



# eGov

eGovernment CONFERENCE  
LUXEMBOURG 2015

## Practical information & Detailed conference programme

1<sup>st</sup> and 2<sup>nd</sup> December

Maison du Savoir  
Esch-sur-Alzette, Luxembourg

This guide is meant to assist you during your stay in Luxembourg and at the eGovernment conference.

We welcome you in the Grand Duchy of Luxembourg and hope you enjoy our hospitality.

# Conference venue

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## **MAISON DU SAVOIR**

2, avenue de l'Université  
L-4365 Esch-sur-Alzette (Esch/Belval area)  
Grand Duchy of Luxembourg

The “**Maison du Savoir**” (House of knowledge) is the main building of both the University of Luxembourg and the “Cité des Sciences” (City of sciences). Part of the Campus Belval, it hosts the central administration, lecture halls, and general teaching infrastructures of the University, as well as many conference or meeting rooms that can also be used for public events. The venue is located approximately 20 minutes and 20 kilometres south-west from Luxembourg City Centre.

The conference itself will take place in the big conference centre room (750 seats) at **level -1** of the “Maison du Savoir”.

More information about the conference venue can be found under the following links:

[www.fonds-belval.lu/index.php?lang=en&page=3&sub=2](http://www.fonds-belval.lu/index.php?lang=en&page=3&sub=2)  
[www.en.uni.lu/contact/belval\\_campus](http://www.en.uni.lu/contact/belval_campus)



# Map



# Map “Maison du Savoir”



## Badges

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Badges will be provided to each participant of the eGovernment conference at the registration desk directly at the entrance of the conference room at level -1.

## Wi-Fi

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Free Wi-Fi will be available throughout the conference venue. The login credentials will be displayed at the welcome desk, in the meeting room and along with the conference programme distributed together with the badge.

## Accessibility

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The facilities are accessible to persons with disabilities and assistance will be provided if needed.

## Catering

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- ➔ **Breakfast** will be served on both days at **level -1**.
- ➔ **Lunch** will be served on both days at **level +1**.
- ➔ The **dinner** on the evening of the 1<sup>st</sup> of December will take place in the context of the “**Gala IT One**” event at the following location:

**Alvisse Parc Hotel**  
120, Route d’Echternach  
L-1453 Luxembourg  
Tel : (+352) 43 56 43  
Email: [info@parc-hotel.lu](mailto:info@parc-hotel.lu)

The eGovernment conference team has arranged for delegates to attend the 10th edition of the IT One Gala, the annual gathering of most of the key actors of the ICT community in Luxembourg. Best national practices are rewarded with the Luxembourg ICT Awards during the event.

More information on this event can be found under the following link:  
[gala.itone.lu](http://gala.itone.lu)

# Transportation

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## 3 PICK-UP POINTS

**No airport pick-up** is organized. The best way to travel from Luxembourg airport to the centre of the city and to the central train station is by public transport. See below for more information on public transport.

Free transportation by bus is provided on the **1<sup>st</sup> and 2<sup>nd</sup> of December** from the **3 following pick-up points**:

- ➔ **Alvisse Parc Hotel**  
120, Route d'Echternach  
L-1453 Luxembourg  
Tel : (+352) 43 56 43  
Email: [info@parc-hotel.lu](mailto:info@parc-hotel.lu)
  
- ➔ **Luxembourg City Centre**  
9, rue Notre-Dame  
L-2450 Luxembourg  
Next to the back entrance of the cathedral
  
- ➔ **Central Train Station Luxembourg City (Luxembourg-Gare)**  
Bus stop 12  
1, Place de la Gare  
L-1616 Luxembourg  
In front of the Central Train Station building

The bus stations in Luxembourg City Centre and at the Central Train Station are signposted via the specific Presidency logo displayed at the right of this text. An eGovernment Conference team collaborator will be present at each station to assist you. A person from the organizing team of the conference will be present at each bus station. You can recognise this person by his eGovernment conference badge and by an eGovernment conference sign.



# Schedules

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## FROM LUXEMBOURG CITY TO THE CONFERENCE VENUE

### **1<sup>st</sup> & 2 of December 2015:**

Alvisse Park Hotel: 08:15

Luxembourg City Centre: 08:15

Central Train Station: 08:30

## FROM CONFERENCE VENUE TO SOCIAL EVENT RESPECTIVELY LUXEMBOURG CITY

### **1<sup>st</sup> of December 2015:**

Conference venue: 17:15

## FROM CONFERENCE VENUE TO LUXEMBOURG CITY RESPECTIVELY LUXEMBOURG AIRPORT

### **2<sup>nd</sup> of December 2015:**

Conference venue: 16:10

## GENERAL INFORMATION ON TRANSPORTATION MEANS

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### **AIRPORT**

Luxembourg Airport (LUX) is located just 9 km from the city centre and 31 km from the conference venue.

### **Luxembourg Airport Contact**

Tel: (+352) 24 641

Email: [info@lux-airport.lu](mailto:info@lux-airport.lu)

[www.lux-airport.lu](http://www.lux-airport.lu)

### **Luxair Luxembourg Airlines (Reservation, Sales and Ticketing):**

Tel: (+352) 2456 4242

[www.luxair.lu](http://www.luxair.lu)



## TAXIS

Taxi services are available 24 hours a day and are located at Luxembourg Airport outside the arrivals area.

### Approximate Taxi fees:

- ➔ Airport to city Centre: ~ 35 €.
- ➔ Airport to conference venue: ~ 60-80 €
- ➔ Luxembourg City to the conference venue: ~ 35-50 €

### CONTACT INFORMATION FOR TAXIS:

**Webtaxi:** (+352) 27 515

**Taxi Barroso:** (+352) 54 55 55

**Colux:** (+352) 48 22 33

**ABC-Francotax:** (+352) 55 56 57

**Alotaxi:** (+352) 28 37 18 73

**Escher Taxis:** (+352) 54 54 51

## PUBLIC TRANSPORT

**Short duration tickets** (bus & train) cost 2 € and are valid for 2 hours.

**One-day tickets** (bus & train) cost 4 € and are valid for a whole day (until 4 AM).

Tickets are sold, among others, at the ticket office of the central Luxembourg City train station and at the train station “Esch-Belval Université” located close to the conference venue. Tickets may also be purchased at automatic machines situated next to some bus stops or through the mobile app “[mobilitel.lu](https://mobilitel.lu)”.

**Bus line 16** connects **every 10 minutes** from Monday to Friday and every 20-30 minutes on evenings and weekends the **airport to the City Centre and the Railway Station**. The bus stop at the airport is located directly outside the arrivals hall at Luxembourg Airport. The bus stop at the central train station is bus stop 9 (Quai 9). The usual travel time is around 30 minutes.

**Train line 60** connects **every 15 minutes** the **central station in Luxembourg-City to the train station “Belval-Université”** which is located at 5 minutes walking time from the conference venue.

To get from the train station “Belval-Université” to the conference venue, you have to follow the **“Université” signposts**.



This way is also marked on the **map displayed at page 5 of this booklet**.

Information as well as bus and train schedules can be found here:

→ **Mobilitéitszentral**  
[www.mobiliteit.lu](http://www.mobiliteit.lu)  
Tel: (+352) 2465 2465

→ **CFL (International Trains)**  
[www.cfl.lu](http://www.cfl.lu)  
Tel: (+352) 2489 2489

### **ARRIVING BY CAR**

A chargeable public parking is available under the conference venue building **“Maison du Savoir”** and directly in front of this building. Other parking lots are available in the surroundings (cf.map on page 5).

# General practical information

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**Languages:** Luxembourgish is the national language of Luxembourg. Luxembourgish, French and German are the administrative languages. Most of the population of Luxembourg is also fluent in English.

**Emergency numbers:** Police: 113 / Fire or Medical Service: 112.

**International dial code for Luxembourg:** +352

**Currency:** Euro (€)

**Credit cards:** All major credit cards are nearly always accepted everywhere.

**Smoking:** Smoking is prohibited in all indoor public places.

**Shop opening hours:** Most shops in Luxembourg-City close at 18:00. Shopping malls are open until 20:00 or 21:00 (Fridays).



# General information about Luxembourg

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**Official Portal of the Grand Duchy of Luxembourg:**

[www.luxembourg.lu](http://www.luxembourg.lu)

**Official website of the Luxembourg City Tourist office:**

[www.lcto.lu](http://www.lcto.lu)

**Information desk of the Luxembourg City Tourist office (LCTO)**

in the City Centre:

30, place Guillaume II

L - 1648 Luxembourg

Tel: (+352) 22 28 09

Email: [touristinfo@lcto.lu](mailto:touristinfo@lcto.lu)

**Touristic information about all the regions in Luxembourg:**

[www.visitluxembourg.com](http://www.visitluxembourg.com)



# Speakers and abstracts

## Speakers and abstracts

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### ANSIP Andrus

Commission Vice-President for the Digital Single Market

Andrus Ansip was appointed Vice-President of the European Commission with responsibility for the Digital Single Market in November 2014.

Before moving to Brussels, he was a member of both the Estonian and European Parliaments.

This followed almost nine years in Tallinn spent as Estonia's longest-serving Prime Minister, when Ansip worked with both centre-right and centre-left parties to lead three different coalition governments. During his time as Prime Minister, he also acted as chairman of Estonia's liberal Reform Party.

Ansip first entered national politics in September 2004 when he became Minister of the Economy. Up to this point, his career was spent in Estonia's second largest city of Tartu where he was born in 1956.

Ansip was Mayor of Tartu for six years after working in banking and business. He holds a degree in Chemistry.



## LENERT Paulette

Director General, Ministry of the Civil Service and Administrative Reform

Mrs Paulette Lenert initially worked as a judge and vice-president of the Administrative Tribunal of the Grand-Duchy of Luxembourg from 1997 to 2010. From 2010 to 2013, she was head of the department of Solidarity Economy at the Ministry of Economy and Foreign Trade.

From 2013 to 2014, Mrs Lenert joined the Ministry of State as head of the facilitating unit of urbanism and environment, an office she held until her appointment as Director General of the Ministry of Civil Service and Administrative Reform.

Mrs Lenert is also a board member of the European Institute of Public Administration.



## VIOLA Roberto

Director General, DG CONNECT

Roberto Viola is Director-General of DG CONNECT, at the European Commission.

Between September 2012 and August 2015 he was Deputy Director-General of DG CONNECT with responsibilities for Electronic Communications Networks and Services Directorate, Cooperation Directorate - International and Inter-institutional relations, Stakeholders cooperation, Coordination Directorate - Growth and Jobs, Innovations and Knowledge Base, Media and Data Directorate.

From 2005 to 2012, he was the Secretary General in charge of managing AGCOM (Italian media and telecom regulator). He was Chairman of the European Radio Spectrum Policy group (RSPG) from 2012 to 2013, and Deputy Chairman in 2011 and Chairman in 2010. He has been a member of the BEREC Board (Body of European Telecom Regulators) and Chairman of the European Regulatory Group (ERG). He also served as Director of Regulation Department and Technical Director in AGCOM from 1999 to 2004. From 1985-1999 he served in various positions as a staff member of the European Space Agency (ESA). He holds a Doctor degree in Electronic Engineering (Dr. Eng.) and a Masters in Business Administration (MBA).

### *The new eGovernment Action Plan under the Digital Single Market*

Tuesday, 01/12/2015 | 10.10 - 10.40

The digital transformation of government is a key element to the success of the Digital Single Market; how can we expect to have a Single Market if public services do not work seamlessly across borders?

Our vision for EU Public Administrations can be summed up as: “Open, transparent and collaborative governments that make life easier for citizens and businesses, also across borders”. The Communication on the Digital Single Market Strategy for Europe recognises that we are not there yet and states that “the Commission will present a new e-Government Action Plan 2016-2020”. The new Action Plan will be the main driver to pursue these ambitious objectives. It will be developed in cooperation with many different stakeholders and also Member States. The plan is to launch it in the first half of 2016. The intention is that the Action Plan will be dynamic, flexible and iterative and provides various opportunities for stakeholders’ contribution.





## QUEST Stephen

Director General, DG DIGIT

Stephen Quest is the Director-General of the Directorate General for Informatics (DIGIT) since March 2013. Based in Luxembourg and Brussels, DIGIT provides solutions and services for the digital workplace, corporate and policy information systems and the underlying ICT infrastructure for over 33.000 staff in the European Commission.

DIGIT employs around 500 full time staff and over 1000 external contractors. DIGIT's ambition is to look "beyond IT" and ensure that value is added to the organisation as a whole and that a closer link between business and IT contributes to internal rationalisations, simplifications and savings. Stephen Quest joined the European Commission in September 1993.

Since then he has held a number of positions, including Director of the Office for the Administration and Payment of Individual Entitlement, Head of Cabinet of Commissioners for Financial Programming and Budget D. Grybauskaitė (2004-2009) and Commissioner A. Šemeta (2009-2010), Member of Cabinet M. Wallström, the Commissioner for Environment and Member of Cabinet P. Flynn, the Commissioner for Employment and Social Affairs.

Prior to joining the European Commission, Stephen Quest worked for the UK Department of Employment and the UK Permanent Representation to the European Union. He holds a degree in History from the University of York.

### *Revision of the European Interoperability Framework: call for action*

Tuesday, 01/12/2015 | 10.40 - 11.10

M. Stephen Quest will speak about the EIF revision, the DSM strategic action aiming at improving interoperability in the public sector, central to the successful and widespread implementation and adoption of digital public services throughout the Union. M. Quest will focus in particular on the strategic actions - determined by the identified priorities - and the implementation instruments, including the role of the new ISA2 programme recently adopted by the co-legislators.



## ZENS Jean-Paul

Director-general of the Media and Communications Department, Prime Minister's Office

Jean-Paul Zens is the director-general of the Media and Communications Department (SMC) of the Prime Minister's office. Formerly known as the Media and Audiovisual Department, the SMC was established to foster the development of Luxembourg as an international media and communications hub.

The SMC is tasked with handling the coordination of all matters related to media and telecommunications policy – including Internet, content, data protection and their associated regulatory elements.

Jean-Paul Zens serves as Vice Chairman of the Board of Directors of the Luxembourg-based global satellite operator SES, and is a board-member of Luxembourg's largest telecom operator, POST Luxembourg. He previously served as Chairman of the Luxembourg Filmfund for eleven years.

Before his appointment as director-general of the Media and Communications Department, he was part of the diplomatic service where he was responsible, as part of the Department of International Economic Affairs, for representing Luxembourg's interests at the international level in the field of media and communications. Prior to joining the civil service, he was appointed deputy prosecutor after three years of private practice as a lawyer. He graduated in law and psychology from the University of Strasbourg.

### *“Digital Lëtzebuerg”: Changing the way we do government*

Tuesday, 01/12/2015 | 11.10 - 11.25

There are many challenges faced by governments while trying to deal with digital policy. At its core, lies the growing realization that public administrations' rigid approach to policy making is ill-suited to coping with the rapid pace of developments in the ongoing digital transformation. To rise to this challenge, Luxembourg decided to adopt a more agile approach in the form of the Digital Luxembourg initiative. Horizontal by design, it is piloted by three Ministers with the systematic focus of bringing together public and private stakeholders.



## ANTUNES Lionel

Member of the Commission's eIDAS Expert Group

Lionel Antunes is an IT security specialist and project manager at the Luxembourg Government IT Center (CTIE), working on eID, electronic authentication, electronic signatures and e-participation.

An engineer in electronics, he worked for 10 years in the private sector as a developer and consultant on processors and embedded systems. In 2008 he started working in the public sector, first as a consultant and then as a civil servant. In parallel to his work at CTIE, Lionel teaches risk management basics at the national institute for public administration (INAP).

### *eIDAS: current state of play and the Luxembourgish approach*

Tuesday, 01/12/2015 | 11.40 - 12.10

A key enabler for the Digital Single Market, the eIDAS Regulation establishes a common legal framework for people, companies and public administrations with regard to online services and cross-borders electronic transactions.

This talk will present the view of a Member State on the eIDAS Regulation and its significant secondary legislation published during the last 14 months. We will also present the current state of play in Luxembourg with regard to trust services and eID, where a strong collaboration between public and private sectors exists, as well as the approach chosen by Luxembourg for the implementation of the eIDAS interoperability framework.

### *A national authority's perspective on the European Citizens' Initiative (ECI)*

Tuesday, 01/12/2015 | 14.50 - 15.20

Introduced by the Treaty of Lisbon, the European citizens' initiative (ECI) is an invitation made by one million citizens to the European Commission to propose new legislation on matters where the EU has competence. Started officially on April 1st 2012, the ECI is currently being reviewed by the European Parliament and the Council to determine if a revision of the ECI legal framework is required. This talk will take a look back at the first 3 years of the ECI from the point of view of the Luxembourgish national authority, which has been playing a special role in its implementation. We will also present technical solutions specifically developed by the CTIE to support ECIs, and we will suggest some improvements to the ECI legal framework.



## WALKER Robin

International affairs lead, GOV.UK Verify

Robin leads on international work for the UK's identity assurance programme, GOV.UK Verify. In his role, he has led for the UK in negotiation of the new European eIDAS Regulation (one of his next jobs will be to implement it in the UK) and been involved in European pilots on the use of digital identity across borders (such as the STORK 2.0 pilot).

He is also involved in wider international work on electronic identity, such as the emerging work of the UN Commission on International Trade Law on the topic. Robin also represents the UK in other European work on interoperability, such as the work of the e-government expert group's work on the 'once only principle' and the Connecting Europe Facility's work on tools for cross-border services. This gives Robin the chance to be involved in work on the practical re-use of cross-border electronic identity. Robin's previous roles in the civil service include working at the Home Office on European cross-border crime and policing cooperation, and a secondment to the Cabinet of the European Commissioner for Home Affairs.

### *GOV.UK Verify and eIDAS: towards a global market*

Tuesday, 01/12/2015 | 12.10 - 12.40

Robin's presentation will look at how GOV.UK Verify and eIDAS can make a difference to users, how we are building trust in electronic identity and what opportunities are opened by international developments on electronic identity.

GOV.UK Verify is the new way for people to prove who they are online when they are using government services in the UK. There is no central identity database, and people aren't allocated an ID number. Instead, the UK approach is based on users setting up an account with a private company of their choice, and using that account when they need to access digital services on GOV.UK. Currently in public beta with 7 services, GOV.UK Verify is being developed and improved based on user feedback.

The eIDAS Regulation is the new European law which will enable businesses and citizens from around Europe to prove their identity across national borders. It sets up a trust framework and it deals with the issue of technical interoperability.



## BENDER Jens

Senior Scientific Officer

Jens Bender works as Senior Scientific Officer in the Division “eID Technologies and Smart Cards” at the German Federal Office for Information Security (BSI).

He joined the BSI in 2007 and was involved in the concepts, design and security specifications of the new German electronic identity card.

Jens represents the BSI in working groups of national and international standardization bodies (DIN, CEN, ISO), international governmental bodies related to eID-Cards and electronic passports, as well as in the eIDAS regulation Expert Group. He holds a doctoral degree in mathematics from the University of Wuppertal.

### *The German eID system in the eIDAS Interoperability Framework*

Tuesday, 01/12/2015 | 13.40 - 14.10

Jens Bender will present a short overview on the German eID card issued since 2010 and on the current status of the eIDAS Interoperability Framework. He will also explain how the eID card fits into this framework. He will finish his presentation by showing the way ahead and describing the next steps.



## BERG Carsten

General Coordinator

Carsten Berg is General Coordinator of The ECI Campaign. He has campaigned for participatory and direct democracy at regional, national and transnational levels.

Moreover, he has given university lectures on participatory democracy and served as an expert and adviser to governments, parliaments and international NGOs. From 2002 to 2003, Mr Berg worked for Mehr Demokratie e.V. in the Convention on the Future of Europe and successfully campaigned for the inclusion of the European Citizens' Initiative (ECI) into EU law. Since then, he has continued to contribute to the emergence of the ECI in his position as co-founder and General Coordinator of The ECI Campaign ([www.citizens-initiative.eu](http://www.citizens-initiative.eu)).

He holds a degree in political science from the Potsdam University and a Masters in Education from Alanus University, Bonn.

### *The European Citizens' Initiative (ECI) and the promise of digital democracy*

Tuesday, 01/12/2015 | 15.35 - 16.05

Europe has the potential to transform politics with the help of the internet and become a driving force for digital and participatory democracy in the world. By providing a legal basis for a European Citizens' Initiative right (Art. 11.4 of the Treaty of Lisbon), Europe has become the place of the world's first tool of participatory, transnational and digital democracy.

However the promise of transnational electronic participation has not been fulfilled yet due to technical and political problems which endanger the effectiveness of the new democratic instrument as a whole. In this talk Carsten Berg will not only identify some of the weaknesses in the online signature collection systems which have harmed the ECI instrument but he will also explore and discuss solutions.



## GARCIA MORAN Francisco

Chief IT Advisor

Francisco Garcia Moran is Chief IT Advisor at the European Commission (EC). He has worked for the EC since 1986 and in his current role, which he has held since 2013, he advises the EC, the EU Institutions and bodies and Member States on Digital Policies, IT Governance and management and IT Security.

From 2005 to 2013 he was the Director General of Informatics, a Directorate General that he helped to create in 2004. From 2004 to 2013 was member of the management Board of the European Network and Information Security Agency and supervised the CERT-EU from 2012 until 2013. During the academic year 2014-2015, he was Visiting Scholar at UC Berkeley (USA) where he carried out a study on “Coproduction of Digital Public Services”.

He is external member of the “IT Architecture Group” of the European Central Bank and member of World Bank’s HLEG (High Level E Transformation Group).

### *Keynote “Coproduction: How citizens and civil society can contribute to the delivery of more and better digital public services”*

Tuesday, 01/12/2015 | 16.05 - 16.45

The rapid progress of Information and Communications Technology (ICT) has accelerated the process of globalization that is transforming the world of social relations and restructuring the organization of work and the economy.

Citizens today are more aware of their rights and have better access to information on public services and consequently have higher expectations on service levels. Both citizens and businesses are expecting better and more personalized public services, efficient and effective service delivery, administrative burden reduction, transparency and participation.

The advent of social media combined with ubiquitous connectivity is allowing today for mass production and collaboration. Public sector organizations will have to open up and make open government the driving force for their transformation, based on the principles of collaboration, transparency and participation and functioning within an open governance framework. According to this vision, citizens and businesses would engage in the co-production of digital public services based on the principles mentioned above thus helping to make them more user friendly, effective and innovative and, in this way, enhancing their public value.



## FILIPPOV Sergei

Associate Director

Dr Sergey Filippov is associate director at the Lisbon Council for Economic Competitiveness and Social Renewal, a Brussels-based think tank. He also serves as co-manager of the European Digital Forum, a think tank dedicated to empowering tech entrepreneurs and growing Europe's digital economy.

Prior to joining the Lisbon Council, Dr Filippov served as assistant professor of innovation management at Delft University of Technology in The Netherlands. He has published several dozen internationally-refereed articles, book chapters, practitioner and policy reports.

Dr Filippov earned his PhD in economics and the policy of technical change at UNU-MERIT, a research and training centre of the United Nations University and Maastricht University. He holds an MA in management of the European metropolitan region from Erasmus University Rotterdam and an executive master's degree in international and European relations and management from University of Amsterdam.

### *Keynote «Government of the Future: How Digital Technology will change the way we live, work and govern»*

Wednesday, 02/12/2015 | 09.30 - 10.10

This paper looks at the projected impact of digital technology on government over the next 15 years. It takes a futuristic approach, assuming that today's technologies are embraced and rolled out at scale. It examines the potential for change at the government level and shows how smart governments can embrace the opportunity to deliver a better democracy, a stronger social system, a more sustainable society and a happier population.

The paper is divided into three parts. Part one looks at the way public service delivery – a central function of any government – could evolve. Part two looks at the role of the citizen and the state. Part three provides a set of detailed strategic, regulatory and technical actions that need to be implemented to move more confidently towards this vision. The arguments and evidence are intended to inspire and inform a broader public debate, and contribute concretely to the European Commission's emerging Digital Single Market strategy and e-Government Action Plan.





## ROHEN Mechthild

Head of Unit, Public Services, DG CONNECT

Dr. Mechthild Rohen is Head of Unit for ‘Public Services’ in the Directorate General for Communications Networks, Content and Technology in the European Commission (CONNECT).

The unit’s mission is to lead the development and deployment of EU Digital Public Services/Goods, focussing on the use of innovative technologies for public sector modernisation, open government and cross-border excellence in e-Government. This includes the coordination of the ‘cross-border digital public services’ support under the CEF (Connecting Europe Facility). In this context the unit is responsible for the DG’s eGovernment portfolio which includes the eGovernment policy within the recently published ‘Communication on a Digital Single Market Strategy for Europe (DSM)’, the ‘Digital Agenda for Europe’ and the ‘eGovernment Action Plan 2011-2015’.

Before she joined the Commission in 1993 she was the managing director of a Research Association of about 12 universities and research institutes in North-Rhine Westphalia which focused on interdisciplinary research in the area of artificial intelligence. She holds a masters’ degree in computer science and a PHD in the area of software and knowledge engineering, and has worked as a researcher and lecturer at the universities of Dortmund and Bonn.

### *Horizon 2020 WP 2016-17: “Once Only Large Scale Pilot”*

Wednesday, 02/12/2015 | 10.10 - 10.25

The Digital Single Market Strategy states that the Commission will launch in 2016 an initiative with the Member States to pilot the once-only principle. This will also be one of the actions of the forthcoming eGovernment Action Plan 2016 – 2020. In order to achieve this ambitious goal, the Commission aims to follow the successful examples of previous pilots between Member States administrations (for example, STORK for eID and PEPPOL for e-procurement).

The new H2020 Work Programme includes under Societal Challenge 6 (Europe in a changing world – inclusive, innovative and reflective Societies) the topic “Co-creation between public administrations: once-only principle”. This topic calls for a large-scale pilot action proposal for once-only principle for businesses across borders in Europe.



## KUSTOR Peter

Head of Department for E-Government

Peter acts as the Austrian representative for issues of E-Government, legal questions of E-Government and E-Signatures and legal informatics in various EU-fora and international institutions. Before becoming head of department for E-Government in 2005, Peter was heading a unit at the Chief Information Office at the Federal Chancellery.

Peter joined the Federal Chancellery in 1998. There he worked with the Constitutional Service (from 2001-2004 as head of unit). Prior to joining the Federal Chancellery, he was expert for public international law at the Federal Ministry of Defence and Assistant at the Institute for Public International Law and International Relations, University of Vienna.

Peter is a regular speaker at both national and international conferences and events and the author of a number of publications, mainly dealing with issues of public international and European law, legal informatics and E-Government.

### *Data protection as an integral part of OOP implementations: The Austrian approach*

Wednesday, 02/12/2015 | 10.25 - 10.55

The benefits of “once only” used in a comprehensive manner are evident: simplification of procedures for citizens and businesses, raising efficiency and effectiveness and saving time and money at the back office as well as for the applicants. While these benefits of OOP implementation sound convincing, privacy and data protection issues need to be considered in a robust legal framework which should explicitly foresee such “sharing” of personal data and the concrete purpose or may for instance leave the delivery and use of such data under the direct control of the individual.

Advancing OOP and allowing even cross borders and sectors clearly will be an additional challenge where eID will certainly form an important key enabler. The presentation will highlight some of these topics and will give an overview on the current status of OOP implementation in Austria, main legal provisions and some practice cases.



## BRONKHORST Guus

Head of Information Policy and Security

Guus Bronkhorst is a member of the management team of the Directorate for Information Policy and Citizenship, Ministry of the Interior and Kingdom Relations of the Netherlands.

He is specifically assigned to information policy and security. He has been working on Digital Government policy for the last 7 years, was responsible for the Dutch eID (DigiD) and is responsible for the system of base registries in the Netherlands. An important aspect of his work is the governance and coordination with ministries, agencies, regions and local authorities on eGovernment. He is a member of the eGovernment expert group and of the ISA Committee of the European Commission and the Working Party on Digital Government of the OECD.

### *Once only, only once*

Wednesday, 02/12/2015 | 10.55 - 11.25

Mr Bronkhorst will present the Dutch experiences and some thoughts about the once only principle and its implementation. In his contribution he will go into the realisation of the Dutch system of base registries, the foundations for reuse of common data through the public administration. He will also touch upon issues considered as the next steps, like broadening the concept of reuse of data beyond base registries, the first steps in the direction of reuse of data based on citizens' consent and the possible added value of data management.



## FEITH Gilles

Director, Luxembourg Government IT Centre

Gilles Feith is Luxembourg's Government Chief Information Officer and Director of the Government IT Centre, which provides centralised IT services for public administrations. The Government IT Centre's total annual budget, including personnel costs, exceeds 100 million euros and it has a full-time staff of more than 300 agents.

Before being nominated to his current position in March 2014, Gilles Feith first joined the Government IT centre as Deputy Director. Prior to this, he held a number of management positions in the Luxembourg Ministry for Public Services, at Post Telecom (Luxembourg's public telecom operator), and global accounting firms.

Gilles Feith graduated in commercial and financial sciences with a specialisation in chartered accounting and has extensive experience working in ICT and Government related environments in both the operational and regulatory domains.

### *OOP and reuse of data in Luxembourg*

Wednesday, 02/12/2015 | 11.40 - 12.10

Mr Feith's presentation will introduce the Once Only Principle (OOP) based on the findings of a European study conducted by Luxembourg on "Security and data protection measures in the context of 'Once Only' and reuse of existing data approaches". The second part of the presentation will cover the core eGovernment principles adopted by the Luxembourg Government Council, in which OOP plays a key part. Lastly, Mr. Feith will take a closer look at the concrete implementation of these principles on Luxembourg's MyGuichet platform.



## TIMMERS Paul

Director, Sustainable & Secure Society, DG  
CONNECT

Dr. Paul Timmers is Director of the Digital Society, Trust & Security Directorate in the European Commission Communications Networks, Content and Technologies Directorate General (DG CONNECT) dealing with policy and R&I in ICT and health, ageing, public services, smart cities and cyber-security.

Previously he headed the ICT for Inclusion and the eGovernment units. He was also member of the Cabinet of European Commissioner for Enterprise and Information Society.

Before joining the European Commission, he was a manager in product marketing and software development in a large IT company. He also co-founded a software start-up. He holds a PhD in theoretical physics from the University of Nijmegen, the Netherlands and a MBA from Warwick Business School, UK. He has widely published in the field of technology and policy, including a book on electronic commerce strategies and business models. He was a visiting professor and lecturer at several universities and business schools across the world including an EU Research Fellow at the University of North Carolina in USA.

### *Keynote «Cross-border digital public services in Europe – Quo Vadis ?»*

Wednesday, 02/12/2015 | 13.50 - 14.20

In the same way as the internet has become the dominant platform for business and for citizens' participation in social and political life, it has gradually become also the predominant platform for interaction between national administrations on the one side and businesses and citizens on the other side. Digital creation and delivery of public services is the new normal. Adding a European dimension means delivering public services digitally across borders to citizens, businesses and other administrations. Adding this dimension not only across border but also across policy domains and sectors means creating a digital single market without barriers to the free delivery of public services across borders. That requires a structured approach and commonly agreed rules.



## ABECASIS Margarida

Head of Unit, IT Infrastructure Services, DG DIGIT

Margarida Abecasis is Head of Unit, IT Infrastructure Services, DG DIGIT.

In 2011, she took over the responsibility of the unit in charge of the ISA programme (Interoperability Solutions for European Public Administrations), with the main objective of facilitating the efficient and effective electronic cross-border and cross-sector interaction between European public administrations.

In 2006, she was nominated Head of Unit in DG Informatics responsible for ICT infrastructure services. She also chaired the inter-institutional sub-committee on telecommunications and networks (CII-TN). Administrator official at the European Commission since 1993, she had the opportunity to define and implement the first service level agreements for data transmission services, to manage IT projects supporting the modernisation of the decisional procedures of the Commission and inter-institutional exchanges.

She started her career as a university teacher, moving afterwards to a telecommunications operator company, then a software company dealing with telecommunications solutions. She holds a Master's degree in electro technical Engineering and computers.

### *ISA2, a new programme on Interoperability contributing to breaking the silos in public administrations*

Wednesday, 02/12/2015 | 14.20 - 14.50

Ms Abecasis will present the new programme on Interoperability solutions and common frameworks for European public administrations, businesses and citizens as a means for modernising the public sector – ISA<sup>2</sup>. The programme, successor of the current ISA programme, has recently been adopted by the co-legislators. Ms Abecasis, in her intervention, will detail the main aspects and the new challenges of the ISA<sup>2</sup> programme.



## NAGY-ROTHENGASS Márta

Head of Unit CONNECT G3 – Data Value Chain at DG CONNECT

Márta joined the European Commission in 2005 as the Head of Unit of “ICT for the Environment” and developed her Unit further to “ICT for Sustainable Growth” linked to the integrated climate and energy policy.

Márta joined the European Commission in 2005 as the Head of Unit of “ICT for the Environment”. As of 2008 she served as Head of Unit “Technologies for Information Management” with focus on research and development funding of innovative ICT technologies supporting the creation of intelligent digital objects and knowledge management.

Since July 2012 she is in charge of the Data Value Chain Unit and implements a strategy to extract the maximum value from data by building on the intelligent use of data sources across Europe and beyond. It includes the fostering of the right policy environment for data driven entrepreneurship including the revision of the Public Sector Information Directive, the development of a pan-European Open Data Infrastructure and research and innovation actions. Furthermore she has been contributing to the Digital Single Market strategy.

### *Overview of the situation in the EU: results of an ongoing study on the Impact of Re-use of Public Data Resources*

Wednesday, 02/12/2015 | 14.50 - 15.20

In association with the launch of the pan-European Open Data Portal, it is important to collect further evidence of the quantitative impact of the re-use of Open Data on the European data economy. For this purpose a study was conducted, collecting, assessing and aggregating economic evidence of the benefits of the re-use of Open Data in Europe. Four key indicators were measured: direct market size, number of jobs created, cost savings, efficiency gains. The study assessed that between 2016 and 2020 the market size of Open Data is expected to increase by 36.9%, to a value of EUR 75.7 billion in 2020, while almost 25.000 new direct Open Data jobs should be created. EUR 1.7 billion cost savings were estimated benefitting the EU28+ public sector at the horizon 2020. The study includes recommendation for keeping track of the direct and indirect benefits of governments Open Data policies, in order to further accelerate the publishing of Open Data and its re-use.



## FOULQUIER-GAZAGNES Claire-Marie

Head of Innovation at Etalab

Claire-Marie Foulquier-Gazagnes is the Head of Innovation and Development at Etalab, the French Prime Minister's taskforce for Open Data. She holds a MA in Public and Corporate Management from HEC Paris and Sciences Po Paris. Claire-Marie was listed as one of the "2014 Young European Leaders" at the NY Social Good Summit. She can be reached on Twitter @\_cmfg.

### *Opening Data in a social way: [data.gouv.fr](http://data.gouv.fr)*

Wednesday, 02/12/2015 | 15.20 - 15.50

When a political choice drives technical choices: learn how [data.gouv.fr](http://data.gouv.fr), France's national open data portal, created in 2011, was redeveloped in 2013 to convey a social vision of open data.

[Data.gouv.fr](http://Data.gouv.fr) has become the first governmental portal opened to citizens' contributions. Open governmental data being only a fraction of open data, [data.gouv.fr](http://data.gouv.fr) welcomes general interest open data from citizens, CSOs, and the private sector. Data users and data producers can now engage in meaningful discussion on the platform. Open Data reuses are truly at the heart of the platform, so that the more we open, the more you share.



# Agenda

1<sup>st</sup> and 2<sup>nd</sup> December

Tuesday, 01/12/2015

**08.45 - 09.30 Registration**

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**09.30 - 09.40 Introduction and welcome**

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Gilles FEITH: Director of the Government IT Centre - Luxembourg

THEMATIC TRACK "DIGITAL STRATEGIES AND POLICIES"

**09.40 - 09.55 Speech on the Digital Single Market**

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Andrus ANSIP: Vice-President for the Digital Single Market - European Commission

**09.55 - 10.10 Opening speech**

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Paulette LENERT: Director General of the Ministry of Civil Service and Administrative Reform - Luxembourg

**10.10 - 10.40 The new eGovernment action plan under the Digital Single Market**

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(20' + 10' Q&A) Roberto VIOLA: Director-General DG CONNECT - European Commission

**10.40 - 11.10 Revision of the European Interoperability Framework: call for action**

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(20' + 10' Q&A) Stephen QUEST: Director-General DG DIGIT - European Commission

**11.10 - 11.25 "Digital Lëtzebuerg" : Changing the way we do government**

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(10' + 5' Q&A) Jean-Paul ZENS: Director-General Media and Communication Department - Prime minister's Office - Luxembourg

**11.25 - 11.40  Coffee break**

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THEMATIC TRACK "eIDAS"

**11.40 - 12.10 eIDAS: current state of play and the Luxembourgish approach**

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(20' + 10' Q&A) Lionel ANTUNES: Member of the Commission's eIDAS expert group - Luxembourg

**12.10 - 12.40 GOV.UK Verify and eIDAS: towards a global market**

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(20' + 10' Q&A) Robin WALKER: International affairs lead, GOV.UK Verify - United Kingdom

**12.40 - 13.40  Lunch**

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Tuesday, 01/12/2015

**13.40 - 14.10** **The German eID system in the eIDAS Interoperability Framework**  
(20' + 10' Q&A) Jens BENDER: Senior Scientific Officer at BSI (Federal Office for Information Security) - Germany

**14.10 - 14.50** **Panel discussion “eIDAS & the Digital Single Market: Contributions and challenges”**

THEMATIC TRACK “CITIZEN ENGAGEMENT IN THE DESIGN OF PUBLIC SERVICES AND POLICY MAKING”

**14.50 - 15.20** **A national authority’s perspective on the European Citizens’ Initiative (ECI)**  
(20' + 10' Q&A) Lionel ANTUNES: Member of the Commission’s ECI expert group - Luxembourg

**15.20 - 15.35**  **Coffee break**

**15.35 - 16.05** **The European Citizens’ Initiative (ECI) and the promise of digital democracy**

(20' + 10' Q&A) Carsten BERG: General coordinator at the ECI campaign

**16.05 - 16.45** **Keynote “Coproduction: How citizens and civil society can contribute to the delivery of more and better digital public services”**

(30' + 10' Q&A) Francisco GARCÍA MORÁN: Chief IT Advisor- European Commission

WRAP-UP & CLOSING

**16.45 - 17.00** **Reporting on the outcomes of the CIO network meeting of the 30th of November, wrap-up of the first day & closing**

Gilles FEITH: Director of the Government IT Centre - Luxembourg

SOCIAL PROGRAMME

**17.15** **Departure of the buses to the “Gala IT One” event**

**18.00** **Cocktail “Gala IT One” at Alvisse Parc Hôtel (Luxembourg-City)**

**19.50** **Dinner “Gala IT One” at Alvisse Parc Hôtel (Luxembourg-City)**

**22.30 - 24.00** **Buses leaving for the city centre**

Wednesday, 02/12/2015

**09.00 - 09.30 Registration**

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THEMATIC TRACK “GOVERNMENT OF THE FUTURE”

**09.30 - 10.10 Keynote “Government of the Future:  
How Digital Technology will change the way we live, work and govern”**

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(30' + 10' Q&A) Sergey FILIPPOV: Associate Director at «The Lisbon Council»

THEMATIC TRACK “ONCE ONLY PRINCIPLE (OOP)”

**10.10 - 10.25 Horizon 2020 WP 2016-17: “Once Only Large Scale Pilot”**

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(10' + 5' Q&A) Mechthild ROHEN: Head of unit “Public services” at DG CONNECT - European Commission

**10.25 - 10.55 Data protection as an integral part of OOP implementations:  
The Austrian approach**

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(20' + 10' Q&A) Peter KUSTOR: Head of department for E-Government (Legal, organizational and international issues) at Federal chancellery – Austria

**10.55 - 11.25 Once only, only once**

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(20' + 10' Q&A) Guus BRONKHORST: Head Information Policy and Security – Netherlands

**11.25 - 11.40  Coffee break**

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**11.40 - 12.10 OOP and reuse of data in Luxembourg**

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(20' + 10' Q&A) Gilles FEITH: Director of the Government IT Centre - Luxembourg

**12.10 - 12.50 Panel discussion “Once Only Principle & data protection: Foes or friends ?”**

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**12.50 - 13.50  Lunch**

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Wednesday, 02/12/2015

### THEMATIC TRACK "CROSS-BORDER SERVICES & INTEROPERABILITY"

**13.50 - 14.20** **Keynote «Cross-border digital public services in Europe – Quo Vadis ?»**

(20' + 10' Q&A) Paul TIMMERS: Director of the Digital Society, Trust & Security Directorate at DG CONNECT - European Commission

**14.20 - 14.50** **ISA<sup>2</sup>, a new programme on Interoperability contributing to breaking the silos in public administrations**

(20' + 10' Q&A) Margarida ABECASIS: Head of Unit "Interoperability Solutions for public Administrations" at DG DIGIT - European Commission

### THEMATIC TRACK "OPEN DATA"

**14.50 - 15.20** **Overview of the situation in the EU: results of an ongoing study on the Impact of Re-use of Public Data Resources**

(30' + 10' Q&A) Màrta NAGY-ROTHENGASS: Head of Unit «Data Value Chain» at DG CONNECT - European Commission

**15.20 - 15.50** **Opening Data in a social way: data.gouv.fr**

(20' + 10' Q&A) Claire-Marie FOULQUIER-GAZAGNES: Head of Innovation at Etalab - France

### WRAP-UP & CLOSING

**15.50 - 16.00** **Wrap-up and closing**

Gilles FEITH: Director of the Government IT Centre - Luxembourg

**16.10** **Departure of the buses to the airport and to Luxembourg City**

We are happy to  
welcome you in  
Luxembourg for this  
eGouvernement  
conference!

**CONTACT INFORMATION**

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