

-Summary-

# The ICT Agenda of The Netherlands

## **better performance with ICT**

# ICT



Ministerie van Economische Zaken



Ministerie van  
Binnenlandse Zaken en  
Koninkrijksrelaties

O N D E R  
U N C S I M  
L T U U R  
N E T E M  
S C H A P

# *THE ICT AGENDA OF THE NETHERLANDS*

*Better performance with ICT*

*Summary*

*March 2004*

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## **The ICT Agenda of the Netherlands: better performance with ICT**

### **The ambition**

In 2010, Europe aims to be the most dynamic knowledge economy in the world. Information and communications technology (ICT)<sup>1</sup> plays an important role in this ambition, which was agreed by the European heads of government.

The Dutch government wants the Netherlands to substantially improve its performance with ICT. Ultimately, we must be among the best in Europe. The Netherlands must make better use of the possibilities offered by ICT and realise improved economic and social returns from it. At present, to put it in soccer terms, 'we do have good players, but we do not score enough goals'. Our ICT base (the infrastructure, knowledge position and conditions) is sound, but we do not benefit enough from it.

The Dutch ICT Agenda<sup>2</sup> brings together various government plans and initiatives. This report provides a summary. The ICT Agenda does not cover all the fine things that might be possible in the future, but starts with what we can achieve right now. The Cabinet will revise the list of actions each year, and add new topics. You will find the concrete points for action at the end of this summary. The full ICT Agenda is available at [www.minez.nl](http://www.minez.nl).

### **The significance for ICT policy**

The purpose of the updated ICT policy is to address the major social and economic issues facing the Netherlands with the aid of ICT. ICT can increase the productivity growth, improve access to government services, enhance quality in the care sector, help to create a safer living environment and make the learning process more attractive in education.

As a citizen, student or entrepreneur who applies and uses ICT, you are a key factor in this. The issue is your needs and requirements. ICT must adapt to people, not the other way around. This calls for new methods of working. The government and the private sector must look beyond their own boundaries and

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<sup>1</sup> ICT: Information and Communication Technology is a very broad term. It covers computers, networks (including frequencies and cable transmissions), hardware, software and the Internet. It also involves microelectronics, ICT services, multimedia and many combinations of these.

<sup>2</sup> Presented on 23 February 2004, with a letter from the Minister of Economic Affairs, the Minister for Government Reform and Kingdom Relations and the State Secretary of Education, Culture and Sciences, 26 643, No. 47, KST74453.

work together more closely, across those boundaries. With ICT, the links in the service provision chains can and must be properly connected. That way, for example, with a single telephone call you will be able reserve and to pay for a parking place, and at the same time receive directions and information on tailbacks. You need not know that all sorts of different organisations and companies contribute towards that service.

As already said, you, as an ICT user, are the focus of the policy. Access to services and infrastructures is therefore an important part of the ICT Agenda. This includes access to e.g. electronic 'government counters' that are 'open' 24 hours a day, seven days a week, whether you are at home or travelling: not only for online information, but also for transactions such as renewal of driving licences, reporting crimes and requesting statements of good conduct, including the possibility of online payments. Better access will ensure that information is available to different organisations. You will no longer have to call all sorts of different institutions, but can get service from a 'one-stop shop', which also ensures the security of your personal data.

Partnership is needed if results are to be achieved. You must also take your responsibility as a citizen, company or social institution. Institutional changes are necessary too, and we must be prepared to redesign our working methods.

If the government, companies, social organisations and citizens all vigorously implement the ICT Agenda of the Netherlands together, we shall get to where we want to be: among the best in Europe.

### **Priorities directed at citizens, companies and institutions**

With the ambition of being among the best in Europe as its starting point, the government mentions a number of priorities in the ICT Agenda of the Netherlands. These priorities are directed at you as a user of ICT and at different working methods in policy making.

The following priorities are directed at users of ICT:

#### **► *Once only provision of particulars***

If the government already has certain data, it should not ask you to provide them again. This relates to information such as your address and date of birth. All government institutions should use these data in their service provision, from any 'counter'. In fact, we will build a virtual counter where you only have to provide your data once, which will always be accessible.

The government will work with basic registers for individuals, companies, buildings, addresses and more. The statutory basis for this must also be properly provided in good time. Obviously, privacy, security and reliability are key issues for the management of these registers. This will significantly improve government service provision.

In 2007, two thirds of government services must be available via the Internet. The government is also implementing a programme for better use of ICT to reduce administrative costs for businesses. For example, it is working on the creation of a 'one-stop shop' to which companies can send data that will then be securely shared with different government organisations. This requires a basic registration system for companies, the first version of which has already been delivered. The Dutch Cabinet aims to have a bill ready for this purpose before the end of 2004. This will then be presented to Parliament as quickly as possible.

#### ► *Electronic identification*

A system will be introduced that enables you to make yourself known to the government electronically, in a standard manner. This will increase the possibilities for a secure exchange of confidential information between you and the government. This is the first step towards a fully developed infrastructure for electronic security and identification. In 2007, we must have a complete system of personal identity numbers.

In the care sector, for example, personal identity numbers will make it possible for GPs, specialists and chemists to exchange data 'automatically'. No more time will be lost in updating files and conducting reviews at different addresses (hospitals, GP practices, etc.). This will further reduce errors and waiting times at specialists and chemists.

#### ► *Open standard for the government*

The government will switch to open standards for its electronic communications, both internally and for communications with the outside world. This is cheaper, it means there will be no dependence on suppliers and it will allow everyone to develop applications and services that are compatible with the government's electronic services. In Rotterdam Port, for example, the customs service, shippers and transshipment companies will be able to exchange information more easily and communicate with each other more effectively by using open standards. Transport will consequently be faster, cleaner and safer. Shippers will only have to report their cargo once, after which it will find its way through Europe without any need for further reporting.

The government will establish a limited set of (open) standards, consistent with the activities of the European Commission for pan-European electronic government services. These will be based on what is currently available in the market. The government will implement a special programme for this purpose.

### ► *Faster on the Internet*

For a similar price, you will have a substantially faster Internet connection and faster access to Internet services than at present. The government is also taking initiatives to integrate ICT and broadband-type communication infrastructures into the working methods of schools, hospitals and museums, for example.

The liberalisation of the telecommunications market has given you greater freedom of choice. The communications sector has become considerably more accessible in the past ten years, and consumers have made massive use of this opportunity. The Netherlands has good and reliable infrastructures for both fixed and mobile telephone communications.

However, the development and rollout of the new networks raises complex issues. The government pays close attention to improving the stability and reliability of communication networks and to consumer protection. We also want to encourage modernisation and innovation in both networks and services. The Netherlands must perform well with innovative broadband-type infrastructures and the services to be provided on these infrastructures. This development takes place mainly through the private sector. The government stimulates and regulates developments, and will tighten its policy.

New communication networks offer many new opportunities. It is now possible to receive TV signals through the Internet. The possibilities of the mobile network continue to grow and telephone charges are falling. With new networks, location-independent education becomes possible, for example for children with chronic diseases, who can still take exams by using a camera in the classroom.

### ► *Security and reliability*

The government promotes security and reliability in the use of ICT facilities. Security is a constant source of concern to the public, because new opportunities are always coupled with new vulnerabilities. The more vital infrastructures (such as energy and financial transactions) become dependent on ICT, the more important their security and reliability become.

Incidents with viruses, spam, hackers, spyware and cyber-crime will always exist. Recent major virus attacks show how damaging these can be. Trust and

confidence in ICT are crucial to optimal use of its possibilities. Greater confidence in electronic payments is a key condition for e-commerce to really take off. With the 'Safe Surfing' campaign and a warning service for incidents on the Internet, the government contributes towards a safe Internet and resilient Internet users. Partly as a result of the campaign, many people now use firewalls and virus scanners, and growing numbers of websites are secured. The Netherlands has been active in the creation of international guidelines to regulate e-commerce and now also has a legal base for electronic signatures.

### **Priority: New working methods in policy making**

The government will work in different ways, and the Cabinet has formulated the following priorities for its policy:

#### **► *ICT Research and Innovation Authority***

An ICT Research and Innovation Authority will be formed to provide for focus in research and to ensure that research makes a genuine contribution towards productivity growth and a reduction in the number of social problems. Apart from this, the government will work closely with companies and social organisations in order to realise its policy. There are many consultative bodies for this purpose. The government will consider the desirability of streamlining these.

#### **And more ...**

The government is working on these priorities, but does even more. Many SMEs still have to make the switch to ICT use, in a way that is consistent with all their business operations. The government will work to improve awareness of this through the *Netherlands Goes Digital* (NGD) programme, which was set up for that purpose.

Other action that the government is taking relates to better use of ICT in the care sector or in relation to traffic and transport. Examples include demonstration projects such as *ICT in Cities* and *ICT in Ports*. The one-stop-shop concept also plays a major role in these projects.

In order to make use of the new possibilities offered by mobile telephones, the government is carrying out projects in the fields of electronic payment and rapid circulation of information in the event of disasters or accidents, or information on the weather.



The government will also promote better access to the Dutch cultural heritage, so that better use can be made of the possibilities of ICT in public broadcasting and libraries, for instance.

These are just examples of the various activities that the government is pursuing, but they do illustrate the fact that ICT still offers an enormous number of possibilities. Almost all the activities that the government is undertaking relate in some way to the above priorities. The only question is ‘Are we going to use these possibilities together?’ If it is up to the Dutch Cabinet, we are. That is the purpose of the following action plan.

## The ICT agenda

### A. The use of ICT

#### A.1. ICT in the private sector

<i>What we want to achieve</i>	<i>What we will do</i>	<i>Ministries</i>
E-business and SMEs: stimulate better preparation of SMEs for the switch to e-business	<ul style="list-style-type: none"> <li>• 2004: expand and deepen the NGD programme towards the integrated e-business concept.</li> <li>• Analyse international political best practices, particularly in relation to measurable targets and indicators, which are currently a major problem in all EU countries.</li> <li>• Promote transparency in the market for ICT providers, e.g. through the Syntens programme 'DigiKringen', which brings together ICT providers at a high quality level to respond to questions from SMEs. If the evaluation of the DigiKringen programme is positive, it will be continued in 2004.</li> </ul>	EZ
Open source software: realising better (interoperable) software systems that are not tied to suppliers.	<ul style="list-style-type: none"> <li>• 2004 – 2005: Continuation of the Open Source Software Expertise (OASE) awareness programme by Syntens, including open source software pilot schemes in 10 sectors.</li> </ul>	EZ
Increasing the share of early appliers of advanced ICT solutions among SMEs	<ul style="list-style-type: none"> <li>• 2004: Start of the CIC image programme for innovative SMEs in key application domains.</li> <li>• Stimulating articulation of demand in SMEs.</li> </ul>	EZ

#### A.2. Deployment of ICT in the (semi-)public domain

<i>What we want to achieve</i>	<i>What we will do</i>	<i>Ministries</i>
The government realises an optimal return on ICT in order to improve the functioning of the public and social	<ul style="list-style-type: none"> <li>• 2004 – 2007: Chain analysis using ICT chance cards.</li> <li>• 2004-2006: ICT in health care: The NICTIZ, formed in 2002, will</li> </ul>	BZK/EZ together with others VWS

<p>domain.</p>	<p>work to achieve a national medication dossier by the end of 2006. In 2004, a preliminary dossier must be in use in a number of regions. Legislation is in preparation for the introduction of a Care Identification Number (ZIN) for every Dutch citizen and for a safe method of exchanging information. A Unique Care Providers Identification Number (UZI) will be developed for every care provider working in the Netherlands. The ZIN and UZI registers must be ready in 2004.</p> <ul style="list-style-type: none"> <li>• ICT in traffic and transport: Set up ICT demonstration projects in cities (better urban access) and ICT in ports (improved port competitiveness), implement covenant between EZ and V&amp;W.</li> <li>• ICT in education: Set up demonstration projects with broadband services and list best practices and opportunities.</li> <li>• Public service provision via mobile media: contract a partnership agreement between government agencies (including ICTU) for new location-based mobile services such as disaster communications and traffic information.</li> <li>• Supervision and enforcement: develop a supervision referral role for citizens, research into better management of inspection data and publication of licensing and inspection data on the Internet.</li> </ul>	<p>V&amp;W/EZ</p> <p>OCW</p> <p>EZ</p> <p>BZK</p>
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<p>Better public service provision and performance by the government, using ICT (central government and municipal and provincial authorities)</p>	<ul style="list-style-type: none"> <li>• 2004-2007: Implementation of the Transfiguring Government Program, including: <ul style="list-style-type: none"> <li>- 65% of public service provision available electronically in 2006</li> <li>- Realisation of 6 basic registration systems (incl. legislation on their compulsory use), designation of other 'preferred files' and preparation of data lexicons for government registration</li> <li>- Realisation of common authentication facility (eOTV), growing to become fully-fledged PKI and the introduction of the related Citizens Service Number</li> <li>- Implementation of the eGem and Electronic Provinces (PEP) inter-governmental programmes</li> </ul> </li> <li>The flanking actions are: <ul style="list-style-type: none"> <li>- 2004: Continuation of the Superpilots project (yield management and knowledge dissemination via eGem, from 2005)</li> <li>- The ELO knowledge and communication centre</li> </ul> </li> <li>• 2004-2006: Implementation of the ICT and Administrative Costs Programme: Government Transaction Port, Business Desk and Basic Register of Companies</li> </ul>	<p>BZK, in co-operation with other Ministries and government authorities</p>
<p>More government transparency</p>	<ul style="list-style-type: none"> <li>• Implementation of the Transfiguring Government Program and of the Cabinet position on the future of government communications, including: <ul style="list-style-type: none"> <li>- Electronic official publication on central and decentralised government</li> <li>- Activity indexes</li> <li>- Electronic publication of WOB applications</li> <li>- Creation of search engine at <a href="http://www.overheid.nl">www.overheid.nl</a> for access to government information and services</li> </ul> </li> <li>• 2004-2005: Implementation of EU Directive and policy framework on the use of government information.</li> </ul>	<p>EZ in co-operation with others</p> <p>BZK, Ministries and other government authorities</p>

Better government operations	<ul style="list-style-type: none"> <li>• 2004 – 2005: Implementation of the Open Standards and Open Source Software programme (including the Vendrik motion: all software in public sectors to be based on open standards in 2006).</li> <li>• 2004-2006: Implementation of the Architecture programme.</li> </ul>	BZK/EZ BZK
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### A.3. The citizen in the information society

What we want to achieve	What we will do	Ministries
Access to the collections of cultural heritage institutions	<ul style="list-style-type: none"> <li>• 2004-2007: Invest in the development and maintenance of conditions for sustainable digitisation at cultural heritage institutions.</li> <li>• 2004-2007: Stimulate the quality of access provision, presentation and enhancement of cultural heritage collections at public and non-profit institutions for research, education, e-cultural production and knowledge dissemination</li> <li>• Increase the economic returns on digital service provision at museums and archives</li> <li>• Knowledge dissemination and alliances at the European level (the 'Lund' agreements)</li> <li>• Strengthen the (international) role of the Royal Library in the field of digitisation, sustainable storage and a digital depot.</li> </ul>	OCW
Pluriform presentation of content for the general public and education	<ul style="list-style-type: none"> <li>• 2004-2007: Stimulation of public-oriented developments of ICT applications: <ul style="list-style-type: none"> <li>- Stimulate development of new services and applications by the public broadcasting service and libraries</li> <li>- Stimulate development of demand-driven services and applications by cultural and media institutions</li> <li>- Stimulate development of advanced applications (broadband) for education and the general public in co-operation with cultural and media institutions.</li> </ul> </li> </ul>	OCW

	<ul style="list-style-type: none"> <li>• 2003-2005: Activities of Netherlands Audio-Visual Institute relating to digitisation and access to collection.</li> <li>• Evaluation of the EU's eContent programme</li> <li>• 2004-2006: Consider possibilities to improve information supply on health care (portal organisation), together with field workers</li> <li>• 2004-2007: Invest in the further development and evaluation of the national ICT facilities of public libraries (Bibliotheek.nl)</li> <li>• 2004-2007: Stimulate partnerships, facilitated by ICT, between libraries and other information providers in the fields of culture, welfare government.</li> </ul>	OCW OCW VWS OCW
Expand the digital infrastructure for public information supply via public libraries	<ul style="list-style-type: none"> <li>• 2004-2007: Promote alliances between developers, the creative industry and the private sector in the development of new services and applications</li> <li>• 2004: Research into possibilities of creative businesses (media/culture) within ICT stimulation schemes.</li> </ul>	OCW
Innovative broadband supply	<ul style="list-style-type: none"> <li>• 2004: Continuation of Digital Pioneers scheme, which is to be evaluated at the end of 2004</li> <li>• 2004: Support formation of Domain for Innovative Software and Content (DISC): <ul style="list-style-type: none"> <li>- Stimulate non-profit and/or small-scale innovation on the Internet</li> <li>- Research, development and dissemination of open source software for public applications</li> <li>- Research into alternatives for ownership structures and rights in the digital domain</li> <li>- Dissemination of knowledge and (open source) software to initiatives by social institutions and private citizens</li> </ul> </li> <li>• Partnership with current programmes, such as the Broadband Action Programme and OSOSS, where possible (see elsewhere in this agenda).</li> </ul>	OCW
Initiatives by citizens and volunteers on the Internet, directed at social issues		

## B. The agenda for the ICT basis

### B.1. Communications infrastructures

<i>What we want to achieve</i>	<i>What we will do?</i>	<i>Ministries</i>
Clear rules for access, affordability and availability of communication networks <sup>3</sup>	<ul style="list-style-type: none"> <li>• 2004: Amend the Telecommunications Act (including regulations of lower tiers of government), in order to implement EU Directives</li> <li>• 2004: Update OPTA's powers and tools, and investigate possibilities for co-operation between OPTA and the NMa, to strengthen competition in the telecoms sector.</li> <li>• 2004: Other amendments of the Telecommunications Act: all amendments that are not related to EU Directives, such as a reduction in problems relating to excavation rights and consumer protection (transparency, ease of migration).</li> <li>• 2004: Accelerate legal proceedings in the sector for electronic communication networks.</li> <li>• 2005 – 2008: Evaluation of EU Directives, preparation of Cabinet position and negotiations on amendment of the Directive in the next EU Electronic Communications Review.</li> </ul>	EZ
Strengthening the position of users (companies and consumers) in relation to providers of information and communication services	<ul style="list-style-type: none"> <li>• 2004: Other amendments of the Telecommunications Act, in order to extend existing consumer protection from telephony services to other electronic communication services.</li> <li>• 2004: Additional package of measures to promote transparency, freedom of choice and consumer protection, together with OPTA and, where possible, user organisations</li> <li>• 2004: Review the supervisory system for the use of numbers for information services (0800/090X), including the possibility of independent settlement of disputes</li> </ul>	EZ

<sup>3</sup> Some of the action points listed relate to the implementation of the ONP guidelines, or are included in that process.

	<ul style="list-style-type: none"> <li>• Provide assurances for the availability of sufficient numbers for telephony: continual adjustment of number plans to the needs of market parties, bearing in mind consumer interests</li> </ul>		
Freedom of choice for consumers on the cable	<ul style="list-style-type: none"> <li>• 2004: Set up cable TV with attention to issues including the switch from analog to digital transmission, the copyright problem, charges and consumer protection</li> </ul>	EZ in co-operation with OCW	
Better co-ordination and a better overview of underground telecommunications infrastructure	<ul style="list-style-type: none"> <li>• 2004: Amend Chapter 5 of the Telecommunications Act, in order to improve regulation of the laying, maintenance and clearance of cables for public electronic communication networks</li> <li>• 2004: Prepare statutory regulation of compulsory administration and information exchanges regarding the position of cables and wires during excavation work.</li> </ul>	EZ	EZ/VROM/BZK
As few complaints as possible relating to (installation of) antennas	<ul style="list-style-type: none"> <li>• 2004: Follow-up study into radiation from antennas.</li> <li>• 2004: Evaluation of the National Antenna Policy.</li> </ul>	EZ	
Fairest possible distribution of scarce frequencies and antenna capacity	<ul style="list-style-type: none"> <li>• 2004: After-care for the allocation and implementation of FM/AM-frequencies.</li> <li>• 2004: Allocation of various frequencies (Wireless Local Loop, land mobile UHF communication).</li> <li>• 2004: Position on tradability of UMTS frequencies, in co-operation with EU Radio Spectrum Policy Group</li> <li>• 2004: Evaluation of the National Frequency policy, preparation of new Memorandum on frequency policy and preparation of the international frequency conference</li> </ul>	EZ/OCW	
Good market regulation for broadcasting networks	<ul style="list-style-type: none"> <li>• 2004: Position on the future of NOZEMA: development of model for splitting up NOZEMA.</li> </ul>	EZ/OCW	
Compliance with the Lisbon goal of 'being the most competitive and most dynamic economy in the world in 2010, with more employment and	<ul style="list-style-type: none"> <li>• 2004: Cabinet position for the annual European summit on the Lisbon targets (the Spring Summit). Position aimed at increasing the importance of ICT for realisation of the Lisbon targets.</li> <li>• 2004: EU Presidency: provide an extra impulse for further formulation and realisation of the European vision and ambition in</li> </ul>	EZ in co-operation with other Ministries	



greater social cohesion'.	relation to communication networks.	EZ in co-operation with other Ministries
Development of innovative ICT infrastructures and applications in the Netherlands	<ul style="list-style-type: none"> <li>2004 - 2007: Implementation of the Broadband Action Programme (including formation of a Broadband Expertise Centre and development of chain concepts for service provision and access to public buildings)</li> <li>2004: Broadband Memorandum: tightening the Action Programme through an update of the Cabinet position</li> <li>2004: Interim evaluation of 'Kennisswijk'</li> <li>2004-2007: Broaden and deepen international co-operation</li> </ul>	EZ/OCW
Development of new, innovative communication infrastructures in the ether	<ul style="list-style-type: none"> <li>2004-2005: Review possibilities to make experiments with frequency space fast and effective</li> <li>2004: Stimulate digitisation of the ether (DVB-T and TDAB), including a plan for the switch from analog to digital and the issue of 'digital' licences for public and commercial broadcasting stations</li> </ul>	EZ/OCW

## B.2. ICT knowledge and innovation

<i>What we want to achieve</i>	<i>What we will do</i>	<i>Ministries</i>
A solid ICT research base	<ul style="list-style-type: none"> <li>Install ICT Research and Innovation authority (with extra envelope funding): conversion of ICT Forum</li> <li>Under the direction of the ICT Research and Innovation authority: strengthening of the public ICT research infrastructure by NWO, TNO and research institutes (reallocation of resources)</li> <li>2004-2007: Strengthening of the Dutch public/private ICT knowledge position through the accepted Bsik projects</li> <li>Expand consistent stimulation of ICT research, in close co-operation with the ICT Research and Innovation authority</li> </ul>	EZ/OCW
Achieve returns on (public) investments in the advancement of ICT knowledge	<p>Together with the ICT Research and Innovation authority:</p> <ul style="list-style-type: none"> <li>Provide for links between the research domain and application fields</li> </ul>	EZ/OCW

	<ul style="list-style-type: none"> <li>• Set up experimentation platforms (hot-spots)</li> <li>• Stimulate ICT breakthrough projects in the new EZ subsidy instruments</li> <li>• Continue knowledge development and demonstration possibilities (Telematics Institute, Media Plaza and GigaPort demonstration centre).</li> </ul>	
Strengthen the international positioning of the Netherlands as an ICT knowledge country	<ul style="list-style-type: none"> <li>• 2004-2007: Promote participation of companies and research institutes in international technology programmes such as Eureka (ITEA and MEDEA+), the IST-programme, eTen and eContent.</li> </ul>	EZ/OCW
ICT knowledge workers and ICT business start-ups	<ul style="list-style-type: none"> <li>• Follow general policy leads (Cabinet Memorandum on Knowledge Workers and new EZ instruments for 'Technostarters')</li> </ul>	EZ/OCW

### B.3. The conditions

<i>What we want to achieve</i>	<i>What we will do</i>	<i>Ministries</i>
The government is prepared for the growing threats relating to networks for electronic communication	<ul style="list-style-type: none"> <li>• 2004: Presentation of the Action Plan for Terrorism Control, with measures for better protection of vital communication infrastructures and services</li> <li>• 2004: Renew emergency facilities: the government can continue to communicate in emergencies</li> </ul>	EZ/BZK
Avoidance of unwanted effects through the failure of telecom providers or vital services	<ul style="list-style-type: none"> <li>• 2004: Proposal for policy on avoiding unwanted effects for users in the event of company failures involving vital infrastructures</li> <li>• 2004: Further agreements on NACOTEL</li> <li>• 2004: International expert meeting on continuity and prevention</li> <li>• 2004: Study of quality aspects of the universal service of the fixed telephony network</li> <li>• 2004: Market consultation on new rules for assuring continuity and access in the '.nl' Internet domain</li> </ul>	EZ
An adequate base for familiar and	<ul style="list-style-type: none"> <li>• 2004: Implement the E-Commerce Directive:</li> </ul>	EZ/Ministry of

reliable e-commerce	<ul style="list-style-type: none"> <li>• Amendment Bill on E-Commerce Directive</li> <li>• Set up contact point for questions from members of the public and companies at ECP.NL</li> <li>• Provision of consumer information via the consumer portal at <a href="http://www.staaksterk.nl">www.staaksterk.nl</a>.</li> <li>• 2004: International conference on the applicability of international private law rules on e-commerce disputes</li> <li>• 2004-2005: Gear regulations to the requirements of the information society (privacy, copyright, intellectual property and constitutional rights)</li> </ul>	Justice
Users regard the Internet as safe and reliable	<ul style="list-style-type: none"> <li>• 2004: Continue the Warning Service for viruses and other risks</li> <li>• Stimulate availability of security products (KWINT project)</li> <li>• 2004: User empowerment through continuation of the 'Safe Surfing' information campaign</li> </ul>	EZ/BZK/Ministry of Justice
Electronic communication networks do not form a safe domain for criminal activities	<ul style="list-style-type: none"> <li>• 2004: Position on saving traffic data</li> <li>• 2004: Evaluation of bugging legislation</li> <li>• Prevention and control of cyber crime: simplifying reporting and information procedures through actions from KWINT and 'Safe Surfing'</li> </ul>	EZ/Ministry of Justice
No unwanted commercial communications on the Internet (spam)	<ul style="list-style-type: none"> <li>• 2004: Code of conduct that protects consumers and offers companies the possibility of continuing to use electronic commercial advertising legally (together with ECP.NL)</li> <li>• 2004: International battle against spam: Dutch contribution to the EU action plan</li> </ul>	EZ/Ministry of Justice
Integration of ICT in education	<ul style="list-style-type: none"> <li>• 2004-2007: Implement the 'Learning with ICT' memorandum</li> </ul>	OCW

C. Measuring is knowing

<p><i>What we want to achieve</i> Government policy making based on facts</p>	<p><i>What we will do</i> 2004-2007: Streamlining of the various publications with data on electronic communication networks and sectors and drive for uniform benchmarking of the Dutch ICT position, as well as its definition for economic and social purposes (includes the ICT test, Networks in Figures (in co-operation with TNO) and The Digital Economy 2004 (in co-operation with CBS).)</p>	<p>Ministries EZ/BZK/OCW</p>
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## Abbreviations

AM	Amplitude Modulation
Bsik	Subsidies for Research Network Investments Decree
BZK	Ministry of the Interior and Kingdom Relations
CBS	Statistics Netherlands
CIC	Competing with ICT Competencies action plan
CPB	Netherlands Bureau for Economic Policy Analysis
DISC	Domain for Innovative Software and Content
DVB-T	Digital Video Broadcasting - Terrestrial
ECP.NL	Netherlands Electronic Commerce Platform
eGem	Electronic Municipal Authority programme
ELO	Electronic Government Action Programme
eOTV	Electronic Government Access Provision
EU	European Union
EZ	Ministry of Economic Affairs
FM	Frequency Modulation
ICT	Information and Communication Technology
ICTU	ICT Implementing Organisation
IST	Information Society Technologies programme (part of the EU framework programme)
ITEA	Information Technology for European Advancement
KWINT	Vulnerability on the Internet paper
LNV	Ministry of Agriculture, Nature and Food Quality
MEDEA	Microelectronics Development for European Applications
NACOTEL	National Telecommunications Continuity Plan
NGD	The Netherlands Goes Digital programme
NICTIZ	National Institute for ICT in the Care Sector
NMa	Netherlands Competition Authority
NOZEMA	Nederlandse Omroep-Zendermaatschappij N.V.
NWO	Netherlands Organisation for Scientific Research
OASE	Open Supply Software Expertise programme
OCW	Ministry of Education, Culture and Sciences
OECD	Organisation for Economic Co-operation and Development
ONP	Open Network Provision
OPTA	Independent Post and Telecommunications Authority
OSOSS	Open Standards and Open Source Software programme
PC	Personal Computer
PEP	Electronic Provinces Programme
PKI	Public Key Infrastructure

SMEs	Small and Medium-sized Enterprises
TDAB	Terrestrial Digital Audio Broadcasting
TNO	Netherlands Organisation for Applied Scientific Research
UHF	Ultra High Frequency
UMTS	Universal Mobile Telecommunications Service
UZI	Unique Care Providers Identification Number
VROM	Ministry of Spatial Planning, Housing and the Environment
V&W	Ministry of Transport and Public Works
VWS	Ministry of Public Health, Welfare and Sport
WOB	Government Information (Public Access) Act
ZIN	Care Identification Number

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