive and supporting the implementation of appropriate technologies and procedures, with public co-funding of up to 70%.	MECO	Luxembourg House of Cybersecurity, House of Entrepreneurship, Chambre de Commerce, Chambre des Métiers	▪ Number of applications submitted	**2025 - 2030**
3.04	Deploy the "Fit4" programmes (Digital, AI, Cybersecurity) to assess companies' digital maturity and draw up a detailed roadmap. This cofunded support helps to identify needs and select the most suitable solutions.	MECO	Luxinnovation	▪ Number of applications submitted	**2025 - 2030**
3.05	Offer fully funded services via the L-DIH, including raising awareness of available funding, technology testing, digital maturity assessments and support in developing a roadmap. These services aim to improve the efficiency, quality and sustainability of businesses through digitalisation.	MECO	Luxinnovation	▪ Number of applications submitted	**2025 - 2030**
3.06	Establish investment grants to support the adoption of new technologies by SMEs. These grants cover up to 30% of expenditure on digitalisation projects aimed at improving processes, productivity and competitiveness	MECO	/	▪ Number of applications submitted	**2025 - 2030**
3.07	Support companies through all stages of AI integration via the «AI Factory»: assessing their maturity, developing advanced solutions, making regulatory frameworks available, sharing and exploiting data.	MECO	Luxinnovation, LuxProvide, LIST, Uni.lu, LNDS	▪ Number of applications submitted	**2025 - 2028**

OBJECTIVE 4
Develop online platforms

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
4.01	Deploy a new "JobBoard" platform to facilitate job searching, accessible online and in-agency on all types of computing equipment, ensuring accessibility compliant with digital inclusion standards.	MT-ADEM	/	▪ Digital adoption rate by ADEM clients	**2026 - 2027**
4.02	Implement the "E-Languages" project, a free e-learning platform for online language learning with no time or location constraints, strengthening linguistic skills for better employability.	MT-ADEM	FSE+, Babbel	▪ Number of 'Babbel' licences activated by job seekers	**2024 - 2026**
4.03	Establish an online portal dedicated to school inclusion, centralising information and administrative procedures, enabling document submission, personalised case monitoring and ensuring WCAGcompliant accessibility.	MENEJ-DGI	MENEJ-SNEI, MENEJ-CGIE	▪ Number of procedures completed online via the portal ▪ Number of unique users / web traffic	**2025 - 2026**
4.04	Promote use of the "MyIFEN" portal and online catalogue to strengthen educational staff autonomy in continuing education by facilitating course search, registration and management while reducing administrative barriers.	MENEJ-IFEN	MENEJ-CGIE	▪ Number of online registrations ▪ User satisfaction rate	**OA**
4.05	Set up the accessible "leveled.lu" platform to promote video game prevention and the workshop catalogue.	MENEJ-AQUEN	/	▪ Number of visits	***** **2025**
4.06	Design a single portal dedicated to accessibility in venues open to the public, bringing together venues, events and organisations that meet accessibility criteria. The portal will integrate a database, a website and a mobile app, with advanced search filters to make it easier to identify inclusive options.	MFSVA, MECO, MCULT	Info-Handicap ASBL	▪ Number of visits ▪ Number of application downloads	**2026**
4.07	Implement "Museonet" as the leading digital platform for online access to museum collections, promoting a culture that is accessible to all. This platform complements the traditional offer with sustainable and inclusive solutions, encouraging the active participation of audiences who are geographically remote or otherwise unable to attend, and contributing to a culture free from physical and social barriers.	MCULT	Cultural institutes, regional museums	▪ Number of museums in the Museonet network ▪ Number of indexations in the common Museonet database	**2026 - 2027**

OA = Ongoing Action * Starting October 30th 2025

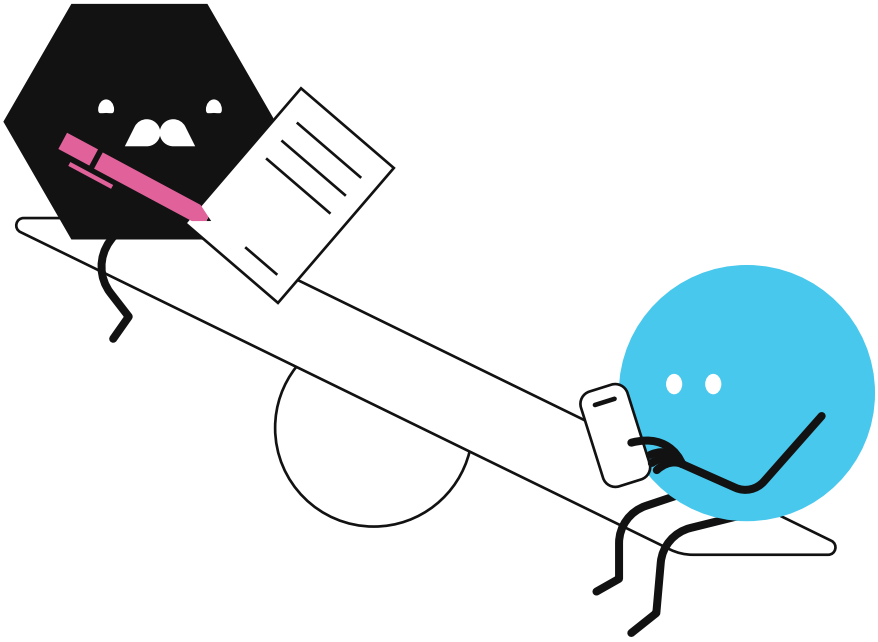
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Maintaining a non-digital alternative

In a context where the digitalisation of services is accelerating, maintaining a non-digital alternative has become a democratic necessity. While digital technology undeniably offers opportunities in terms of efficienc , accessibility and simplificat on, it cannot become the sole gateway to rights, services or information. Digital inclusion does not mean an obligation to use digital tools, but the possibility of doing so - freely, voluntarily and in full awareness.

The work carried out as part of the second National Action Plan has highlighted a reality that is often overlooked: some people do not wish to use digital tools or are unable to do so, whether for health reasons, personal convictions, lack of confidence or persistent diffic lties despite available support measures. For these groups, the existence of an alternative pathway is not only necessary but also reassuring.

This approach does not call digital transformation into question; rather, it frames it within a logic of respect and fairness. It helps prevent digitalisation from becoming an additional source of exclusion, particularly for the most vulnerable or least connected individuals. Alternatives ensure that all citizens can continue to access public services, information and administrative procedures - even without using digital tools. This also means ensuring that essential information is available in a variety of formats that are understandable and usable by everyone.



By integrating this priority into its strategy, the National Action Plan for Digital Inclusion acknowledges that inclusion also involves respecting individual choice. It is a way of ensuring that no one is left behind and that the digital transition takes place with due regard for diversity and different life paths. It also helps prevent stigma and frustration, while preserving the universality and fairness of the services offered within society.

OBJECTIVE 1
Maintain a physical reception service

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.01	Maintain the physical Guichet.lu reception desk in Luxembourg City to ensure equitable access to public services.	MinDigital-CTIE	/	▪ Attendance at the physical Guichet.lu reception	**OA**
1.02	Extend the physical Guichet.lu reception desk through a mobile reception desk. A mobile physical reception desk will ensure equitable service coverage across the territory through regular regional tours to all municipalities.	MinDigital-CTIE	/	▪ Frequency of the mobile physical counter ▪ Number of municipalities served	**2026 - 2030**
1.03	Organise promotion campaigns to inform the public about Guichet.lu physical reception desks, including the mobile desk and the one in Luxembourg City, to facilitate access to public services.	MinDigital	MinDigital-CTIE	▪ Campaigns conducted	**2026 - 2030**
1.04	Create an interactive map of future Guichet.lu mobile reception desk locations to inform citizens about regional tours, visualising the itinerant desk's stopping points across the territory. Showing the locations of the mobile service points across the region will make it easier for people to access public services.	MinDigital-CTIE	/	▪ Interactive map launched	**2026 - 2030**
1.05	Strengthen skills of Guichet.lu physical reception agents – including the mobile office and helpdesk – through continuous training, ensuring agents respond effectively to target audience needs and provide quality support	MinDigital-CTIE	/	▪ Number of training sessions	**2026 - 2030**
1.06	Collect citizens' feedback at the Guichet.lu reception via a dedicated physical terminal and use this tool to continuously improve service quality and meet public expectations.	MinDigital-CTIE	/	▪ Number of opinions given ▪ Satisfaction rate	**2026 - 2030**
1.07	Develop a physical reception desk and establish mobile interventions complementing the online inclusion-scolaire.lu portal to offer direct contact alternatives for people preferring in-person support.	MENEJ-DGI	MENEJ-SNEI	▪ Number of visitors to the physical counter per monthis ▪ Number of mobile interventions per month	**2026 - 2027**
1.08	Ensure availability of accessible non-digital alternative devices providing information for elderly people without digital tools to preserve equal access to services.	MFSVA-SIMPA	/	▪ Number of calls ▪ Categories of information requests	**OA**

OA = Ongoing Action

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
1.09	Complement digital systems with alternative non-digital solutions as part of the effort to tackle under-take-up of social assistance. In practical terms, this will involve, in addition to the digital social platform (developed as part of the Guichet social unique for social assistance), setting up a physical reception desk to provide local support, a telephone helpline and a mobile team to reach out to those furthest from digital technology as part of the National Action Plan for the prevention and fight against poverty. These three measures will ensure that every user, regardless of their equipment or digital skills, has reliable access to information and personalised support.	MFSVA	/	▪ Implementation of the telephone line ▪ Implementation of the mobile team ▪ Implementation of the physical counter	**2026**
1.10	Deploy eADEM service points at the ADEM's three main branches from December 2025, to support the digitisation of unemployment benefit claims. These service points will offer in-person assistance to jobseekers experiencing difficulties with the online process, thereby ensuring equitable access to services despite the process being fully digitised.	MT-ADEM	/	▪ Number of job seekers needing eADEM support in completing online procedures	*** 2025**
1.11	Make available a physical reception desk at the House of Entrepreneurship, managed by the business authorisation service of the Ministry of Economy. This appointment-based service point supports entrepreneurs in administrative procedures related to business creation and management.	MECO	House of Entrepreneurship	▪ Number of appointments	**2025 - 2030**
1.12	Extend the House of Entrepreneurship regional reception desks to strengthen support for entrepreneurs, offering personalised advice on business creation, state aid, development, digitalisation and business transfer, closer to project holders.	MECO	House of Entrepreneurship, Chamber of Commerce, Chamber of Crafts, SME National Observatory GIE	▪ Number of appointments	**2026**
1.13	Promote reception desks to target audiences, highlighting procedures and services offered by Luxembourg public administrations and organisations.	MFSVA	MinDigital	▪ Number of people reached	**OA**

***** Starting from OA = Ongoing Action

OBJECTIVE 2
Provide personalised support to citizens

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
2.01	Continue the existing Guichet.lu helpdesk service, providing individual assistance in person at reception, by telephone, video conference or email to maintain accessible and adapted support for users' needs.	MinDigital-CTIE	/	▪ Number of appointments made ▪ Number of telephone calls ▪ Number of emails	**2026 - 2030**
2.02	Strengthen the Luxembourg House of Cybersecurity's cybersecurity assistance service, accessible to any citizen facing a complex situation (in collaboration with the BEE SECURE Helpline), providing technical and psychological support and disseminating best practices in digital hygiene.	MECO-LHC	NC3, KJT	▪ Number of requests	**OA**
2.03	Roll out eADEM service points at the ADEM's three main branches from December 2025, to support the digitisation of unemployment benefit claims. These service points will offer in-person assistance to jobseekers experiencing difficulties with the online process, thereby ensuring equitable access to services despite the process being fully digitised.	M3S-AeS	/	▪ Number of appointments booked	**2026 - 2030**
2.04	Support the promotion of local initiatives aimed at improving accessibility to administrative language. Schemes such as the "public writer" service will be promoted among target groups, local authorities and key stakeholders in intercultural coexistence, in order to facilitate the understanding and use of administrative procedures.	MFSVA	Partenaires de projets	▪ Number of people affected	**2023 - 2029**

OBJECTIVE 3
Offer alternatives to digital solutions

	Actions	Main actor(s)	Other parties involved	Indicators/ Deliverables	Timeline
3.01	Ensuring that non-digital alternatives are maintained as part of the "Digital Government Strategy 2026–2030". Members of the public will still be able to submit their applications via traditional channels. Procedures can still be carried out by post or by submitting paper forms directly at the counter, in order to ensure universal access to public services.	MinDigital	/	▪ Publication of the strategy	**2026 - 2030**
3.02	Publish and distribute a printed guide on digital inclusion services, aimed at local support centres working with people who are digitally excluded. Facilitate the sharing of key information to guide and support these people towards the services available.	MinDigital	/	▪ Guides distributed	**2026**
3.03	Make paper copies of the consultations on 'Zesumme-Vereinfachen' available to ensure that this content is accessible to those with limited digital access.	MinDigital	/	▪ Consultations using paper-based versions	**OA**
3.04	Ensure that it remains possible to print out documents from the DSP and, in communications aimed at the relevant target audience, highlight the fact that this can be done, if necessary, by an authorised healthcare professional or a DSP assistant on behalf of the user. This paper-based option ensures that health information remains accessible to those who are less comfortable using digital tools.	M3S-AeS	/	▪ Retaining a 'paper' option	**2026 - 2030**
3.05	Printing documents adapted into Braille and tactile formats to ensure that information is accessible. These materials will be designed in accordance with current standards to meet the specific needs of people who are visually impaired or blind.	MENEJ-DGI	MENEJ-CDV	▪ Number of pages published and printed in Braille ▪ Number of pages published and printed in adapted text ▪ Number of tactile publications	**OA**
3.06	Organise non-digital workshops on video game safety for children and young people who do not have access to the digital games covered in the other workshops. These workshops will offer alternative activities that address the same topics in an inclusive and appropriate manner.	MENEJ-AQUEN	/	▪ Number of workshops organised	***** **2025**

***** Starting October 30th 2025

Appendix 1: Stakeholders

As part of the preparation of the action plan, several consultations were conducted to ensure an inclusive and participatory approach. These exchanges made it possible to gather the views and proposals of non-state actors directly concerned by the topics addressed.

The list of stakeholders who took part in these discussions is presented below:

Agence eSanté GIE
Akzent – Zenter fir accessibel Kommunikatioun GIE
Association de Soutien aux Travailleurs Immigrés ASBL
CLAE ASBL
Club Aktiv Plus
CID – Fraen a Gender ASBL
Digital Inclusion ASBL
ErwuesseBildung ASBL
Fondation APEMH
Gero ASBL

GoldenMe ASBL
IMS Luxembourg ASBL
Info-Handicap – Conseil national des personnes handicapées ASBL
Klaro - Centre officiel du langage facile
LISER
MyConnectivity GIE
Maison des associations ASBL
Respect.lu ASBL

Appendix 2:
List of abbreviations

Ministry of Labour	National Employment Agency
AeS	Agence eSanté GIE
ALFORMEC	Association luxembourgeoise pour la formation médicale continue
ALIA	Independent Luxembourg Broadcasting Authority
ANSSI	National Information System Security Agency
AQUEN	Agence pour le développement de la qualité dans les secteurs de l'Enfance et de la Jeunesse
ATP	Public Transport Administration
CCL	Chamber of Commerce Luxembourg
CDA	Grand Duchess Maria Teresa Competence centre for learning development
CDI	Competence centre for intellectual development
CDV	Competence centre for the development of vision-related skills
CEJHP	Competence centre for children and young people with high potential
CGIE	Centre de gestion informatique de l'éducation
CI	Interministerial Committee
CGSD	Commissariat du Gouvernement à la protection des données auprès de l'État

CGPO	State Centre for Human Resources and Organisation Management
CL	Competence centre for language and hearing therapy
CNFPC	National Centre for Continuing Vocational Training
CNPD	National Data Protection Commission
COPIL	Steering committee
CSL	Chamber of Employees Luxembourg
CTIE	Government IT Centre
DISA	Health Directorate at the Ministry of Health and Social Security
DGEF	Directorate for Primary Education
DGES	Directorate for Secondary Education
DLH	Digital Learning Hub
DGI	General Directorate for Inclusion
DPC	Directorate for Consumer Protection at the Ministry of Agriculture, Food and Viticulture
DSP	Electronic healthcare record
DPI	Applicant for international protection
ESS	Economic interest group

ENSA	École nationale de santé du Luxembourg
ENSA	École nationale de santé du Luxembourg
EU	European Union
FEDAS	Federation of Social Sector Actors in Luxembourg ASBL
FNS	National Solidarity Fund
FSE+	European Social Fund Plus
GroSuivi	Monitoring group
GTL	GovTech Lab
HCPN	High Commission for National Protection
HoSt	House of Startups
HoT	House of Training
IFEN	National Education Training Institute
IMS	Inspiring more sustainability Luxembourg
INAP	National Institute of Public Administration
KJT	Kanner-Jugendtelefon
LHC	Luxembourg House of Cybersecurity

LISER	Luxembourg Institute of Socio-Economic Research
LIST	Luxembourg Institute of Science and Technology
LLLC	Luxembourg Lifelong Learning Center
LMDDC	Luxembourg Media & Digital Design Centre EIG
LNDS	Luxembourg National Data Service
ME	Ministry of State
MAINT	Ministry of Home Affairs
MA	Ministry of Agriculture, Food and Viticulture
MCULT	Ministry of Culture
MinDigital	Ministry for Digitalisation
MECO	Ministry of Economy
MENEJ	Ministry of Education, Children and Youth
MEGA	Ministry of Gender Equality and Diversity
MESR	Ministry of Research and Higher Education
MFSVA	Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees
MFIN	Ministry of Finance

MFP	Ministry of Civil Service
MMTP	Ministry of Mobility and Public Works
MO	Educational and Vocational Guidance Centre
M3S	Ministry of Health and Social Security
MT	Ministry of Labour
NC3	Luxembourg National Cybersecurity Competence Center
NAP	National Action Plan
OEJQS	Observatoire national de l'enfance de la jeunesse et de la qualité scolaire
ONA	National Reception Office
ONIS	National Social Inclusion Office
OSAPS	Office for Monitoring Accessibility of Products and Services
SCRIPT	Department for the Coordination of Educational and Technological Research and Innovation
SBI	Social Business Incubator
SFA	Department of Adult Education
SFP	Department of Vocational Training
SIMPA	National Information and Mediation Service in the field of services for the elderly
SIP	Information and Press Service

SIS	Societal impact company
SMC	Department of Media, Connectivity and Digital Policy
SNEI	National Service for Inclusive Education
STATEC	National Institute for Statistics and Economic Studies
ULIDE	University of Luxembourg Institute for Digital Ethics
WG	Working group
ZEV	Zenter fir exzessiivt Verhalen a Verhalenssucht
ZpB	Centre for Citizenship Education
ZLS	Centre for the Luxembourgish Language