



Updated

# Values-Driven Digitalisation Work Agenda

2024

# Table of Contents

Introduction	3
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## Track 1

<b>Everyone must be able to <i>participate</i> in the digital age</b>	<b>10</b>
1.1 Improving digital skills and knowledge	12
1.2 Accessible, high-quality and proactive service provision	17
1.3 Effectuate values-driven national and EU regulations	21

## Track 2

<b>Everyone must be able to <i>trust</i> the digital world</b>	<b>23</b>
2.1 Safeguard public values	25
2.2 Reduce the impact of online disinformation	28
2.3 Privacy, responsible data use and transparency regarding data processing and exchange	32
2.4 Prepare for new technology	35
2.5 Improve cybersecurity	37
2.6 Implementation of national and EU regulations, compliance and monitoring	41

## Track 3

<b>Everyone must be in control of their digital lives</b>	<b>43</b>
3.1 Data control	45
3.2 High quality identity system	47
3.3 Regulate algorithms	49

## Track 4

<b>The digital government must adhere to a <i>values-driven</i> and transparent methodology</b>	<b>52</b>
4.1 Improve information management for open government	54
4.2 Improve data management for citizens and organisations	56
4.3 Strengthen the government's ICT organisation and systems	58

## Track 5

<b><i>Strengthening the digital society in the Dutch Caribbean</i></b>	<b>63</b>
5.1 Achieving digital maturity in the Dutch Caribbean	65
5.2 Working together on the digital society within the Kingdom	68
<b>Abbreviations List</b>	<b>70</b>

# Introduction

Digitalisation has major implications for how we live and work. It is changing society dramatically. The influence of digitalisation is everywhere: the internet, smartphones, apps and online platforms have become an integral part of our existence. New technologies like generative artificial intelligence (AI) will only increase that impact.

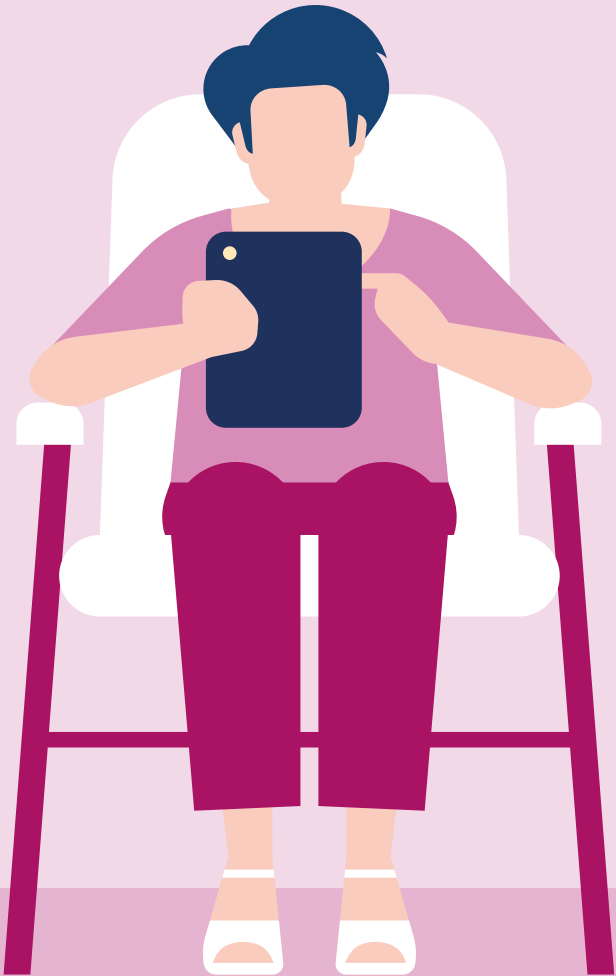
If the Netherlands does not properly prepare for this fundamental change, there is a risk that we will miss opportunities and that society will be saddled with products and services that do not serve our interests and pose great risks. There are already numerous examples, from the deliberate dissemination of misleading information to distort public debate to discriminatory algorithms by government agencies.

Finding solutions starts with asking the right questions. What digital world do we want to live in? How do we ensure that everyone can trust the digital world and participate? The answers to such questions have a common denominator: if we want digital technology to continue to work for our society, and if we want to take advantage of opportunities and mitigate risks, digitalisation must be values-driven and people-centric in its design, and society, the business community and government must work together. The Cabinet has been working on this, in part by appointing the first coordinating Minister for Digitalisation who is

further shaping this values-driven digitalisation with her fellow ministers.

## The Work Agenda

The Cabinet presented the main policy outlines of society's digital transition in March 2022, after which the *Values-Driven Digitalisation Work Agenda* was presented to the House of Representatives on 4 November. Together with the National Cybersecurity Strategy, the Digital Economy Strategy, the further development of the Generic Digital Infrastructure and the Coalitions for a Digital Society Agenda, the government is laying the foundation for this Work Agenda. The Work Agenda focuses on the conditions for values-driven implementation and digitalisation in society, with an eye for both opportunities and risks. It is based on the understanding that everyone should be able to participate, maintain trust in digitalisation and have control over their digital lives, with a government that sets a good example, seizes



opportunities and pays attention to all parts of the Kingdom.

These ambitions have been translated into five tracks:

1. Everyone must be able to participate in the digital age.
2. Everyone must be able to trust the digital world.
3. Everyone must be in control of their digital lives.
4. The digital government must adhere to a values-driven and transparent methodology.
5. The digital society in the Dutch Caribbean must be strengthened.

Priorities within the tracks have been identified and indicate where the focus will be in the coming year. Each priority has its own objectives and activities that together make the shared ambitions become a reality.

## One year underway

One year into the project, it is time to take stock. First, we examine the added value of the selected approach, based on an open dialogue with society,

through sessions with experts from the scientific community, civil society, and business, as well as in connection with European and international bodies. A good example is the creation of the cabinet-wide vision for generative AI. Citizens, scientists, policy-makers and entrepreneurs worked together to define the relationship society should have with this technology. Another example is the approach in the inter-governmental data strategy that has continued to mature. Be it climate, logistics, healthcare, nature and other domains, data can be used everywhere to move our country forward and drive the availability and quality of facilities. At the same time, it is important to ensure that data is only shared responsibly. To help government organisations do so, a responsible data use advisory function has been established to assist in determining what is technically possible, legally permissible and ethically desirable. The federated data system was also expanded to help parties collate and exchange data from different sources responsibly.

Another important theme the Work Agenda has focused on is reducing the influence of disinformation, such as during the recent general election in the Netherlands. Disinformation can intentionally mislead citizens and influence their thought processes. The past year was spent working on making citizens more resilient, strengthening public debate and

Track 1

**Everyone must be able to participate in the digital age**

Track 2

**Everyone must be able to trust the digital world**

Track 3

**Everyone must be in control of their lives**

Track 4

**The digital government must adhere to a values-driven and transparent methodology**

Track 5

**Strengthening the digital society in the Dutch Caribbean**



promoting open-source alternatives such as Pol.is and Mastodon<sup>1</sup> as digital community assets. Investments were also made in Pubhubs and Public Spaces<sup>2</sup>, and a start was made on identifying and promoting meaningful digital community assets with NLNet and the SIDN fund. Regulations have been tightened, including through the Digital Services Act. The 19 largest platforms and search engines, such as Apple, YouTube, Meta, X, AliExpress and Booking.com, are now subject to stricter obligations.

Adequate digital skills also lead to resilience. Many children and adults struggle to use digital media consciously, critically and actively. Business owners and employees sometimes struggle to respond appropriately to digital opportunities and risks. Public, social and private sectors cooperate through the Work Agenda to support everyone who lacks an adequate digital skillset. This could involve working with VNG and Alliantie Digitaal Samenleven to set up central information points citizens can turn to with all their questions. Learning offerings have also been increased, and attention has been paid to informal methods of learning at times and places convenient for the user. Lastly, online tools are developed, such as the Digihandig app, which can be used on smartphones.

Attention has been paid to safeguarding human rights in digitalisation to increase confidence in the process. The IAMA (human rights assessment) has been developed for discussion and decision-making concerning the use of algorithms by government agencies. Specifically for children, a children's rights

assessment (KIA) has been developed, and the European Better Internet for Kids has become available. Setting a standard and providing tools to test that standard helps shape values-driven digitalisation. Feeling in control of all developments and decisions stimulates trust. To that end, an online overview has been established where citizens can see how a government decision was made and what data was used to do so. Eventually, all government decisions (more than 600) will be clarified on the website [wiegebruiktmijngegevens.nl](https://wiegebruiktmijngegevens.nl).<sup>3</sup> Citizens can also visit [MijnOverheid.nl](https://MijnOverheid.nl) to see which data the government uses most often and which organisations are notified when personal data in the Personal Records Database is amended, such as when a person moves house.

The Work Agenda also focused on improving services. For example, MijnZaken—a user-friendly track and trace service that gives residents, business owners and municipal employees insight into the status of a request for a product or service—was implemented and tested in six municipalities. This improves service and avoids unnecessary contact. Services have also been improved and focused more on the needs of specific life events, such as turning 18 or starting a business. More life events will be used to improve services in the coming period.

1. Pol.is moderates discussions with thousands of participants and offers insight into the diversity of opinions, particularly on the points of consensus and polarisation. Mastodon is a social network with an open nature.
2. Pubhubs is a social network based on public values. Public Spaces is a coalition of public organisations working to create an alternative digital ecosystem based on public values.
3. This is limited by statutory or justified exceptions that apply when weighing interests in the context of investigations, law enforcement, Ministry of Defence, intelligence gathering, etc.

*‘In an age when the world around us is unsettled, security is critical.’*

Key to these services is the ease with which citizens and business owners can verify their identity. The Digital Government Act (Wdo) stipulates that Dutch citizens and businesses must be able to log in to public or semi-public sector organisations securely and reliably. Under the Wdo, people must have a choice of login method. To further expand this palette, work has begun on developing the prototype of an open-source digital identity wallet that will allow users to log in and share data. In the area of identity, age verification capabilities were further developed. The roadmap contains a set of minimum requirements for such a system to help developers of online products and services integrate it into their services. The roadmap will be tested in an actual case study in the coming period. We are also investigating whether the requirements can be included in international standards such as NEN or ISO.

Privacy and data protection are also closely monitored during such developments. EU legislation and regulations, such as the GDPR, provide a solid foundation for protecting privacy online. Compliance with legislation and regulations is an extremely important task for the government, as the government should set an example in this regard. However, the

complexity of such regulations can also lead to reluctance to share data, even in cases where sharing data is lawful and desirable. This issue is also addressed in the Work Agenda.

In an age when the world around us is unsettled, security is critical. Using JenV’s Cybersecurity Strategy as a guiding instrument, work has been done to strengthen digital security and resilience. For example, the Revised European Network and Information Security Directive raised the basic standard for organisations. At the same time, efforts have been made to provide appropriate support. This includes creating tools to help government organisations procure ICT products and services securely and developing a government-wide approach to red-teaming<sup>4</sup> to detect infrastructure vulnerabilities as quickly as possible. Work has been done on a single secure government extension to help citizens quickly distinguish fake websites from genuine government websites. The impact of new technologies, such as quantum computing, has also been examined. More computing power may require revising current cryptography methods. It is important to be prepared for this on time.

In the past year, work has also been done to arrange the state’s data and information management properly. Information is an essential raw material for the operation of our public administration and vital for accountability in our democracy. No information should be lost, nor should there be any doubt as to the accuracy and authenticity thereof. Departments, municipalities, provinces and water authorities are

4. A red-teaming test is a security test that simulates a cyber attack on an organisation. The goal is to test the security measures and have the organisation learn from them. Based on the findings, improvement plans are developed to improve resilience.





working hard on improving information management to enable open government. The cabinet has added further concrete requirements for the provision of information to the House of Representatives. For instance, all documents sent to Parliament must also be accompanied by supporting “decision memorandums”. A Government Information Management Commissioner has been appointed to map out and stimulate the government-wide change assignment. An Advisory Board on Openness and Information Management has been set up to monitor, mediate and provide solicited and unsolicited advice.

In the Dutch Caribbean, facilities have been strengthened to enable citizens and businesses to participate fully. For example, arrangements have been made for students from the Dutch Caribbean to obtain a citizen service number before they come to study in the Netherlands, and a bill has been discussed that would enable all residents of the Dutch Caribbean to receive a citizen service number. This would make more digital government services available later, such as DigiD. The improvement of basic services such as available, affordable and stable internet and increased access to the online domain was examined, including for people who do not have the necessary facilities at home.

Values-driven digitalisation has a European and global component. The Netherlands is appreciated internationally. Our values-driven digitalisation method is catching on in the EU and international organisations such as the UN, OECD, UNESCO, Council of Europe and G20/G7. The Netherlands is an example of how to partner with Big Tech while still keeping them on their toes. The Dutch effort is also being used to tighten EU legislation such as the AI-Act, the Digital Services Act (DSA) and the Digital Market Act (DMA). Lastly, the Netherlands will again chair the Freedom Online Coalition in 2024. The Freedom Online Coalition ensures that internet freedom and human rights issues remain on the international policy agenda.

## Continuing in 2024

Developments in the digital domain follow each other in rapid succession. As such, it has been agreed with the House of Representatives to update the Work Agenda annually. This *Updated Work Agenda* is the result. The ambition remains the same, as does the way of working with citizens, businesses, scientists and civil society organisations in the Netherlands, Europe and beyond. We will leave no one behind, maintain confidence in digital developments, and put everyone in control of their digital lives. At the same time, goals and activities were refined:

1. Firstly, because goals were achieved. The results achieved in 2023 are indicated for each priority.
2. The refinements are also the result of a better understanding of what is needed to achieve goals. A good example is Track 5, which focuses on the Dutch Caribbean. Collaboration with local parties has made it much clearer where needs, opportunities and risks lie. Activities have been adjusted accordingly, and an additional priority has been added to more clearly distinguish ambitions. Another example is the influencing of international bodies and input into the creation of EU regulations. This Work Agenda separates that more clearly from the implementation of EU regulations. Two priorities have now been named instead of one.
3. Finally, updates can also be necessary because a development has become much more dominant. The most obvious example of this is generative AI and the opportunities and risks it presents. This Work Agenda puts more emphasis on AI for that reason.

The five tracks remain leading. Within those tracks, seventeen priorities were identified within which values-driven digitalisation continues to take shape.

Feasibility and financial coverage are important to achieving objectives. The following approach is used:

- Existing initiatives are covered from the appropriate portions of departmental budgets. The consequences of accelerating existing initiatives are first reviewed, including the impact on existing activities and resources.
- Any financial impact of policies arising from EU regulations should be adapted in accordance with the budget discipline rules.
- The Interior Ministry will reprioritise its budget where necessary for the development of new policies for which it is primarily responsible. The consequences of new initiatives are still being reviewed, including the impact on existing activities, resources and possible phasing.
- The option to request EU funds or submit proposals to the National Growth Fund with private parties may be considered.



### Legend

Ambition, goals and activities are presented in the same way within each priority. First, the more general issues are named in the table below:

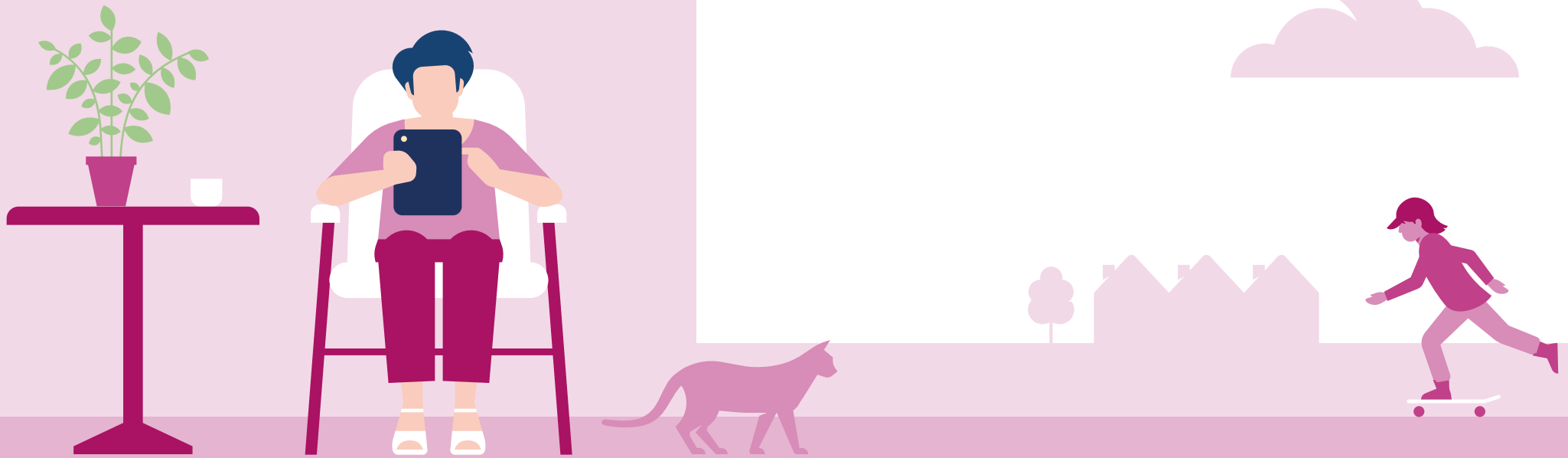
<b>Social challenge</b>	<b>Results achieved in 2023</b>
Description of the situation and representation of where the government wants or needs to contribute to achieving the desired situation.	Description of the most important things accomplished in 2023.
<b>Goals</b>	<b>Indicators</b>
Description of goals.	Description of indicators to monitor progress.

The desired results are then presented:

<b>Description</b>	<b>Results for 2024</b>	<b>Implementor – By whom, with whom</b>
Description of the generic result..	Description of the result desired in 2024..	Description of the organisation(s) involved.

## The 5 tracks





Track 1

Everyone must be able  
to *participate* in the  
digital age



Skills and knowledge



Services



International

## Track 1

# Everyone must be able to *participate* in the digital age

Everyone must be able to participate in digital life. This primarily comes from sufficient skills and knowledge. Unfortunately, a large number of children and adults still struggle to use social media consciously, critically and actively.

Accessibility is also determined by the extent to which public services connect with the lives of citizens and entrepreneurs and the extent to which they work together as one government. Lastly, digital accessibility is partly determined beyond our borders. The largest technology companies are based outside the Netherlands, and some of the regulations come from Europe. It is important to ensure that the Dutch commitment to values-driven digitalisation is also acknowledged and accepted internationally.

To ensure that everyone can participate in digital life, the Work Agenda focuses on:



Improving **digital skills and knowledge** among citizens, entrepreneurs and workers



Implementing accessible digital **government services** that make people's lives easier



Influencing **international bodies and organisations** to also adopt a values-driven approach to digitalisation



## 1.1 Improving digital skills and knowledge

### Social challenge

Too many people lack the digital skills needed to participate in society and benefit from the opportunities digitalisation has to offer. Digital skills are one of citizens' most important basic needs. The Netherlands Court of Audit estimates that there are 2.5 million Dutch people with inadequate basic skills, among which are digital skills, and over 5 million Dutch adults have difficulty being aware of, critical of, and active with social media. Administrators, entrepreneurs and government and corporate employees frequently lack the skills to seize opportunities and mitigate risks.

### Results achieved in 2023

- Research by Statistics Netherlands<sup>1</sup> shows that by 2023, 83% of Dutch people aged 16 to 75 have at least basic digital skills. This meets the EU target of 80% by 2030.
- Completion of the Handbook and Guidebook for setting up local help networks aimed at digital inclusion. Fourteen frontrunner municipalities have started setting up a network for local support and services.
- Tel mee met Taal and Statistics Netherlands have developed a monitor called the National Overview of Adult Education. The monitor tracks annual course participation and trainee characteristics in different regions with the aim of promoting basic skills.<sup>2</sup>
- DigiHulplijn (digital hotline) continued: between 500–1,000 callers are assisted with their questions about digitalisation every month. The number of users has doubled since DigiHulplijn started in 2021. In addition to calling, people can now also contact us via WhatsApp.
- The 688 Digital Government Information Points (IDOs) have been reinforced. Staff refer people to digital skills courses. Municipalities and libraries can also use the funds to purchase course offerings.
- The digital skills of the Dutch population are monitored through the University of Amsterdam's DIGCOM survey, a comprehensive survey of the digital knowledge and competencies of the Dutch, from button knowledge to critical skills and from netiquette to AI. The survey provides insight into how digital competencies develop over time and what policies should be employed.
- Completion of the Digihandig app. Digihandig is a flexible, low-threshold smartphone learning tool that enables people to practice digital skills independently, at home and in their own time<sup>3</sup>.
- The AI Parade travelled to 35 libraries across the country to provide accessible insight into AI.

1. Statistics Netherlands – Dutch increasingly digitally proficient

2. [National Overview of Adult Education – Tel mee met Taal](#)

3. [Become more digitally savvy with your smartphone](#)



Goals	Indicators
1. Everyone will have the digital skills to participate in the digital society as independently as possible.	<ul style="list-style-type: none"><li>• Percentage of people aged 16–75 with basic digital skills by 2025 (according to Eurostat) (target value: 80%; the value was 79% in 2021).</li></ul>
2. Children and school-leavers are digitally proficient.	<ul style="list-style-type: none"><li>• This will be determined based on the revised curriculum.</li></ul>
3. Public administrators, employers, and employees are digitally proficient and able to utilise the opportunities provided by technology and digitalisation safely and resiliently.	<ul style="list-style-type: none"><li>• By 2025, an up-to-date and appropriate range of courses focused on digitalisation will be structurally available for government administrators and senior managers.</li><li>• By 2025, there will be an accessible range of courses in every labour market to teach advanced digital skills (e.g. AI) to school-leavers and career switchers.</li></ul>
4. Citizens understand the opportunities and risks presented by emerging technologies.	<ul style="list-style-type: none"><li>• There are ongoing local and national activities and campaigns on various topics for the general public, the reach of which is monitored.</li></ul>
5. People can seek help in their neighbourhoods for support with digital challenges in everyday life.	<ul style="list-style-type: none"><li>• Percentage of people requiring digital support who succeed in finding assistance in their neighbourhood by 2025 (target value: 90%).</li></ul>



## 1.1 Improving digital skills and knowledge | Actions

Description	Result for 2024	Implementor – By whom, with whom
<p>1. <b>Further develop the platform approach nationally and locally</b> through a collaboration of libraries, municipalities, welfare agencies and private parties. This will involve the further development of things such as Tel mee met Taal, Digital Society Alliance (Alliantie Digitaal Samenleven), the Dutch Media Literacy Network (Netwerk Mediawijsheid) and the help network for Digital Government Information Points (IDO)</p>	<ul style="list-style-type: none"> <li>• It is clear how scaling up and implementing local digital inclusion support networks can take shape in collaboration with a national coalition of public and private partners based on pilots in municipalities. The local chain approach to digital inclusion is being implemented in 15 frontrunner municipalities, providing input for further development of the guide.</li> <li>• There is a wide range of offerings to improve digital skills in the Netherlands and the Dutch Caribbean, including accessible and low-threshold local activities and class offerings on digital awareness, critical skills and understanding of new technologies. There are also sufficient informal learning offerings that cater to specific learning needs and can be followed flexibly in one's own time.</li> <li>• Libraries and other facilities/locations are equipped to support people with safe internet use. Awareness of these facilities has increased. Libraries and healthcare facilities are working together to improve the digital skills people need in healthcare. IDOs offer help to people who need it or have questions about digital services. IDO staff pay attention to the digital skills of IDO visitors and actively refer them to course offerings. The Royal Library of the Netherlands promotes digital resilience and AI activities in libraries with the Digital Citizenship programme.</li> <li>• 60% of municipalities are actively engaged in helping people with digital skills and inclusion.</li> <li>• Municipalities and social partners have tools (translation of the manual to their local situation, overview of local course offerings and support organisations) to build a local digital inclusion support network.</li> </ul>	<p><b>Ministry of the Interior and Kingdom Relations (BZK)</b>, Ministry of Education, Culture and Science (OCW), Ministry of Health, Welfare and Sport (VWS), Ministry of Social Affairs and Employment (SZW), Association of Netherlands Municipalities (VNG), municipal authorities and Royal Library of the Netherlands.</p>
<p>2. Public/social/private collaboration to establish the <b>prerequisites for digital skills</b>, such as computers and internet access.</p>	<ul style="list-style-type: none"> <li>• Depreciated Government equipment that is still reusable is made available to vulnerable groups.</li> <li>• At least two municipalities have conducted experiments with a social internet package.</li> </ul>	<p><b>BZK</b>, other ministries, ADS, NL Digital, Stichting Allemaal Digitaal</p>



Description	Result for 2024	Implementor – By whom, with whom
<p>3. <b>Mapping and monitoring the digital competencies of the Dutch population.</b></p>	<ul style="list-style-type: none"> <li>• There is a clearer insight into the digital competencies of different groups in society. This is achieved in part by combining results from the UvA’s DIGCOM survey with the biennial “ICT use of households and individuals” survey by Statistics Netherlands and Eurostat. Policies are formed, and activities are targeted based on these insights.</li> <li>• Initial insights: <ul style="list-style-type: none"> <li>• The DIGCOM survey shows that, on average, men score better than women on digital knowledge. As such, we are promoting Digital Government Information Points for women, including through Libelle Summer Week and by publishing a Digibelle (a themed issue of Libelle on digitalisation). In doing so, the government will reach more than 150,000 people.</li> <li>• Research by DIGCOM and Centerdata suggests that all groups want to be more digitally resilient. The digital citizenship programme in libraries empowers citizens of all ages and increases resilience.</li> <li>• Research shows that older people are less digitally savvy. The Digihandig app helps seniors get started with their smartphones in an accessible way. For additional help, the app refers to IDOs, SeniorWeb and the Digihulplijn.</li> </ul> </li> </ul>	<p><b>BZK</b>, OCW, Digital Society Alliance</p>
<p>4. The Netherlands is committed to <b>improving digital skills for marginalised groups internationally.</b></p>	<p>Examples of results:</p> <ul style="list-style-type: none"> <li>• There is collaboration with companies in developing countries to develop in-company digital skills in young people.</li> <li>• Young female entrepreneurs in Ethiopia are supported in developing digital skills.</li> </ul>	<p><b>Ministry of Foreign Affairs (BZ)</b></p>
<p>5. Add <b>digital literacy</b> to the curriculum for primary and secondary education.</p>	<ul style="list-style-type: none"> <li>• Schools providing primary and secondary education receive more support in teaching digital literacy (Basic Skills Master Plan).</li> <li>• The Digital Literacy Expertise Point was established in November 2023 to support schools and will be expanded further in 2024.</li> <li>• The draft core objectives are expected to be published in the spring of 2024.</li> </ul>	<p><b>OCW</b>, Netherlands Institute for Curriculum Development (SLO), Kennisnet and the education sector.</p>



### Description

6. We encourage **course offerings** for employers and employees and approach that demographic proactively.

### Result for 2024

- Course offerings for employees have been highlighted and improved where necessary. New learning offerings are being developed in pilot regions in a custom and demand-oriented manner through the National Growth Fund project “LLO Collective for Less-Qualified and Semiliterate People”, launched in 2023 in the pilot regions of Twente and Southeast Brabant.
- Farmers can request advice or take courses through the Agricultural Management Consulting and Education Grant Module.<sup>4</sup>
- More low-threshold training and retraining offerings are available. The Human Capital Agenda ICT increases the number of digitally skilled people by supporting and encouraging public-private partnerships (PPPs) between industry and educational institutions. The network map displays the PPPs that offer training. Partners include the Social and Economic Council, NL Digital, VNO-NCW, CA ICT and Human Capital sectors.<sup>5</sup>

### Implementor – By whom, with whom

**Ministry of Economic Affairs and Climate Policy (EZK), OCW, Ministry of Agriculture, Nature and Food Quality (LNV), BZK and** local and regional authorities

4. Through the Groenpact Digitalisation and Technology Acceleration programme for green education.

5. <https://hcaict.nl/regios/>

## 1.2 Accessible, high-quality and proactive service provision

### Social challenge

The government works for everyone, yet our public services do not sufficiently connect with the everyday lives of citizens and business owners. Research shows complexity to be the biggest bottleneck. People generally do not interact with just one public service provider but with multiple service providers. The transformation of government is, therefore, aimed at changing the context in which public services are delivered based on people's everyday lives rather than on the organisation of government. This emphatically adds a new dimension to public service. Another dimension being added is ensuring the right balance between digital and non-digital services.

### Results achieved in 2023

- A status overview of questions and requests has been created and tested in the Mijn-portals of six municipalities, enabling citizens and business owners to view and track the status of their questions and requests and making interaction with the government easier and smoother.
- Rollout of 'Berichten over uw Buurt' (neighbourhood Information). Over 9 million Dutch people<sup>6</sup> receive email notifications about relevant government announcements that concern their neighbourhood.
- In the Life Events Approach, services were improved based on perceived bottlenecks. For example, the personal "turning 18" overview on Rijksoverheid.nl has been adjusted and updated, and the Name Checker has been implemented in the context of the life event "starting a business".
- The DigiToegankelijk Monitoring and Support Programme (DT TOP) was established to help organisations improve the accessibility of their websites and mobile applications. An important part of this is getting experiential experts involved in testing websites and apps. DT TOP also provides support through webinars and advice on internal policy and procurement. A dashboard and knowledge base have been delivered to support digital accessibility.
- Government organisations have received support to improve the accessibility of mobile applications. Approximately 1,000 accessibility errors were resolved with vendors. Multiple apps have been phased out or are being rebuilt. Other apps, such as CoronaMelder, are no longer in use.

6. The emails are sent to everyone with a DigiD or who is 25 years old or older and has registered their email address in MijnOverheid.



## Goals

1. The design of public services is always focused on people's perspectives. People should:
  - experience public services as fully responsive to their situation and context;
  - receive public services comprehensively and proactively in response to events;
  - experience public service as personal, close and reliable, regardless of the channel chosen.

**A government transformation** is needed to achieve public services that are in line with people's needs and lifestyles, reliable, personal and nearby.

That transformation will follow two perspectives that are consistent with how public service can be viewed from people's perspectives:

1. People take the initiative to go to a service provider: the government service desk role.
2. People proactively receive information from a service provider or automatically use schemes to which they are entitled: proactive service delivery.

**Life events** involving multiple service providers are often the trigger for people needing to arrange matters or make contact. They form a common thread along both perspectives and are also the flywheel for the elaboration of specific improvement actions in public service.

Public services should also be user-friendly, understandable, transparent and accessible to everyone, both digitally and otherwise. Dutch citizens abroad should also have access to adequate digital services.

2. Citizens who are unable to keep up with the digital world or are not allowed to act on their own behalf, digitally or otherwise, can authorise someone to represent them for all digital services.

## Indicators

- By 2024, online public sector information—including the rights and obligations of citizens—for all information areas provided for in the EU Single Digital Gateway (SDG) Regulation must be designed in accordance with the requirements of that regulation.
- All government services are available digitally and non-digitially, reliably and transparently (connection with Data Control priority 3.1 "Data Control"). Work is underway to establish an oversight role for digital accessibility.
- A full understanding of the needs of people who visit the IDO and those who do not has noticeably increased the support offered in public service for these groups of people.
- Proposal for tools to increase reach among people in need of accessible support with public service based on a needs and target group survey.
- Monitoring and testing of satisfaction of people helped by a government-wide service provider, for example, in a government-wide service desk. The available professional lines for government-wide service providers and the number of government-wide service providers have increased. People who need a government-wide service provider know how to find them.
- Monitoring of visitor statistics to the revamped Overheid.nl website and level of satisfaction with public service information obtained.
- 18-year-olds are proactively informed about rights and obligations and experience better services.

- Connection of service providers to legal representation facilities such as the authorisation service and authority module. Everyone will be connected by the end of 2025.

## 1.2 Accessible, high-quality and proactive services | Actions

Description	Result for 2024	Implementor – By whom, with whom
<p>1. Set up public services in a way that ensures that citizens and businesses can choose <b>how they wish to use that service</b> (click, call, face-to-face).</p>	<ul style="list-style-type: none"> <li>Increased number of practical initiatives with government-wide service providers: the impact on people and organisations has been determined.</li> <li>The website Overheid.nl is revamped with government-wide information on public products and services (1st phase).</li> <li>The reach of IDOs noticeably increased through a local chain approach, substantive collaboration between IDOs and municipalities, and practice initiatives that include IDO locations outside libraries. The feedback loop of IDOs for public service improvement is completed.</li> <li>The Electronic Administrative Communications (Modernisation) Act is implemented.</li> <li>As part of the amendment to the General Administrative Law Act (Awb), governing bodies must provide appropriate support to people. In collaboration with VNG, municipalities, implementing organisations and WaU, tools are provided that contribute to this appropriate support.</li> <li>Generic national feedback function created. The revamped Overheid.nl allows people to provide feedback regarding the improvement of services.</li> </ul>	<p><b>BZK</b>, government-wide, VNG, the Digital Society Alliance and fully or semi-private parties with a public function, and libraries</p>
<p>2. Developing <b>proactive and transparent services</b>.</p>	<ul style="list-style-type: none"> <li>Exploration of options for the development of a nationwide Personal Digital Schemes Overview is completed. This gives people personalised advice on local, regional and national schemes to which they are entitled, and they can apply for them right away. Completed development of concrete improvement actions around proactive services in the life events of “turning 18”, “becoming unemployed”, and “death of an entrepreneur”.</li> </ul>	<p><b>BZK, SWB, Central Judicial Collection Agency (CJIB)</b>, government-wide, VNG, private parties</p>
<p>3. Improve user-friendliness, comprehensibility and compliance with the statutory obligation regarding <b>digital accessibility</b>.</p>	<ul style="list-style-type: none"> <li>Delivery of the inclusive service assessment framework. The assessment framework consists of several metrics to assess the level of inclusiveness of your service.</li> <li>There is a bank of understandable sample texts and letters for government communications.</li> <li>Continued development of understandable language tools for officials.</li> </ul>	<p><b>BZK</b>, government-wide, inter-administrative</p>
<p>4. Facilitate inclusive and seamless public services by encouraging an <b>omnichannel approach</b> through generic services.</p>	<ul style="list-style-type: none"> <li>MijnZaken service has been expanded to 20 municipalities.</li> <li>Lopende Zaken Mijn Overheid is connected to the MijnZaken service standard.</li> <li>A pilot involving the connection of an implementing organisation to the MijnZaken service was conducted with Mijn Overheid.</li> <li>Exploration of MijnZaken service in the entrepreneurial domain has been completed.</li> </ul>	<p><b>BZK, VNG, private parties, municipalities, implementing organisations and Gebruiker Centraal</b></p>

Description	Result for 2024	Implementor – By whom, with whom
<p>5. Improve services related to <b>life events</b>.</p>	<ul style="list-style-type: none"> <li>• Implementation of improvements related to the life events “turning 18” (proactively informing about rights and obligations), “becoming unemployed”, and “having a child”. In the entrepreneurial domain, the focus is on the life events “starting a business”, “sustainable business”, and “entrepreneur in dire straits”.</li> <li>• Exploration and plan of action for two new life events (choice to be determined in consultation with public service providers).</li> </ul>	<p><b>BZK</b>, government-wide, inter-administrative</p>
<p>6. A solid foundation: secure, reliable and available generic facilities, agreements and system <b>Generic Digital Infrastructure (GDI)</b>.<sup>7</sup></p>	<ul style="list-style-type: none"> <li>• GDI Programming Plan 2024 presented to the House of Representatives. Recalibration will take place in Q1 2024.</li> <li>• GDI Multi-year Vision updated.</li> <li>• Digital Architect appointed for GDI.</li> </ul>	<p><b>BZK</b>, other ministries, local and regional authorities, implementing organisations, management organisations, and private organisations that are charged with carrying out public tasks.</p>
<p>7. Implement the <b>Single Digital Gateway (SDG)</b> to give citizens and businesses easy access to digital public services in the EU.</p>	<ul style="list-style-type: none"> <li>• A technical connection is established to the Once-Only Technical System (OOTS) in accordance with the SDG regulation. The OOTS gives citizens and businesses the opportunity to have organisations in different EU countries automatically exchange supporting documents under the once-only principle. This could be diplomas when a person wants to study or work in another EU country, for example.</li> </ul>	<p><b>BZK</b>, RINIS, government-wide</p>

7. Generic Digital Infrastructure is a collective term for the digital facilities used government-wide to provide citizens and businesses with services, including an access service (DigiD) and a key register system.



## 1.3 Effectuate values-driven national and EU regulations

### Social challenge

Developments within our society and economy have accelerated the digital transition. In many cases, the issues involved transcend national borders. There are also dependencies on foreign powers in the digital domain that can make the EU and the Netherlands vulnerable in the current geopolitical context. It is necessary to establish the right frameworks and work together at the EU level and beyond. The steps taken by the UN, OECD and G7/G20 in the EU context guide the digital future of the Netherlands, Europe and elsewhere in the world. Conversely, the Netherlands can also influence this direction within the agendas of these bodies. In the past period, the EU's emphasis has been on the development of new laws and regulations. Now, the focus must shift to the implementation and execution of the legislative package. Values-driven regulation lays the foundation of the ambition to give everyone access to digitalisation. Confidence in digitalisation is increased by implementing and adhering to this as government and business. This is elaborated in priority 2.6, "Implementation of national and EU regulations, compliance and monitoring".

### Results achieved in 2023

- Public values and fundamental rights are firmly embedded in EU laws and regulations in the field of digitalisation. The European Declaration on Digital Rights and Principles for the Digital Decade guides EU action in promoting an inclusive, prosperous and sustainable society within this framework.
- Values-driven and people-oriented digitalisation resonate within the EU and at the UN, OECD and G20/G7. There is close cooperation on this between BZK, EZK, JenV and BZ.
- The Netherlands is seen as a global example for finding solutions to maintain a values-driven relationship with Big Tech and for securing public values online.

### Goals

1. The Netherlands contributes public values, fundamental rights and implementability to the creation of new EU laws and regulations and helps ensure the selectivity of the European Commission in developing new regulatory proposals. The Netherlands carries the values-driven message in the EU and beyond. New arrangements contribute to the digital open strategic autonomy of the Netherlands and the EU.

### Indicators

- Public values, fundamental rights and implementability are embedded in all European laws, regulations and treaties.
- Timely connection to EU platforms. Connection and impact achieved with like-minded partners through participation and representation on digitization issues.
- Invitations to high-level events in Europe and beyond.
- Demonstrable focus on open strategic autonomy in EU legislative and policy processes.



## 1.3 Effectuate values-driven national and EU regulations | Actions

### Description

1. Make **public values and implementability** for private and public parties a structural part of the input for European legislative processes. One way we do this is by proactively participating in European forums where legislation is prepared and discussed. We align our input with the needs of fellow governments and implementing organisations as much as possible. The same values-driven message is at the core of engagement in **international organisations**, globally relevant forums and venues. We actively contribute to discussions and policy-making here.

### Result for 2024

- We have identified which processes the Netherlands is committed to that will run until the end of 2025 under the EU's Digitalisation and AI Strategy. The parties concerned are identified.
- The Netherlands' commitment to legislative processes is reflected in the final text of EU laws and regulations.
- The Netherlands' input in international organisations such as the UN, Council of Europe, OECD and G20 contributes to capitalising on opportunities and the values-driven nature of recommendations, conclusions, statements and other policy instruments.
- In 2024, the Netherlands will again chair the Freedom Online Coalition (FOC), which was founded by the Netherlands and the United States in 2011. The FOC focuses on the opportunities and risks of digitalisation. Today, the FOC has 38 member states. In 2024, the FOC will focus on an open, free and secure digital future with an inclusive and collaborative approach.
- The UN High-Level Advisory Body on AI has leading Dutch members in the field of AI.
- Actively support the UN Tech Envoy in promoting the global values-driven message.
- The Netherlands' values-driven digitalisation policy is reflected in the Global Digital Compact and the Pact of the Future.

### Implementor – By whom, with whom

**BZK, EZK, JenV, OCW, BZ** and other ministries, together with VNG, IPO and UvW, as much as possible.



Track 2

# Everyone must be able to trust the digital world



Public values



Disinformation



Privacy and data protection



New digital technology



Cybersecurity



Regulation and Monitoring

## Track 2

# Everyone must be able to *trust* the digital world

Everyone must be able to trust that public values such as security, privacy and non-discrimination are safeguarded in the digital world.

This safeguarding is not yet a given. We see unsafe situations, such as phishing, botnets and cybercrime. We also see situations where the rights of vulnerable groups (e.g., children) are in jeopardy; an example is digital applications that entice people to stay online as long as possible or to make impulse purchases. We also see that technologies can be discriminatory.

To ensure that everyone can participate in the digital world, the Work Agenda focuses on:



Protecting **public values** as the foundation of a responsible digital transition. These values should guide the development and use of digital applications.



Reducing the influence of **disinformation** and strengthening public debate so that everyone can make choices based on reliable information.



**Privacy and data protection** because proportionate and lawful data processing is an important prerequisite for trust in government.



Increasing the understanding of the impact of **new digital technologies** so that citizens understand applications and can use them with confidence.



**Cybersecurity** to work toward a digitally secure and resilient society and government.



The implementation of **national and EU regulations** by business and government, **compliance** and **monitoring**.

## 2.1 Safeguard public values

### Social challenge

Public values such as human dignity, autonomy and non-discrimination are the foundation of a responsible digital transition and should guide the development and use of digital applications. Digitalisation can strengthen values on the one hand and lead to violation of public values on the other. Regulation is needed to ensure that companies, authorities and other organisations give public values centre stage. Policies are also needed to give organisations concrete tools to embed public values in digital services. It is also important to engage in developing and scaling up public alternatives to large online products and services.

### Goals

1. There is an awareness and shared understanding of the public values involved in digitalisation and the standards that must be applied in the process. There are social debates about the role of digitalisation in society.
2. Citizens and businesses see that the government sets and enforces clear limits when protecting public values and human rights, both in the Netherlands and internationally. Vulnerable groups, such as children and socioeconomically vulnerable people, receive extra protection.
3. The public core of the internet will be strengthened and expanded. Citizens, businesses and public employees will be able to use secure public or private alternatives to online platforms and services provided by public institutions. The Netherlands supports the interoperability of companies with a gatekeeping role because this will combat market power and contribute to the viability of public alternatives.

### Results achieved in 2023

- The IAMA (human rights test) has been developed for discussion and decision-making concerning the use of algorithms by government agencies. A children’s rights assessment (KIA) has also been developed.
- Legislation such as the DSA and the DMA has been created and implemented at the European level. The BIK+ (Better Internet for Kids) has also been developed in Europe. It contains actions that Member States can take to protect children online.
- Inter-administrative procurement conditions that enable the inclusion of ethics and public values in government procurement and tendering are developed.
- €20 million from the Human Rights Fund will be set aside annually until 2027 to increase the online and offline safety of human rights defenders throughout the world.

### Indicators

- The inclusion and safeguarding of public values in the deployment of digital systems as standard, such as through the application of human rights tests (IAMA).
- Increase the reach of the dialogue programme established in collaboration with Rathenau and of the counselling ethics sessions established with the Platform for the Information Society (ECP) on topics where public values are under pressure.
- The supervisory landscape in the area of digitalisation is mapped, and problem-solving approaches for strengthening are explored.
- Elaboration and implementation of problem-solving approaches regarding increased monitoring in the digital world.
- Additional cookie oversight by the Data Protection Authority leads to better enforcement and, in turn, better compliance.
- Identify and support five “digital commons” by 2024, such as an online social medium and open-source office software.
- The availability of Mastodon and Pubhubs pilots as alternative public social media.

## 2.1 Securing public values | Actions

Description of the action	Result for 2024	Implementor – By whom, with whom
<p>1. Explore options for developing a <b>mandatory badge (or other tool)</b> to make the assurance of public values in technology transparent to citizens, including for use in public procurement.</p>	<ul style="list-style-type: none"> <li>Public Spaces has developed Spoelkeuken. Government websites can receive a badge (label) when core values are secured.</li> <li>The guide to public values and rights has been published and sets out step-by-step instructions on how public values can be achieved when procuring ICT.<sup>1</sup></li> <li>Market consultation on broader public values badge for government systems is completed.</li> </ul>	<p><b>BZK</b>, all other ministries, inter-administrative, implementing organisations, the business community</p>
<p>2. Conduct regular <b>impact assessments (e.g., human rights and children’s rights impact assessments)</b> on digital services with a substantial impact on citizens.</p>	<ul style="list-style-type: none"> <li>The IAMA is part of the implementation framework for the use of algorithms by governments. Where appropriate, HRIAs/IAMAs and KIAs are conducted regularly on high-risk AI applications.</li> <li>Free IAMA training sessions are offered.</li> </ul>	<p><b>BZK</b>, government authorities</p>
<p>3. Organise the <b>debate on value tensions</b> on a fixed platform with authority.</p>	<ul style="list-style-type: none"> <li>Together with the Rathenau Institute, structural public discussion is organised on the impact of digitalisation on society.</li> <li>Sessions are organised with the ECP (Platform for the Information Society) to explore value tensions in digitalisation.</li> </ul>	<p><b>BZK</b>, SER, all other ministries, inter-administrative</p>
<p>4. Set clearer <b>standards and limits</b> for online gaming and gambling.</p>	<ul style="list-style-type: none"> <li>Gaming guide on seduction techniques in games and public education about effects, opportunities and risks online.</li> </ul>	<p><b>BZK</b>, OCW, VWS, EZK and JenV</p>
<p>5. Protect children’s online rights and protect children from and empower them to deal with harmful content.<sup>2</sup></p>	<ul style="list-style-type: none"> <li>Dutch policy has been supplemented with regard to the BIK+ activities where necessary.</li> <li>The children’s rights online Code has been developed into a more practical tool.</li> <li>Children’s rights impact assessment and exploration of the use and need for a statutory obligation.</li> <li>There is a roadmap for the use and application of age verification tools, which will be applied to a case study in the first half of 2024.</li> <li>Draft of a non-paper regarding the protection of children’s rights online, which may include age verification. The non-paper sets out the Dutch position. The goal is to get like-minded member states to co-sign the non-paper.</li> <li>The non-paper elaborates on problem-solving approaches for enhanced supervision with respect to children’s rights in the digital world.</li> <li>Campaign for Children’s Rights in the Digital World conducted.</li> </ul>	<p><b>BZK</b>, OCW, VWS, EZK and JenV</p>

1. [Central government – Public values and rights in ICT procurement – Guide to tendering open-source software II](#)

2. This partially answers the motion by members Cedar and Bontenbal to discuss the Parliamentary Assembly’s recommendations to improve the level of protection of children. You will receive a parliamentary letter on children’s rights online in which we explain the level of protection of children from extreme content.

Description of the action	Result for 2024	Implementor – By whom, with whom
6. Strengthen “digital commons”.	<ul style="list-style-type: none"> <li>• Five “digital commons” will be identified and supported for open-source development in cooperation with ISDN.</li> <li>• A decision has been made regarding which apps, social media platforms, etc., the government will continue to use and which alternatives are available.</li> </ul>	<b>BZK, VNG</b>
7. Develop <b>digital public social media</b> (PubHubs) for all public institutions and citizens.	<ul style="list-style-type: none"> <li>• First, Pubhubs is deployed in pilot form; the reach of the Mastodon server set up for government use increased.</li> <li>• Pol.is network democracy developed and pilots conducted.</li> </ul>	<b>BZK stimulates</b> , Public Spaces/ public parties



## 2.2 Reduce the impact of online disinformation

### Social challenge

Disinformation<sup>3</sup> undermines public debate and erodes the open economy, public health, national security and trust. More than half of the Dutch population consumes news through major online platforms. Platforms currently still take insufficient responsibility for reducing the spread of disinformation. It is important to the government that measures imposed by platforms and national and European legislative proposals do not compromise fundamental rights such as freedom of expression but safeguard them instead.

### Results achieved in 2023

- The DSA has been developed within the context of the EU and clarifies the responsibilities platforms have in combatting criminal and unlawful material spread through their services.
- The major platforms have signed the EU Code of Practice on Disinformation (EUCoD), and it is mandatory. The code aims to reduce the negative impact of deep fakes, increase collaboration between fact-checkers, increase transparency in political advertising, detect botnets and provide the scientific community with better access to data.
- The website [isdatechtzo.nl](https://isdatechtzo.nl) was developed at the behest of BZK as a means of informing visitors about the impact of fake news and how to identify it.
- A new government-wide disinformation strategy was sent to the House of Representatives in late 2022. In November 2023, the House was briefed on the resilience of the electoral process, and measures were discussed to combat disinformation surrounding the electoral process.

3. Disinformation is false, inaccurate or misleading information intentionally created and disseminated to make money or harm a person, social group, organisation or country. Deep fakes are an example of disinformation.



### Goals

1. The government stimulates healthy online debate:
  - Establish a Cabinet-wide disinformation policy.
  - Citizens are familiar with and actively contribute to the creation of disinformation standards.
  - The government ensures that online platforms actively put their assurances into practice in the implementation of the EUCoD.
  - The government encourages reliable media and independent fact-checkers.
2.
  - The government supports public media and institutions in developing their own infrastructure and social media environments to create a more multi-form digital media landscape.
  - The government encourages and utilises public alternatives to online platforms and services through public institutions that satisfy public values.

### Indicators

- The reach of [isdatechtzo.nl](https://isdatechtzo.nl) is increased compared to 2023.
  - The number of citizens who participated in a debate regarding norms and behaviour online at pol.is is large enough to have an influence.
  - A multi-stakeholder event in 2024 will be held to share the various measures and technologies that help reduce the negative impact of disinformation.
- 
- Availability of Mastodon and Pubhubs pilots as alternative public social media (see priority 2.1 “Public values”).
  - Pol.is network democracy is developed and pilots are conducted.
  - Mastodon pilot completed. Scale up after successful pilot.

## 2.2 Reduce the impact of online disinformation | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Coordinate the <b>disinformation policy</b> .	<ul style="list-style-type: none"> <li>Progress on the Cabinet-wide disinformation strategy has been reported to the House of Representatives. The policy has been supplemented with additional approaches and actions in response to new technical developments where necessary. We pay attention to the practices of other EU member states.</li> </ul>	BZK, government-wide
2. Organise a broad social debate about online standards and behaviour.	<ul style="list-style-type: none"> <li>Online standards and behaviour are part of the Rathenau's multi-year dialogue programme.</li> <li>Pol.is network democracy is developed, and one of the pilots focuses on online standards and behaviour.</li> </ul>	BZK, JenV
3. Ensure the proper implementation of the <b>DSA</b> .	<ul style="list-style-type: none"> <li>The implementing legislation necessary for monitoring and enforcement purposes is implemented. Structural funding for implementation is arranged.</li> <li>A central reporting point or knowledge centre is established where citizens can easily report unlawful online material and have it assessed.</li> <li>Government agreements are in place with the internet sector concerning compliance with removal orders on a legal basis.</li> <li>The results of the pilot study conducted by the European Digital Media Observatory (EDMO) will form the basis for the delegated act to be published by the European Commission. The study examined the most efficient governance structure to facilitate data access as described in the DSA. Once the delegated act is effective, scientists will have access to datasets from VLOPs, including sensitive data.</li> <li>The legal obligations under the DSA are enforced for large online platforms in the Netherlands.</li> </ul>	EZK, JenV, BZK, government-wide
4. Support the <b>EU Code of Practice on Disinformation</b> goals by collaborating with non-governmental parties.	<ul style="list-style-type: none"> <li>Increase media literacy through the continued development of <a href="https://isdatechtzo.nl">isdatechtzo.nl</a>.</li> <li>Encourage fact-checking initiatives, transparency in political ads and bot network detection, e.g., through continued development of <a href="https://isdatechtzo.nl">isdatechtzo.nl</a>.</li> <li>Use research to gain insight into how various stakeholders (e.g., independent media, fact-checkers, local and regional authorities and the scientific community) can be supported to help them adequately reach and protect society. A pilot for a responsible data-sharing programme will be used to that end.</li> <li>The exploration of content verification options using cryptography such as C2PA along with platforms.</li> <li>Support the call for increased coordination with other EU member states, the European Commission and social media platforms as described in the non-paper presented by Slovakia at the Horizontal Working Group on Increasing Resilience and Countering Hybrid Threats this July. The Netherlands is a co-signatory of that non-paper.</li> </ul>	BZK, government-wide, scientific community



Description

5. Encourage and deploy **secure public alternatives** to platforms and services through public institutions.

Result for 2024

- Research the risks and opportunities of public generative AI with respect to disinformation and reducing the negative impact thereof in collaboration with the Open State Foundation.
- The first Pubhubs are deployed as a pilot (see priority 2.1 “Public Values”).
- Pol.is network democracy is developed, and pilots executed (see priority 2.1 “Public values”).
- Mastodon pilot completed. Scale up the use following successful pilots (see priority 2.1 “Public Values”).

Implementor  
By whom, with whom

BZK, government-wide, VNG, IPO, UvW and JenV



## 2.3 Privacy, responsible data use and transparency regarding data processing and exchange

### Social challenge

Privacy and data protection play a key role in citizens’ trust in a digital government and society. Lawful, proper and transparent data processing ensures trust. EU legislation lays a solid foundation for protecting privacy, but the implementation of existing and upcoming new legislation is complex. Public confidence in the government is declining. The government must be transparent about what data it uses for what purpose and that it adheres to data minimisation principles.

### Results achieved in 2023

- The Responsible Data Use Advisory Function (part of the inter-administrative data strategy) has been set up and has provided advice on six case studies regarding what is technically possible, permitted by law and ethically desirable when it comes to data use.
- A new user-friendly version of the State Model DPIA (Data Protection Impact Assessment) is delivered.
- Regulations on micro-targeting enhanced through the DSA.
- Data Protection Authority’s oversight of cookies and online tracking increased.
- A developed guidebook gives municipalities more clarity on what is and is not allowed when conducting online research for public, law and order and safety purposes.
- Launch of the National Innovation Centre’s Privacy Enhancing Technologies (Nicpet) during the IBDS System Day. Privacy-enhancing technologies (PETs) are technologies that enable the secure and ethical exchange of data. Nicpet is aimed at exchanging knowledge and experience in this field in the public sector.

### Goals

1.
  - Authorities and government agencies apply privacy by design. Citizens can count on authorities and government agencies<sup>4</sup> to adhere to the GDPR and Wpg. Government data exchanges are mapped where possible and relevant (open data sharing). Authorities and government agencies do not use facial recognition without a legal framework and checks.
2.
  - Authorities and government agencies have adequate levels of knowledge and capacity in the area of privacy and data protection.
  - Public sector organisations receive assistance in responsible data use and privacy.

### Indicators

- Minimise the number of incidents and sanctions by the Data Protection Authority.
- Degree of maturity in the privacy work field. The CIP’s Privacy Baseline is often used as a basis for this.
- Establish privacy governance (including setting up the CPO system – see 4.3 “Strengthen the government’s ICT organisation and systems”)

4. If applicable, statutory exceptions apply.



### Goals

3.
  - The government is transparent about responsible data use (open processing registers).
  - Strengthen supervision and increase consistency among digital regulators where necessary.

### Indicators

- Keep the GDPR processing register up to date.
- Degree of accessibility of the GDPR processing register for citizens.
- A DPIA must have been conducted, including FG recommendation, for any high-risk project. A KIA is required if it impacts children.



## 2.3 Privacy, responsible data use and transparency regarding data processing and exchange | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Investigate <b>to what extent the application of the GDPR and Wpg</b> can be improved in government organisations and how support can be arranged.	<ul style="list-style-type: none"> <li>• Understanding how government organisations are complying with AVG. Policy response to the WODC study.</li> <li>• Insight obtained into how to strengthen the FGs' position and competencies and how to establish an FG registry and government quality requirements.</li> <li>• Insight obtained into necessary privacy training for ABD members.</li> <li>• A developed consideration framework that government organisations can use without obligation to assess whether a DPIA is necessary.</li> <li>• Guide to integrating IAMA into the national DPIA model.</li> <li>• KIA delivered.</li> </ul>	JenV, BZK
2. Create <b>clarity within authorities and government agencies</b> about what is technically possible, permitted by law and ethically desirable when it comes to data use.	<ul style="list-style-type: none"> <li>• The Responsible Data Use Advisory Function advises on cases and continues to develop into an inter-governmental triage desk.</li> </ul>	<b>BZK, implementing organisations, JenV, all other ministries, VNG, IPO, UvW</b>
3. Develop and establish a <b>federated data system</b> with a gatekeeping role.	<ul style="list-style-type: none"> <li>• The National Innovation Centre for Privacy-Enhancing Technologies (Nicpet) is established.</li> <li>• See 4.2 "Improve information management for citizens and organisations".</li> </ul>	<b>BZK en JenV (for NICPET), all other ministries, VNG, IPO, UvW, implementing organisations</b>
4. Strengthen the position of and cooperation among regulators.	<ul style="list-style-type: none"> <li>• Improved cooperation among regulators.</li> <li>• Decisions published.</li> <li>• See 3.3 "Regulate algorithms"</li> </ul>	<b>BZK (for algorithms), JenV (for the GDPR and Wpg), EZK</b>
5. Examine the future-proofing of <b>fundamental privacy and information rights</b> .	<ul style="list-style-type: none"> <li>• Essay collections and symposium that deal with the future-proofing of fundamental rights in relation to new technology.</li> <li>• Completion of the minister's policy letter on future-proofing fundamental privacy and information rights.</li> </ul>	<b>BZK</b>



## 2.4 Prepare for new technology

### Social challenges

New digital technologies present risks and opportunities for society. 43% of the Dutch population indicates that the introduction of new digital technology and innovations can be uncomfortable or frightening.<sup>5</sup> In addition, not everyone is able to understand and utilise the new, advanced services.<sup>6</sup> We are too dependent on digital technology developed by companies and countries that do not always share our public values. The government must intervene more promptly and effectively when new technologies have a major impact on public values.

### Goals

1. The Netherlands is a frontrunner in the development and use of responsible digital technology. We must be able to develop new digital technologies in accordance with the values of democracy and the rule of law in Europe and beyond. Digitalisation and measures taken to improve sustainability must be mutually reinforcing.
2. The government implements standards and framework conditions where necessary to steer new technology in the right direction. The government is capable of regulating or boosting new digital technologies when they affect public values.
3. Knowledge institutions, businesses and government authorities are involved at the right time in developing, using and scaling new digital technologies.

5. VMWare 2022

6. Foresight of Digitalisation in 2030.

7. ELSA stands for Ethical, Legal and Societal Aspects.

### Results achieved in 2023

- The Ethically Responsible Innovation Toolbox provides points of reference for citizens and businesses developing or using new digital technologies and assists authorities and government agencies in ethically responsible innovation. Companies, government, knowledge institutions, civic organisations and citizens work together in ELSA<sup>7</sup> labs to develop responsible and people-oriented AI applications. These include a new research lab to develop, validate and implement AI solutions for good night-time care for people with severe multiple and intellectual disabilities.
- A Catshuis session is organised to gather input for a shared vision on generative AI. Expert sessions on immersive technology were also organised to gather input for policy development.
- Technology scans regarding immersive technology and generative AI were conducted in collaboration with Rathenau.
- A vision for generative AI is in the works and will be published in early 2024. It will include a mechanism for rapid response to new developments.

### Indicators

- There is a good and thorough understanding of the latest technological developments and the opportunities and risks of those developments.
- There are integrated and coherent policy agendas that are well-aligned interdepartmentally to guide specific technological developments.
- Policy agenda proposals regarding technologies are developed and implemented. We apply technologies in government when they are of use, and it can be done responsibly.
- New legislation (e.g., the AI Act) is put into effect, and new legislation (such as the DSA) is reviewed.
- Assessments are conducted to determine whether existing frameworks sufficiently safeguard rights in the case of new technological developments (e.g., neurotechnology).
- We are alert to the emergence of new technologies, conduct impact assessments, provide advice, and establish frameworks and regulations.
- Number of labs where the government and social actors cooperate on the development of new digital technology to solve social problems (target value: 3). Intensive contact with scientists and knowledge institutions.



## 2.4 Prepare for new digital technology | Actions

Description	Result for 2024	Uitvoerder
<p>1. Draw up a <b>policy agenda</b> for public values and new digital technology, with frameworks for the impact of new digital technologies on public values.</p>	<ul style="list-style-type: none"> <li>• The first Techscan was conducted and addresses immersive technology. A vision for generative AI has been delivered (see also priority 3.3 “Regulating Algorithms”).</li> <li>• Knowledge of technological developments and the risks and opportunities thereof is shared at conferences on public values and new digital technology.</li> <li>• The Code of Good Digital Public Administration provides a broad framework for digitalisation and has been made more practical and better embedded in existing government processes.</li> <li>• The socioeconomic debate on public values and digitalisation is conducted in the standing SER Committee on Digital Transition (see priority 2.1 “Public Values”).</li> </ul>	<p><b>BZK, JenV, EZK</b>, other ministries and inter-administratively (VNG, IPO and UvW)</p>
<p>2. Use new digital technology in the provision of <b>public services</b>.</p>	<ul style="list-style-type: none"> <li>• The first proprietary or encouraged public or non-public secure alternatives to online platforms and services provided by public institutions are developed (see 1.2 “Accessible, high-quality and proactive services” and 2.1 “Public values”).</li> <li>• Explore strengths and weaknesses of alternative products and services in sandboxes from a values perspective, and use products and services that protect or reinforce values.</li> </ul>	<p><b>BZK, EZK, OCW</b>, scientific community and public-private partnership</p>
<p>3. Increase <b>coordination</b> in preparing for new, sustainable technology</p>	<ul style="list-style-type: none"> <li>• Increase interdepartmental vision building regarding risks and opportunities of new technologies and cabinet engagement.</li> <li>• Increase knowledge exchange and knowledge building through collaboration in labs.</li> <li>• Increase the Netherlands’ international commitment to values-driven digitalisation.</li> <li>• Explore ways to make new technologies, such as generative AI, more sustainable.</li> </ul>	<p><b>BZK, EZK, JenV</b> and other ministries</p>



## 2.5 Improve cybersecurity

### Social challenges

Cybersecurity is an essential prerequisite for successful digitalisation. The absence of basic measures means that the government is lagging in terms of digital resilience, making it a promising target for malicious actors (state and criminal). It is the government's social responsibility to safely capitalise on the economic and social opportunities provided by digitalisation and protect our security and public values at the same time. As part of this wide-ranging social responsibility, the government must set a good example and handle citizens' data securely.

### Results achieved in 2023<sup>8</sup>

- Work is already underway with local and regional authorities to prepare legislation and regulations, appropriate monitoring, and reduce the cybersecurity audit burden imposed on local and regional authorities by the government.
- The new European Network and Information Security Directive (NIS2) imposes a statutory obligation for information security, reporting of high-impact incidents and a supervisory regime for essential and important providers.<sup>9</sup> Government-wide sets of standards stimulate the secure procurement of ICT products and services.
- Strengthening digital resilience is one of the road maps to be implemented in the Government I-Strategy 2022–2025. The International Cyber Strategy (ICS) 2023–2028 has been presented to the House of Representatives.
- Publication of the proposed Cyber Resilience Act, containing security requirements for the entire life cycle and ICT supply chain.

8. The Dutch Cybersecurity Strategy (NLCS), under the coordination of the Minister of Justice and Security, elaborates on the government's commitment. The main actions and specific rules relating to public values are included in the actions for this priority.

9. The Ministry of Justice and Security is responsible for the EU process and the implementation thereof in Dutch legislation. BZK is responsible for the government sector.



### Goals

1. The Netherlands can safely capitalise on the opportunities presented by digitalisation while protecting our security and public values.
2. Authorities and government agencies meet the prescribed security requirements applicable to them.
3. Authorities and government agencies only use and purchase secure ICT products and services from the market.
4. Governments use a uniform domain name extension. Citizens have a point of contact for questions about the authenticity of a government site/email/app.
5. Governments are practised in fending off cyber incidents and receive support.

### Indicators

- The new European Network and Information Security Directive (NIS2) transposed into Dutch legislation (implementation)
- A central regulator is designated for the Government sector.
- 100% of government organisations have implemented standards sets such as the Government Information Security Baseline (BIO). This is encouraged through enforcement with the establishment of independent oversight (NIS2 coming into force).
- 100% of tendering procedures and procurement of ICT products and services meet the government's cybersecurity procurement requirements. This will also be encouraged as NIS2 partly relates to the Government sector.
- 100% of government organisations have completed the Government Internet Domain Registry with their own websites.
- The Registry was filled with the Government domain names in 2023. Local and regional authorities' domain names will be added in 2024.
- Increase in public sector organisations that regularly carry out drills using simulated hack attacks.
- Key figures Government-wide Cyber exercise: 310 in 2023 and 395 in 2024 (live participants), 100 in 2023 and 113 in 2024 (organisations that participated simultaneously), 2,800 in 2023 and 4,100 in 2024 (unique participants in the Government-wide Cyber Programme platform).



## 2.5 Improve cybersecurity | Actions

Description of the action	Result for 2024	Implementor By whom, with whom
1. Introduce a government-wide <b>statutory duty of care</b> for information security, <b>a duty to report</b> and a <b>regulatory regime</b> .	<ul style="list-style-type: none"> <li>Update the implementation of the BIO support programme.</li> <li>The accountability system contained in the Uniform Single Information Audit Standard (ENSIA)<sup>10</sup> is further developed. Steps have been taken on the horizontal and vertical organisation of regulation based on the BIO.</li> <li>There is a revised BIO (BIO prelude was delivered in 2023) that is legally embedded in NIS2.</li> <li>Pilots provide insight into the added value of an IT report and IT audit statement within the government.</li> <li>Indicators that measure ambition regarding actual security are monitored and displayed on the open-source website <a href="https://basisbeveiliging.nl">basisbeveiliging.nl</a>. Government organisations can mirror and draw from this.</li> </ul>	BZK, JenV, various ministries, local and regional authorities, CIP
2. Coordination of Government-wide strategy for <b>international cyber policy</b> .	<ul style="list-style-type: none"> <li>Activities are in line with international Cyber Strategy, looking at international security, human rights and rule of law online.</li> </ul>	BZ, EZK, JenV, BZK, DEF, local and regional authorities, and government services (AIVD, MIVD, NCSC, NCTV, OM and the National Police)
3. The government only purchases <b>secure ICT products and services</b> .	<ul style="list-style-type: none"> <li>The government cybersecurity procurement requirements tool has been further developed, broadened and implemented.</li> </ul>	BZK, EZK, local and regional authorities, CIP
4. Offer <b>own domain</b> <sup>11</sup> to make trustworthy websites easier for citizens to recognise.	<ul style="list-style-type: none"> <li>Offer government-wide extension for governments, starting with the central government.</li> <li>Create a government domain extensions transition plan with all government entities. Implement in phases, starting with the central government.</li> <li>The first use of the extension.</li> </ul>	BZK, AZ
5. Establish a <b>contact point</b> . <sup>12</sup>	<ul style="list-style-type: none"> <li>A point of contact was established where citizens and businesses can ask questions about the security of government websites.</li> </ul>	BZK, AZ/DPC, Netherlands Publication Office (KOOP)

10. Offer own domain to make trustworthy websites easier for citizens to recognise.

11. For example, government. NL. Exploration about the exact extension is ongoing with AZ.

12. When it went live in late 2023, an online form was made available for citizens to ask questions about websites in the registry. A user survey will be conducted among citizens in 2024 to improve the accessibility and understandability of the website and to find out what type of support is desired by users; this could be through another digital form or by telephone, for example. The recommendations of the user survey will be used to optimise services for citizens.



Description of the action	Result for 2024	Implementor By whom, with whom
6. Facilitating <b>annual government-wide exercises</b> (from Government I-strategy).	<ul style="list-style-type: none"> <li>• Annual government-wide cyber drill using simulated hack attacks.</li> <li>• Delivery of red-teaming toolkit.</li> <li>• Start implementation of red-team testing by ministries.</li> <li>• Interdepartmental knowledge sharing regarding red-team testing is organised.</li> </ul>	BZK, JenV
7. Provide a <b>help function</b> for information security and privacy for authorities and government agencies.	<ul style="list-style-type: none"> <li>• Further steps to extend and update the expansion and continued development of the Information Security &amp; Privacy service. The first authorities or government agencies receive customised recommendations from professionals within the government about digital security and privacy.</li> </ul>	BZK, CIP
8. Increase <b>detection and response capabilities</b> of central government organisations.	<ul style="list-style-type: none"> <li>• All relevant central government organisations are connected to the National Detection Network.</li> <li>• First Security Operations Center (SOC) products relating to monitoring &amp; detection, vulnerability management and collaboration &amp; information sharing are available.</li> </ul>	BZK, JenV
9. Improve <b>proactive information security measures</b> focused on the central government's Protectable Interests.	<ul style="list-style-type: none"> <li>• A national policy for mandatory basic digital resilience training is established.</li> <li>• The annual ADR demand-driven information security survey is conducted.</li> <li>• Tools ready for protection against ransomware.</li> <li>• The first step in the quantum awareness programme for primary audiences is implemented.</li> <li>• Quantum-safe crypto policy established.</li> <li>• Establish a process that provides crypto resources for long-term protection of state secrets at the State Department.</li> <li>• Digital resilience risk management policy and implementation framework is established.</li> </ul>	BZK
10. Ensure that <b>mobile devices</b> issued to civil servants employed by the central government are set up so that only <b>authorised</b> apps, software and/or functionalities can be installed and used.	<ul style="list-style-type: none"> <li>• Allowlisting: apps authorised for use by government officials are determined.</li> <li>• Procedure established for introduction of managed devices.</li> <li>• App policy framework drafted and implementation started.</li> <li>• The "Central Government Digital Working Environment" code of conduct is updated.</li> </ul>	BZK In coordination and cooperation with ministries and "facilitating organisations"

## 2.6 Implementation of national and EU regulations, compliance and monitoring

### Social challenge

An extensive package of new legislation has been established in the EU, including the Accessibility Act, Digital Services Act, Digital Markets Act, Data Act, eIDAS Regulation and AI Act. Implementing this legislation requires extensive work from governments, businesses, regulators, and others. It is important to know what rules must be complied with as well as to pay sufficient attention to compliance and monitoring to ensure that everyone can trust the digital world. This is complex because of the amount and speed of regulations being imposed on governments, businesses and entrepreneurs. There is a risk of fragmentation of monitoring. It requires joint efforts to achieve unambiguous rules and more centrally organised monitoring compliance methods and more centrally organised monitoring.

### Goals

1. Authorities and government agencies, businesses and entrepreneurs receive support to understand and implement EU digitalisation legislation.
2. Monitoring of EU legislation and regulations is organised in an understandable and targeted fashion and supports the implementation.

### Results achieved in 2023

- Knowledge Centre Europa Decentraal, RVO, and local and regional authorities are developing fund guides, impact assessments, and EU overviews to give governments, businesses and entrepreneurs insight into completed or forthcoming EU legislation.
- A partnership has been established between digital regulators.
- The Data Protection Authority serves as the coordinating regulator for AI.

### Indicators

- The requirements governments, businesses and entrepreneurs must comply with for the EU legislative package on digitalisation are clear.
- Regulators are known and work together to promote compliance with national and EU laws and regulations.



## 2.6 Implementation of national and EU regulations, compliance and monitoring | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Stimulate <b>knowledge exchange and support between sectors</b> in the implementation of EU laws and regulations.  2. Arrange effective <b>monitoring</b> of EU legislation and regulations on digitalisation.	<ul style="list-style-type: none"><li>• BZK has worked with VNG, IPO, UvW, the Knowledge Centre Europa Decentraal and RVO to explore ways in which support and knowledge exchange can be provided.</li><li>• Co-financing is arranged for the Dutch Societal Innovation Hub, GovTech Incubator and AI testing and experimental facilities.</li> <li>• On its own initiative, the National Office for Digital Infrastructure, in cooperation with DG Reform and UNESCO, is taking stock of cooperation in AI supervision and the possible institutionalisation thereof. The Data Protection Authority is also involved.</li></ul>	<p><b>BZK, EZK, local and regional authorities, Europa Decentraal, RVO and ICTU</b></p> <p><b>AP and RDI, i.c.w. DG Reform, Unesco</b></p>



## Track 3

**Everyone must be in  
*control* of their digital lives**



Data control



Identity system



Algorithms

## Track 3

# Everyone must be in control of their digital lives

Citizens and business owners must be able to view and retrieve the data the government holds about them and have it corrected where necessary. They must also be able to share data easily way if they want to.

It is important to curb the collection, trade and sometimes loss of all kinds of personal data by public and private parties. Regulations and policies are needed for things like ID wallets and other basic services. We will connect the developments taking place within various ministries in this area, collaborating in Europe and beyond. We are focussing specifically on AI and algorithms. We will make algorithms and their applications fair and transparent through legislation, the creation of frameworks, and supervision. This will give people control of their data and enable them to rely on data being treated properly.

To ensure that everyone can participate in digital life, the Work Agenda focuses on:



**Data control** to ensure that citizens and business owners have clarity on what information the government has on them, can change things and have access to the data when needed.



An **Identity System** to provide access to digital services in accordance with the Digital Government Act at the appropriate level of trustworthiness.



Values-driven and people-oriented development and deployment of AI and **algorithms**.



## 3.1 Data control

### Social challenge

Government organisations work with data from citizens and business owners to deliver the right services. Citizens, however, often have very little control over that data. The government must be transparent about this so that everyone knows what information the government has on a citizen. It should be easy to see which government organisation is using your data, as well as when and why. If something is incorrect, it should be easy to amend it. We also want everyone to have digital access to data the government has on you so you can share it with others, for example, to buy a house.

### Doelen

1. The Digital Government Act enables citizens and businesses to digitally access and correct the data the government has about them.
2. Citizens and businesses have the right to see the data used for a government decision specific to them.<sup>1</sup>
3. Demonstrate through pilot projects that sharing citizens' data with third parties digitally offers social value.

### Results achieved in 2023

- Through MijnOverheid, everyone can see what data the government has about you, your job, state pension, house, car and education. Citizens can now also see their data most commonly used by the government.
- Through MijnOverheid.nl, anyone can see which organisations are notified when personal data in the personal records database changes.
- At [wiegebruiktmijngegevens.nl](https://wiegebruiktmijngegevens.nl), citizens can see what type of data government organisations are using for an increasing number of decisions. Eighty decisions have now been registered.

### Indicatoren

- General administrative measure under the Digital Government Act is ready by the end of 2024.
- Population-level on [wiegebruiktmijngegevens.nl](https://wiegebruiktmijngegevens.nl) (target value: 600 government decisions by the end of 2024).
- The number of key government decisions for which citizens can see which of their specific personal data were used (target value: 25).
- Conduct pilot projects to make data needed to purchase a home more readily available. Based on these pilots, we will determine what is needed for broader implementation and whether additional pilots are needed.

1. This is limited by statutory or justified exceptions that apply when weighing interests in the context of investigations, law enforcement, Ministry of Defence, intelligence gathering, etc.



## 3.1 Data control | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Provide insight into which data the government uses to reach a decision.	<ul style="list-style-type: none"> <li>• Overview of the type of data used for 600 types of decisions (in relation to priority 3.3.2).</li> <li>• Notes are included for some of these 600 decisions, allowing citizens to consult what data was used to arrive at a government decision.</li> <li>• For five government decisions, citizens can see the specific personal data used.</li> </ul>	BZK, local and regional authorities and all implementing organisations that draw up decisions
2. Development of <b>Personal Health Environments (PHEs)</b> .	<ul style="list-style-type: none"> <li>• PHEs enable the retrieval of patient medical data.</li> <li>• Specialist medical care institutions, general practitioners, mental health institutions and long-term care facilities can disclose information to a PHE.</li> <li>• Vaccination data is available in the patient's PHE.</li> </ul>	VWS, BZK, healthcare sector
3. <b>Inform</b> people about the <b>retrieval and use of their data</b> from <b>registers</b> of relevance to citizens and businesses by government and non-government data consumers.	<ul style="list-style-type: none"> <li>• In addition to alerts from the personal records database, two other government sources have made data provision transparent.</li> <li>• An applicable standard that allows registers to log processing operations.</li> </ul>	BZK, Logius, source holders
4. Development of an <b>overview that makes debts (claims) to the government clear</b> to citizens and businesses and provides citizens easy access to their debt data.	<ul style="list-style-type: none"> <li>• The overview was expanded to include eight requisitioning organisations that show claims and debts in a single location.</li> <li>• Citizens can also take immediate action with this summary by sharing it with their care provider or paying the claim digitally immediately.</li> <li>• Necessary system and management organisation are established.</li> </ul>	SZW, JenV, CJIB, local and regional authorities, Tax and Customs Administration, UWV, DUO, SVB, RVO, CAK, Benefits, RDW
5. Collaborate with housing associations to share income data with the permission of the citizens concerned.	<ul style="list-style-type: none"> <li>• Legislation is ready.</li> <li>• Income information is available through MijnOverheid to all housing associations that want it.</li> </ul>	BZK, housing associations, BZK Wonen, Aedes
6. Pilot with Zorgeloos Vastgoed and DigiLab to <b>simplify buying a house</b> .	<ul style="list-style-type: none"> <li>• The first government sources are available to make buying a house a more user-friendly experience.</li> <li>• Initial experiences and solutions around data sharing are available to other sectors (open information).</li> </ul>	<b>To be determined</b> , local and regional authorities, BZK, KNB, Kadaster, Tax and Customs Administration
7. Embed <b>frameworks and rules</b> for digitally sharing data with organisations with a statutory task.	<ul style="list-style-type: none"> <li>• Proposal to amend the Digital Government Act to legally enshrine frameworks and rules for secure and reliable digital data sharing.</li> </ul>	BZK and local and regional authorities

## 3.2 High quality identity system

### Social challenge

The social challenges surrounding the digital identity system involve making it easier, more reliable and more privacy-friendly to do business digitally. Access to digital services in the public and semi-public sectors must be guaranteed. Provisions must allow you to grant someone else power of attorney or have them represent you if you are unwilling, unable and/or not allowed to act yourself. There is also a need and a necessity for a wallet that allows Dutch citizens to digitally access service-relevant personal data from a trusted source in both public and private services.

### Goals

1. The system for access to digital government services will be expanded to enable private parties to provide user verification services while maintaining citizen privacy. Facilities for authorisation and representation are being further developed and implemented. The government will also provide a public login tool for the Tax and Customs Administration
2. Citizens can rely on service providers requesting credentials at an appropriate assurance level to do business securely and reliably, both publicly and privately.
3. The Dutch population has the option to use an ID wallet safely and in a privacy-friendly, accessible and reliable way, making it easier to do business digitally.

### Results achieved in 2023

- The Digital Government Act is implemented and stipulates that Dutch citizens and businesses must be able to securely and reliably log in to public or semi-public sector organisations. Under the Wdo, people must have a choice of login method.
- DigiD is widely used and enjoys a high level of user satisfaction.
- The first version of the architecture for the sample wallet has been published.
- From NL, the negotiations on the European Digital Identity Framework (eIDAS revision) were initiated on important points for NL.
- A demo version of the NL sample wallet is available.
- The Netherlands is a leading country when it comes to public, private and scientific developments in digital identity (Yivi, MedMij, Datakeeper, Mobiel Rijbewijs, Vastgoed wallets, vID, MijnGegevens, QTSP adoption).

### Indicators

- A number of DigiD alternatives are approved for the access system and made usable for citizens as a login tool (target value: multiple alternatives).
- System access is implemented, and all public service providers are connected to that system.
- Availability of a public business login tool for the Tax and Customs Administration.
- A number of service providers in the public sector using the login assurance level is required for the specific service provided (target value: all service providers use the correct assurance level).
- Availability of a reliable open-source sample ID wallet that citizens can use with public and private services to take control of their data and enable data minimisation.



### 3.2 High-quality identity system | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Forms of <b>digital access systems</b> .	<ul style="list-style-type: none"> <li>The Digital Government Act is the legal basis for the Access System. Phased implementation of the system is underway.</li> </ul>	<b>BZK</b> , Logius, RvIG, various implementors + local and regional authorities
2. Directing, drafting and implementing the <b>European Digital Identity Framework</b> .	<ul style="list-style-type: none"> <li>European Digital Identity Framework determined.</li> <li>A national legislative process is launched to implement the regulation.</li> </ul>	<b>BZK</b> , EZK, EC, European Parliament, European Council
3. The development of a <b>public Dutch open-source wallet</b> with the highest requirements for data protection, information security and accessibility.	<ul style="list-style-type: none"> <li>The first test of a Dutch sample wallet.</li> </ul>	<b>BZK</b> , VWS, OCW, IenW, KNB, Logius, RvIG, ICTU, RDW, DUO, RDI, local and regional authorities
4. Participate as a country in <b>large-scale European pilots involving ID wallets</b> .	<ul style="list-style-type: none"> <li>The Netherlands participates in three European pilots that enable cross-border business using an ID wallet. Lessons learned are implemented in the NL sample wallet.</li> </ul>	<b>BZK</b> , <b>IenW</b> , <b>OCW</b> , RDW, RvIG, ICTU, DUO, RDI
5. Set up a <b>Dutch admission system for ID wallets</b> that satisfy public values.	<ul style="list-style-type: none"> <li>The first system architecture is prepared.</li> <li>The first set of requirements for approval is drawn up.</li> </ul>	<b>BZK</b> , <b>RDI</b> , parties providing wallets

## 3.3 Regulate algorithms

### Social challenge

It is not sufficiently clear to society which standards based on public values should be guaranteed for algorithms. It is unclear when algorithms are used, even if they directly impact users. Specifically for the government, it should be clear to citizens when an algorithm has been used in decision-making, especially when it has the potential to impact their situation. It is also important that these algorithms are not perceived as a “black box”. The government must set a good example by experimenting with values-driven AI applications that support societal tasks.

### Goals

1. We set clear requirements for the use of algorithms by government organisations to arrive at responsible and innovative generative AI applications in government. This includes the creation of a uniform algorithm framework—supported by government organisations—for the deployment of algorithms. Requirements cover topics such as roles and responsibilities regarding the review of algorithms and AI (governance), the application of a uniformly developed methodology to detect bias/discrimination, the implementation of human rights tests (e.g., IAMAs), and generally applicable procurement conditions for algorithms that the government sources from third parties.

### Results achieved

- Efforts towards the EU’s AI Act have resulted in human rights featuring more prominently in risk assessments for high-risk AI systems and supplementary measures that strengthen transparency and the rights of natural persons.
- An algorithm registry has been launched.
- A vision for generative AI is in the works and will be published in 2024.
- An initial version of the “Use of algorithms” algorithm implementation framework (algorithm framework) provides insight into the key standards.
- ELSA labs for people-oriented AI have been launched, in which participants collaborate to produce algorithms that satisfy human rights and public values.
- An AI Validation Team has been established within BZK in which software engineers and policymakers work together to gain knowledge and experience in validating algorithms. In addition to creating tools, they make the risks and opportunities of generative AI measurable and explore what datasets are needed to test AI applications.

### Indicators

- There is clarity on the application of requirements on the use of algorithms within government organisations.
- There is a clear overview of tools and resources to help governments meet legal standards.



### Goals

2. The government is transparent about the use of algorithms.
3. We will ensure further improvement of AI and algorithm surveillance, targeting both companies and governments.
4. We set requirements at the European level for technology, such as generative AI systems, to ensure that they are secure and in line with our public values.

### Indicators

- A well-stocked government algorithm register that provides insight into high-risk and high-impact algorithms in use.
- New high-risk algorithms used by the central government are included in the algorithm register and subjected to a human rights test.
- Departments report annually to the House of Representatives on the progress of including algorithms in the register.
- Availability of explanation of standards and guidance on regulations applicable to AI and algorithms.
- Improve algorithm risk signalling function; reports, research into service desk function for citizens and businesses.
- Increase cooperation among digital regulators (including colleges, inspectorates and market regulators).
- Establish surveillance tasks under the AI Regulation.
- In the negotiations on the European AI regulation, we are actively negotiating the requirements for high-risk AI systems that protect fundamental rights and preserve AI innovation opportunities.
- We encourage government organisations offering high-risk AI systems in the Netherlands to comply with the requirements of the AI Regulation.
- We conduct practical research on the implementation of the AI Regulation in government with a focus on open standards and their connection to existing laws and regulations.
- The Council of Europe treaty must ensure that the application of AI is in line with human rights, democracy and the rule of law. Together with the European Commission and member states, we are moving to ensure that global players commit to this treaty.

### 3.3 Regulate algorithms | Actions

Description of the action	Result for 2024	Implementor By whom, with whom
1. Establish a public <b>algorithm register</b> and begin the legislative process to make the algorithm register mandatory.	<ul style="list-style-type: none"> <li>Continue to develop and populate the algorithm register.</li> <li>A handbook and a publication standard have been prepared to assist government organisations in populating the register.</li> <li>A start has been made on the legislative proposal for the algorithm register.</li> </ul>	<b>BZK</b> , ICTU, local and regional authorities and implementing organisations
2. Draw up generally applicable <b>procurement conditions for algorithms</b> purchased by the government from third parties.	<ul style="list-style-type: none"> <li>The first version of procurement conditions is drafted and put into use as part of the “Use of algorithms” algorithm framework.</li> </ul>	<b>Government-wide</b> , local and regional authorities
3. Develop an <b>algorithm framework</b> for the government’s use of algorithms.	<ul style="list-style-type: none"> <li>The first version of the algorithm framework is available.</li> <li>Administrative agreements are made with ministries to use the algorithm framework as a pilot for all new high-risk AI/algorithms.</li> </ul>	<b>Government-wide</b> , local and regional authorities
4. Based on the EU’s AI Regulation: Ban certain AI systems and mandate <b>CE marking</b> and registration in a European database for algorithms posing a high risk for people. <i>(This action depends on the final version of the AI Act).</i>	<ul style="list-style-type: none"> <li>Clear commitment NL on safe AI products in line with the protection of fundamental rights and preservation of opportunities for AI innovation opportunities in the negotiations on the EU AI Regulation and the Council of Europe AI Treaty.</li> <li>AI Regulation is adopted and implementation has started.</li> </ul>	<b>BZK, JenV, EZK</b>
5. Scale-up <b>algorithm regulator</b> .	<ul style="list-style-type: none"> <li>The algorithm regulator is scaled up</li> <li>The regulator budget is allocated.</li> <li>The regulator function is active.</li> <li>Collaboration with other digital regulators is clear.</li> </ul>	<b>BZK, EZK, JenV</b> , local and regional authorities, AP, RDI
6. Encourage <b>people-oriented, values-driven AI</b> inside and outside government.	<ul style="list-style-type: none"> <li>Further increase awareness of AI within government with the help of the Public Services working group of the Dutch AI Coalition.</li> <li>Encourage and support AI labs around public tasks and “AI for good” within government.</li> <li>Intergovernmental strategy for collaborative experimentation with AI.</li> <li>Provide sandboxes within which the government can experiment with AI.</li> </ul>	<b>BZK, ECP, NL AIC</b> , local and regional authorities



## Track 4

**The digital government  
must adhere to a *values-*  
*driven and transparent*  
methodology**



Government information  
management



Government data management



ICT organisation and ICT systems

## Track 4

# The digital government must adhere to a *values-driven* and *transparent* methodology

The government must lead by example and adhere to a values-driven and transparent methodology.

A professional, transparent and incorruptible digital government is a prerequisite for things such as high-quality and innovative services, protection of privacy, cybersecurity, and giving citizens control over their data. We are committed to ensuring adequate information management to give citizens, organisations and parliament insight into the government's actions and decisions. The future and sustainable design of the organisation and systems is equally important.

To ensure the government adheres to a values-driven and transparent methodology, the Work Agenda focuses on:



**Government information management** is used to give citizens, organisations and parliament insight into the government's actions and decisions.



**Government data management** to give citizens confidence that their personal data is being handled properly.



The government's **ICT organisation and ICT systems** to enable these ambitions.

## 4.1 Improve information management for open government

Social challenge	Results achieved in 2023
<p>Dutch authorities and public sector organisations are required to be open: actions and decisions must be transparent and capable of reconstruction by the government and local and regional authorities. This requires that information is findable, without doubts about its accuracy or authenticity, and must be provided within legal frameworks and deadlines. It is not yet fully possible with today’s information management. This damages confidence in the government’s capabilities and goodwill and restricts the “new political culture”.</p>	<ul style="list-style-type: none"> <li>• The Multiyear Plan for Openness in Information Management in central government sets out priorities and measures. Government organisations are also implementing organisation-specific measures included in their own supplemental action plans. Municipalities, provinces and water authorities have also created an overarching action plan.</li> <li>• Government organisations annually measure the maturity of their information systems.</li> <li>• A Government Commissioner for Information Management has been appointed and started encouraging the government as a whole to implement the necessary changes regarding information management.</li> <li>• An Advisory Board on Openness and Information Management has been set up to monitor, mediate and provide solicited and unsolicited advice.</li> </ul>
Goals <sup>1</sup>	Indicators
<p>1. Public sector information is permanently available for disclosure through uniform and open standards because systems and work processes are properly organised, and a cultural shift has taken place (including an organisation-specific approach<sup>2</sup>).</p>	<ul style="list-style-type: none"> <li>• Maturity of information management in government organisations (measured annually by a maturity measurement)<sup>3</sup>.</li> </ul>
<p>2. Citizens’ and organisations’ requests for the disclosure of public sector information are dealt with in a timely and complete manner in accordance with the Open Government Act (Woo) through adequate guidance, work processes, and easy-to-find information.</p>	<ul style="list-style-type: none"> <li>• Percentage of Woo requests handled within the statutory and/or agreed period within government.</li> </ul>
<p>3. The government acts based on openness. The process for active disclosure of government information<sup>4</sup> has been adopted and implemented. We also disclose information proactively. This requires a different methodology; systems, work processes and culture are set up accordingly.</p>	<ul style="list-style-type: none"> <li>• Percentage of administrative bodies disclosing Woo information categories on the Woo index.<sup>5</sup></li> </ul>

1. The Minister of the Interior and Kingdom Relations is responsible for the disclosure policy. The State Secretary of Digitalisation and Kingdom Relations is responsible for improving information management. The Government Commissioner for Information Management drives this priority.

2. The information management of a ministry responsible for policy requires a different structure from that of an implementing organisation or inspectorate, for example.

3. The goal is for maturity to be between 3 and 4 (on a scale of 4) in all organisations by 2026.

4. This initially concerns the 17 information categories under the Woo.

5. There is currently a best-efforts obligation for governing bodies to actively disclose information categories. The order of obligation for each information category is determined based on organisations’ experience in disclosing the category.

## 4.1 Improve information management for open government | Actions

Social challenge	Results achieved in 2023	Implementor By whom, with whom
1. Prepare multi-year plans for central government and local and regional authorities.	<ul style="list-style-type: none"> <li>• Prepare multi-year plans for all government entities and send them to the Senate and House of Representatives.</li> <li>• Include results achieved and updated measures in the central government’s multi-year plan.</li> </ul>	BZK/OCW for central government, all government organisations VNG for municipalities IPO for provinces UvW for water authorities
2. Implement a multi-year plan for Openness and Information Management in Central Government to meet information needs through disclosure and professional information management.	<ul style="list-style-type: none"> <li>• Publication of underlying notes to all parliamentary papers.</li> <li>• Baseline measurement, after measurement and follow-up measurement, is conducted to measure the maturity of information management in government organisations.</li> <li>• The Sustainably Accessible Government Information Metadata (MDTO) standard has been included in the comply or explain list of the Standardisation Forum to improve data exchange between government bodies.</li> </ul>	BZK/OCW (Open Government Programme) i.c.w. government organisations MDTO: BZK/OCW i.c.w. local and regional authorities
3. Implement and execute the Open Government Act to regulate access to information (actively and on-demand).	<ul style="list-style-type: none"> <li>• Financial and human resources have been reserved.</li> <li>• Improved percentage of requests handled within the statutory or agreed period. The first information categories on the Woo Index are accessible.</li> </ul>	<b>BZK</b> (Open Government Program), government-wide Local and regional authorities Implementing organisations
4. Modernise and implement the <b>new Public Records Act</b> .	<ul style="list-style-type: none"> <li>• Bill drafted</li> <li>• Further preparations for implementation (including the draft Public Records Regulation and Decree)</li> </ul>	<b>OCW</b> , government-wide Local and regional authorities Implementing organisations
5. Set up more robust <b>supervision and coordination</b> of information management through the Government Commissioner, the Public Sector Information & Heritage Inspectorate and CIO Rijk, among others.	<ul style="list-style-type: none"> <li>• Exploration and development of a General Information Act by the Government Commissioner for Information Management. This bill also contributes to priority 4.2, “Improve data management for citizens and organisations”, and 4.3, “Strengthen the government’s ICT organisation and systems”.</li> </ul>	Government Commissioner for Information Management Advisory Board on Openness and Information Management Information and Heritage Inspectorate



## 4.2 Improve data management for citizens and organisations

### Social challenge

The use of data by the government can offer numerous opportunities, but it can also create distrust. To maintain trust, data must always be collected, stored, and processed in accordance with the law. With these safeguards, the targeted use of data can create extensive social value. This requires good agreements and cooperation between government bodies. Non-personal, open government data can also be useful for the activities of citizens, businesses and other organisations, including research activities. Data quality is key to this.

### Results achieved in 2023

- Multiple central and decentralised government organisations actively publish open data or pursue other innovative initiatives related to data (see [www.digitaleoverheid.nl](http://www.digitaleoverheid.nl)).
- Using the Common Ground initiative, municipalities are improving their data handling by storing it uniformly, separating storage from specific work processes and applications, and consulting data at the source using APIs (instead of copying and storing it in multiple locations).
- Discriminatory risk profiles inventoried (Implementation of Motie#21). All reports with outcome summaries have been delivered to the House.
- Rules for a single set of data ethics in the public sector have been introduced.
- An inter-administrative data strategy has been established.

### Goals

1. Secure, legal and values-driven storage and handling of data, creating trust among citizens.
2. High-quality data through appropriate policies and architecture enables better services to citizens and businesses and better policy choices.
3. Increase the findability and usability of reusable data.
4. Non-personal data of government bodies and public organisations are available as open data, where possible, to allow citizens, businesses and other organisations to use them for their activities.

### Indicators

- Number of ministries and large implementing organisations that publish transparent information about their data management set-up and compliance with legislation (target values: all ministries and major implementing organisations).
- Government-wide data quality guidelines are established.
- Government-wide data quality standards developed/established/implemented.
- Government organisations describe the available data according to established standards for clear insight and overview.
- Combinations of different datasets are better supported as registrars add pairing keys to their set.
- We make open datasets available in all kinds of domains and sectors through the European High-Value Datasets.



## 4.2 Improve data management for citizens and organisations | Actions

Description	Result for 2024	Implementor – By whom, with whom
<p>1. <b>Implement laws and regulations</b> (new and existing), actively comply with frameworks related to data through awareness among employees, and ensure transparency about this.</p>	<ul style="list-style-type: none"> <li>• Deliver the ADR independent research result (implementation of Motie#21).</li> <li>• Prepare implementation of the Digital Governance Act and the Data Act.</li> </ul>	<p>BZK, particularly ministries with implementing organisations, local and regional authorities</p>
<p>2. Support responsible data sharing by incrementally establishing a <b>Federated Data System (FDS)</b>.</p>	<ul style="list-style-type: none"> <li>• Advisory function on responsible data sharing established.</li> <li>• Generic FDS functions tested. Examples: gatekeeper function that checks whether data sources may be linked; the regulator that monitors compliance with the system agreements; and the catalogue that provides insight into the supply of data.</li> <li>• Data sharing laws and regulations are prepared.</li> <li>• Standards developed/determined.</li> </ul>	<p>BZK, departments within their own domains, implementing organisations, local and regional authorities</p>
<p>3. Set up a <b>proper data management</b> system that gives insight into the data available, its significance in relation to policy and law, data classifications, the parties with whom the data are shared and the parties responsible.</p>	<ul style="list-style-type: none"> <li>• Data catalogue standard developed.</li> <li>• The data quality framework is the basis for quality improvement by data holders.</li> </ul>	<p>BZK, ministries, implementing organisations, local and regional authorities</p>
<p>4. Increase the <b>supply of open data</b> from the central government, local and regional authorities and public organisations.</p>	<ul style="list-style-type: none"> <li>• Open Data Directive Implementing Act (revision of the Reuse of Government Information Act).</li> </ul>	<p>BZK, departments within their own domains, government organisations with relevant data</p>
<p>5. Use <b>data opportunities</b> presented by innovation through collaboration between governments, markets and the scientific community.</p>	<ul style="list-style-type: none"> <li>• Intergovernmental data cooperation initiatives launched around social tasks of housing and nitrogen.</li> </ul>	<p>BZK, departments, municipalities and provinces on specific themes, implementing organisations</p>

## 4.3 Strengthen the government’s ICT organisation and systems

### Social challenge

ICT is essential to a modern central government’s capacity to act. This places demands on technology, people and organisation. Government plans must be financially and digitally substantiated and embedded with transparent costs and benefits. This requires a professional ICT organisation that attracts digital talent with an attractive working and learning environment. The technical foundation must be in order first: this means “cleaning up” old systems to make space for an innovative ICT landscape with generic facilities, using open-source and standards where possible. The government must be at the centre of society.

### Results achieved in 2023

- BZK is currently responsible for government-wide coordination to improve the government’s information provision and ICT in cooperation with the CIO consultation group, the CISO board and the CTO board.
- Within the Government I-strategy 2022–2025, work has been done on cybersecurity and privacy, frameworks for societal needs such as digital identity, data control and more. Work has also been done on agreements to increase insight into the composition and use of algorithms and other peripheral issues, such as digital skills and a solid digital infrastructure.

### Goals

1. Improved IT/information provision systems and infrastructure, with a modern ICT landscape and the right agreements, standards and facilities, as a foundation for the effective operation of the government internally and in its dealings with citizens (I-Strategy – 3 & 4).
2. A professional IT/information provision organisation at the heart of policy, implementation, supervision and enforcement, with robust professionalism and effective governance, capable of utilising the opportunities offered by digitalisation and developing the IT/information provision systems required for that (I-strategy – themes 1, 7 & 9).
3. The state, coherence, costs and benefits of the government’s IT/information provision activities are transparent and capable of being understood by Parliament and society (I-strategy – theme 8).

### Indicators

- The number of ministries and major implementing organisations that have designed their IT/information provision landscapes in accordance with the principles of the Civil Service Enterprise Architecture (target value: 12 ministries and all major implementing organisations)
- Number of ministries to have fully implemented the CIO system 2021 Decree according to measurements taken by the Government Audit Service (ADR) (target value: 12).
- Percentage of proposals for new policy, implementation or enforcement with an information section (target value: 100%)
- Percentage of implementation tests with a digital section (target value: 100%)
- The government-wide portfolio of major ICT activities is on the Government ICT Dashboard (target: 80% by 2024)
- Social benefits for active major ICT activities are in view (target value: 100% by 2024)
- An explanation of the I-strategy themes is available on the National ICT Dashboard (target value: all themes in 2024)



### Goals

4. The government actively cooperates with local and regional authorities, businesses and the scientific community, enabling it to learn faster, innovate and purchase more effectively (I-strategy – theme 10).

### Indicators

- CIO Rijk publishes an annual “Market and Innovation” memorandum, which includes an overview and lessons learned from actions around the following three key policy objectives: (1) Collaborate with the market and education sector, (2) Learn from each other, and (3) Facilitate innovative procurement policy.



## 4.3 Strengthen the government’s ICT organisation and systems | Actions

Description	Result for 2024	Implementor – By whom, with whom
1. Bring I-landscapes under government-wide enterprise architecture.	<ul style="list-style-type: none"> <li>A Chief Government Architect is appointed, and a Government Architecture Board is established.</li> </ul>	BZK, government-wide, including large implementing organisations <sup>6</sup>
2. Life Cycle Management (LCM) is in place.	<ul style="list-style-type: none"> <li>Baseline measurement of LCM maturity</li> <li>A government-wide LCM community is established for knowledge sharing and professionalisation.</li> <li>LCM handbook completed.</li> <li>Departments establish a legacy approach or strategy based on insights and government-wide agreements.</li> </ul>	BZK, government-wide, including large implementing organisations
3. Modernise Government-Wide Digital Infrastructure (RDI) using appropriate agreements, standards and facilities guided by government-wide principles of standardisation, reuse and open-source.	<ul style="list-style-type: none"> <li>The portfolio board focuses on generic and government-wide facilities.</li> <li>Government Open Standards Monitor is available.</li> <li>“Open source, unless” for frontrunners.</li> </ul>	BZK, government-wide, including large implementing organisations
4. Move to the cloud securely and responsibly according to a government-wide cloud strategy.	<ul style="list-style-type: none"> <li>A cloud policy guide is available.</li> </ul>	BZK, government-wide, including large implementing organisations
5. Commit to good commissioning practices for IT/information provision services and facilitate innovation around procurement policy.	<ul style="list-style-type: none"> <li>Good commissioning practice handbook available.</li> <li>Improvement proposal for more innovative procurement complete.</li> </ul>	BZK, government-wide, including large implementing organisations
6. Use of technology scan for existing services to utilise the opportunities offered by new technology.	<ul style="list-style-type: none"> <li>Several ministries and implementing organisations perform technology scans.</li> <li>Explore opportunities for innovation in services.</li> </ul>	BZK, government-wide, including large implementing organisations
7. Make the government ICT chain more sustainable, coordinated by the National Working Group for Sustainability in Civil Service ICT.	<ul style="list-style-type: none"> <li>Improve the return process for civil servants’ unused devices.</li> </ul>	BZK, government-wide, including large implementing organisations

6. Large implementing organisations in this priority include organisations such as DUO, Tax and Customs Administration, UWV, RWS, DJI and NP.



Description	Result for 2024	Implementor – By whom, with whom
8. <b>Insight into I-population</b> in central government.	<ul style="list-style-type: none"> <li>I-multi-year workforce planning handbook ready.</li> </ul>	BZK, government-wide, including large implementing organisations
9. <b>Attract I-professionals and young talent.</b>	<ul style="list-style-type: none"> <li>ICT pools within the government are expanded.</li> <li>Initial recommendations to reduce external hiring are implemented.</li> <li>A plan of action to attract untapped I-potential is ready.</li> </ul>	BZK, government-wide, including large implementing organisations
10. <b>Development of I-professionals.</b>	<ul style="list-style-type: none"> <li>ICT start-up network established.</li> </ul>	BZK, government-wide, including large implementing organisations
11. <b>Mobility and retention of I professionals.</b>	<ul style="list-style-type: none"> <li>Career paths are ready for 50% of information provision profiles (KWIV).<sup>7</sup></li> </ul>	BZK, government-wide, including large implementing organisations
12. <b>Retraining non-I-personnel</b> on digitalisation by expanding <b>mandatory and voluntary training offerings.</b>	<ul style="list-style-type: none"> <li>Various courses, e-learning sessions, podcasts and webinars on different ICT themes are developed.</li> <li>Facilitate customised leadership courses in digitalisation for top executives</li> </ul>	BZK, government-wide, including large implementing organisations
13. Continued development of departmental information plans into <b>full-fledged planning and control cycle for digitalisation.</b>	<ul style="list-style-type: none"> <li>Multi-year departmental information plans comply with the new quality framework.</li> </ul>	BZK, ministries
14. Improve insight into the costs and social value of IT/information provision with a revamped <b>government ICT dashboard.</b>	<ul style="list-style-type: none"> <li>Insight into social value in the government ICT dashboard.</li> <li>Expand management and maintenance in the dashboard.</li> </ul>	BZK, government-wide, including large implementing organisations
15. Implement <b>standards and obligations from the CIO System Decree</b> regarding digital leadership and government-wide <b>governance</b> of IT/information provision.	<ul style="list-style-type: none"> <li>Civil Service CIO System Decree (2020) is implemented.</li> <li>ADR evaluates the CIO System Decree.</li> <li>Overall review of CIO System Decree '24.</li> </ul>	BZK, government-wide, including large implementing organisations

7. The Quality Framework for Information Provision (KWIV) unambiguously identifies the qualities of information provision professionals. This guides the recruitment, selection and professional development of information provision professionals and gives government organisations a better understanding of the professionals working there.



Description	Result for 2024	Implementor – By whom, with whom
16. Mandate an <b>information section for every new piece of policy</b> , implementation, supervision and enforcement, and expand the <b>implementation test with a digital component</b> .	<ul style="list-style-type: none"><li>• The government-wide framework and implementation plan for the information section are ready.</li></ul>	<b>BZK, ministries, implementing organisations, local and regional authorities (if the central policy has an impact).</b>
17. Promote <b>market cooperation</b> through network meetings and joint training courses.	<ul style="list-style-type: none"><li>• At least four CIO meetings are organised between market operators and CIOs.</li><li>• At least two Techpeditions are organised to encourage knowledge exchange.</li><li>• Continued individual coaching for government officials by market operators.</li></ul>	<b>BZK, government-wide, including large implementing organisations</b>



Track 5

# Strengthening the digital society in the Dutch Caribbean



Digitally mature



Cooperation at the core

## Track 5

# Strengthening the digital society in the Dutch Caribbean

Citizens and businesses in Bonaire, St Eustatius and Saba (Dutch Caribbean) must be able to benefit from the opportunities of values-driven digitalisation and mitigate risks.

This is not yet the case. That is why we are strengthening the government's digital services, improving infrastructure and increasing the knowledge and skills of citizens and businesses. Similarly, we are working with Aruba, Curaçao and St Maarten. There are similar issues there that we are solving together.

To prepare the Dutch Caribbean, the Work Agenda focuses on:



**Be digitally mature** so that everyone in the Dutch Caribbean has access to sufficient knowledge, services and facilities to fully benefit from opportunities and adequately mitigate risks.



**Collaborate on the digital foundation** with the society, business community and government of Aruba, Curaçao and St Maarten to ensure that they are adequately equipped.



## 5.1 Achieving digital maturity in the Dutch Caribbean

### Social challenge

Citizens, businesses and government organisations in the Dutch Caribbean must be able to use digitalisation to its full potential. Government services are currently poorly integrated and mostly offline, and little information is exchanged between government organisations. In the absence of proper key registers, information is often entered manually and maintained in multiple places. This is time-consuming and can cause errors. Society is mostly non-digital, and people are less digitally savvy. About 90% of citizens have access to the internet in their households, which is mainly used for phone and video calling, social media, and streaming. The internet in the Dutch Caribbean is more expensive, slower and more prone to interruptions than in the European Netherlands. Governments, citizens and businesses are often unaware of privacy and cybersecurity implications. Partly because of these circumstances, digitalisation only plays a minor role in many sectors despite offering opportunities to solve problems.

### Goals

1. Government services have an equivalent level of quality to those in the European Netherlands, both at the service desk and online. This is based on equal facilities and standards as much as possible, requesting data from the source (key registers). Governments in the Dutch Caribbean are accessible, high-quality service providers for citizens and businesses. The preconditions are satisfied.
2. Everyone in the Dutch Caribbean must be able to participate in the digital society. More people have internet access and value for money has improved. Citizens use secure devices online. They also know what they can do in standard situations. There is help and support for people who need it, and people know how to find it.
3. The digital transition in the Dutch Caribbean has broadened to other sectors. The use of digital technology in everyday life is normalised. Digitalisation is used efficiently in sectors to solve island-wide and other challenges.

### Results achieved in 2023

- The social task has been made more concrete through the introduction of periodic consultations, on-site experts and the expansion of the coordinating team at BZK.
- The bill to introduce BSN and BES digital government facilities is ready in draft form and has been consulted.
- Bonaire is connected to the VNG's Information Security Service.
- A digitalisation project leader has been appointed on Saba with assistance from BZK.
- Saba and St. Eustatius have begun to renew their websites to make them digitally accessible and technically ready for DigiD and digital services.
- In cooperation with EUTEL and sea cable company SSCS, a pilot setup improved the internet quality at the Governor De Graaff School.

### Indicators

- The Number of key registers used as source registers by government organisations.
  - The Number of basic facilities available for use in the Dutch Caribbean.
  - The Number of government organisations providing online services for citizens and businesses.
  - The extent to which services have been simplified and expedited.
  - Satisfaction of citizens and businesses with government services.
- 
- Number of people with internet access (connection + device).
  - Percentage of citizens with basic digital and critical skills.
  - Number of active help and support structures.
- 
- The extent to which digital technology is integrated into everyday life is measured with the DESI index measurement method, for example.



## 5.1 Achieving digital maturity in the Dutch Caribbean | Actions

Description	Result for 2024	Implementor – By whom, with whom
1. Further develop an <b>identity system</b> .	<ul style="list-style-type: none"> <li>The act introducing BSN and DigiD in the Dutch Caribbean is passed.</li> <li>Decision on a future scenario for the BES identity card, including a decision on an eID means.</li> <li>Improvement actions launched for citizen address registration.</li> </ul>	<b>BZK, RvIG</b> , Caribbean public entities, units involved, Dutch Caribbean Civil Service
2. <b>Implement generic digital infrastructure</b> using the same key registers, facilities and standards as in the European Netherlands as a starting point. <sup>1</sup>	<ul style="list-style-type: none"> <li>Decision on Future Vision for Basic Infrastructure in the Dutch Caribbean, with a roadmap.</li> <li>Geographic information from the islands is available electronically for use in key registers and other government activities.</li> <li>Websites of public entities are prepared for further development of online services and the introduction of DigiD.</li> <li>Improvement actions launched for address and building registration.</li> </ul>	<b>BZK, Caribbean public entities, BCN, Land Registry Office, Chamber of Commerce</b> , National Office for the Dutch Caribbean, OCW, VWS, FIN, SZW, RDW
3. Set up <b>public services</b> in a way that allows citizens and businesses to choose how to use them. Develop proactive and transparent services with a focus on one domain at a time.	<ul style="list-style-type: none"> <li>A vision for the service desk function, with government-wide support</li> <li>Practical initiatives to test, improve and shape the performance of the service desks step by step.</li> <li>Map opportunities for developing proactive services.</li> </ul>	<b>BZK, Caribbean public entities, National Office for the Dutch Caribbean</b> , OCW, VWS, FIN/BD, SZW, Land Registry Office, Chamber of Commerce
4. Build <b>strong ICT departments</b> within government organisations..	<ul style="list-style-type: none"> <li>Baseline measurement and action plan on information management, disclosures, openness and open data.</li> <li>Support is available for the implementation of baseline information security in government.</li> <li>Problem analysis and action plan on how to build strong ICT departments within government organisations in the context that ICT capacity and knowledge are scarce on the islands and in the region. This could include a Dutch Caribbean ICT Competence and Capacity Centre (“IC4N”) with Public Entities.</li> <li>Investigate and determine how to strengthen the National Office for the Dutch Caribbean’s information provision role in the CIO system.</li> </ul>	<b>BZK, Public entities, National Office for the Dutch Caribbean</b> , VNG, NCSC
5. Increase <b>internet availability, affordability and stability</b> .	<ul style="list-style-type: none"> <li>Policy response and first concrete digital infrastructure improvement measures in response to the study on the state of the digital infrastructure in the Dutch Caribbean.</li> </ul>	<b>EZK</b> , telecom providers, BZK, Caribbean public entities

1. The focus is on the products that contribute most to proactive service delivery and help solve societal bottlenecks such as poverty and debt.



Description	Result for 2024	Implementor – By whom, with whom
6. Improve <b>access</b> to the digital world.	<ul style="list-style-type: none"><li>• The number of secure and good Wi-Fi guest networks available at government and semi-government organisations has increased on at least two islands.</li><li>• Public places, such as libraries and community centres, have good computers for free use by visitors who do not yet have computers at home.</li></ul>	<b>BZK, OCW, VWS, Caribbean public entities</b>
7. Increase <b>digital skills</b> .	<ul style="list-style-type: none"><li>• Existing learning offerings for increasing basic digital skills are translated into Papiamentu and English and are actively offered.</li></ul>	<b>BZK, OCW, Caribbean public entities, libraries</b>
8. Arrange <b>help and support</b> for people with poor digital skills.	<ul style="list-style-type: none"><li>• Local parties that support digital skills are connected in a “community”.</li></ul>	<b>BZK, partners from different sections of society, Caribbean public entities</b>
9. <b>Drive digital transition</b> in other sectors.	<ul style="list-style-type: none"><li>• Intergovernmental growth and development strategy for the digital transition is ready.</li><li>• Applications for European funds and other resources are submitted.</li></ul>	<b>BZK, all government organisations and partners from different sections of society</b>



## 5.2 Working together on the digital society within the Kingdom

### Social challenge

In addition to the Netherlands, digitalisation is also changing society in Aruba, Curaçao and St Maarten. The Dutch Caribbean countries want to better utilise the advantages that digitalisation offers and respond to the disadvantages. The challenges are often comparable to Bonaire, St Eustatius and Saba, or the Netherlands as a whole. The transition requires extensive knowledge and capacity that is scarce and expensive in the region. There are also challenges in international connectivity, both in the Caribbean region and between the Caribbean region and Europe. Such challenges include the emerging market power and the installation of new fibre optic cables. Papiamentu is not easily accessible online. Information in Papiamentu is often unavailable in other languages and vice versa. Because Papiamentu is poorly incorporated into digital language technologies, it is not easily possible to develop speech software for those with poor vision or reading skills.

### Goals

1. This gives prospective students from Aruba, Curaçao, and St Maarten a better start in the digital society in the Netherlands.
2. Respond to challenges and opportunities in the international digital connectivity of the Dutch Caribbean together.
3. Make Papiamentu more accessible in language technology.

### Results achieved in 2023

- Temporary measures were taken to minimise the delay in obtaining a BSN for students from the Dutch Caribbean who started a programme in the European Netherlands this academic year. The legislation has been amended to provide Caribbean students with a BSN automatically when they register with DUO for study financing starting next year.
- Passport-issuing authorities in the Dutch Caribbean can now register the BSN in the passport of citizens who already have a BSN.

### Indicators

- Increase the number of ICT specialists employed by the government.
- Reduce the price level for international data traffic.
- Include translations of and screen reading options for Papiamentu text



## 5.2 Working together on the digital society within the Kingdom | Actions

Description	Result for 2024	Implementor By whom, with whom
1. Giving prospective students from Aruba, Curaçao and St Maarten a better start in the digital society in the Netherlands.	<ul style="list-style-type: none"> <li>Prospective students receive a BSN as soon as they register with DUO for student grants and loans.</li> </ul>	<b>OCW/DUO</b> , BZK, RvIG
2. Help Aruba introduce a single, unique personal identification number within the Aruban government as the foundation for the digitalisation of government processes.	<ul style="list-style-type: none"> <li>Joint completion of the legal and technical prerequisites to determine if and when a unique personal identification number is possible.</li> </ul>	<b>Aruba</b> , BZK, RvIG
3. Incorporate Papiamentu into digital language technology.	<ul style="list-style-type: none"> <li>Papiamentu language corpus is developed for translation algorithms and other applications.</li> <li>Arrangements are underway with major internet platforms to integrate the language corpus into their services.</li> </ul>	<b>Aruba, Curaçao, Bonaire and BZK</b> , ICTU
4. The four countries will cooperate to determine the further challenges in the transition to digital government and digital society in which we want to act together or where we can facilitate and support each other.	<ul style="list-style-type: none"> <li>Identify and discuss opportunities and bottlenecks. This includes topics such as ICT knowledge and capacity and international connectivity.</li> <li>Cooperation plans ready.</li> </ul>	<b>BZK</b> (+ central government), <b>Aruba, Curaçao, St Maarten</b> , <b>Public entities</b>

## Abbreviations List

<i>Abbreviation</i>	<i>Definition</i>
<b>AI</b>	Artificial Intelligence
<b>Awb (Dutch)</b>	General Administrative Law Act
<b>BIK</b>	Better Internet for Kids
<b>BIO (Dutch)</b>	Government Information Security Baseline
<b>BRP (Dutch)</b>	Personal Records Database
<b>CDO</b>	Chief Data Officer
<b>CN (Dutch)</b>	Dutch Caribbean
<b>CIO</b>	Chief Information Officer
<b>CODIO (Dutch)</b>	Good Digital Public Administration Code
<b>CPO</b>	Chief Privacy Officer
<b>CISO</b>	Chief Information Security Officer
<b>CTO</b>	Chief Technology Officer
<b>DMA</b>	Digital Market Act
<b>DPIA</b>	Data Protection Impact Assessment
<b>DSA</b>	Digital Services Act
<b>DT TOP (Dutch)</b>	DigiAccessible Monitoring and Support Programme
<b>EDMO</b>	European Digital Media Observatory
<b>ELSA</b>	Ethical, Legal and Societal Aspects
<b>ENSIA</b>	Uniform Single Information Audit Standard
<b>EUCoD</b>	EU Code of Practice on Disinformation
<b>FDS</b>	Federated Data System
<b>DPO</b>	Data Protection Officer
<b>FOC</b>	Freedom Online Coalition
<b>GDI (Dutch)</b>	Generic Digital Infrastructure
<b>HRIA</b>	Human Rights Impact Assessment
<b>IBDS (Dutch)</b>	Intergovernmental Data Strategy
<b>IAMA (Dutch)</b>	Human Rights and Algorithms Impact Assessment
<b>ID</b>	Identity
<b>IDO (Dutch)</b>	Digital government information point
<b>ISO and NEN</b>	International standards accepted in the Netherlands (ISO) and national standards (NEN)
<b>KIA (Dutch)</b>	Children's rights assessment
<b>KWIV (Dutch)</b>	Information Provision Quality Framework
<b>LCM</b>	Life Cycle Management
<b>MDTO (Dutch)</b>	Sustainably Accessible Government Information Metadata
<b>Nicpet</b>	National Innovation Centre for Privacy Enhancing Technologies
<b>NIS2</b>	European Network and Information Security Directive
<b>OOTS</b>	Once-Only Technical System
<b>PHE</b>	Personal Health Environment
<b>SDG</b>	Single Digital Gateway
<b>SOC</b>	Security Operations Centre
<b>RDI (Dutch)</b>	Government-Wide Digital Infrastructure
<b>WaU (Dutch)</b>	Working on Implementation
<b>Woo (Dutch)</b>	Open Government Act





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