

**ACCESSIBLE EUROPE 2019 – CONTRIBUTION**



THE GOVERNMENT  
OF THE GRAND DUCHY OF LUXEMBOURG  
Ministry for Digitalisation

Digital Inclusion Evaluation Methods

**ACTIVITY COVERAGE** *[Please tick all that apply]*

- Regional cooperation and stakeholder engagement:** the activity strengthens and supports regional cooperation and the engagement of all relevant stakeholders, in line with the European Accessibility act, in the development and implementation of ICT accessibility policies and solutions in the European region.
- ICT accessibility policies:** raising awareness and/or promoting relevant guidelines on public policies, including exchanging knowledge and sharing best practices on ICT accessibility. This may include the development of standards.
- Public procurement with accessibility features:** promoting regional and in-country deliver of public procurement as a tool to improve the inclusion of persons with disabilities and specific needs.
- Web Accessibility:** developing regional and in country capacity through web accessibility features and/or training to ensure that websites and related services are available and accessible to all citizens.
- Media Services Accessibility:** raising awareness about accessibility possibilities of TV and video streaming on digital platforms, and promoting the implementation of appropriate solutions.
- Innovation and Accessibility:** promoting the development of regional and in-country capacity building on programming for all, including persons with disabilities and specific needs. This may include embedding “accessible by design” in the product’s innovation/development process.





**DESCRIPTION OF CURRENT/RECENT ACTIVITIES (max 500 words)**

*[Please describe how your organisation’s activity(ies) correspond to the above marked fields. This section can be used to showcase developments, achievements as well as obstacles encountered in carrying out the activity. Please indicate relevant URLs or insert relevant pictures (3-5 if available)]*

The Luxembourgish Government defined digital inclusion as one of the flagships of its newly-founded Ministry for Digitalisation in December 2018. For many dimensions of the digital transformation, especially digital infrastructure, human capital and connectivity, Luxembourg now ranks among the best in Europe and the world. However, a small percentage of Luxembourgers have either never engaged with computers and the digital world or have only had intermittent experiences. In order to tackle such a complex issue as digital inclusion, the Ministry for Digitalisation took two initial steps in order to advance digital inclusion and web accessibility.

First, the Ministry created an interdepartmental working group with representatives from every government ministry and agency whose work is closely or remotely related to digital inclusion. The aim of this working group is to present a national digital inclusion action plan by the end of 2020 for the government and in order to engage stakeholders meetings have been organised with members of the civil society and digital inclusion target groups.

Furthermore, the Ministry for Digitalisation will also launch a High Committee for the Digital Transformation of Luxembourg with members from the Government, the private sector and the third sector in order to listen to their needs and expectations. These steps were taken to help steer Luxembourg’s’ digital policy efforts and the envisioned national action plan intends to provide a roadmap and blueprint for the future steps to take across government and in conjunction with the private sector and the third sector.

In order to provide efficient, cohesive and context-sensitive approaches to delivering digital inclusion in Luxembourg, the Ministry for Digitalisation decided to develop a theoretical and analytical evaluation framework, which is to guide digital inclusion initiatives as well as provide efficient evaluation methods to analysing and gauging the success and failures of initiatives.

This working paper was developed in 2019 and intends to help governmental and non-governmental actors in monitoring and evaluating their initiatives with the goal to continuously adapt and improve projects and initiatives. The working paper provides a





number of evaluation concepts and methods as well as a step-by-step guide to assist digital inclusion project providers in efficient evaluation of their project.

Furthermore, it is anticipated that such a guide will increase and improve evaluation of projects, as well as allow comparing evaluations and thereby increase exchanges of experiences and evaluation reports between providers. The Ministry for Digitalisation sees evaluation as a way to innovate in the field of digital inclusion as even the exchange of best practices is not a guaranteed way to achieving digital inclusion with the issue at hand being so complex and so reliant on external circumstances.

Activity running in:}]

2016 or before  2017  2018  2019  2020  2021  2022  2023

**CALL FOR COLLABORATION/COMMITMENT TO FUTURE ACTIVITIES (max 500 words)**

*[Please outline your call to the community for a joint activity/project/initiative or a change you would like to see in the european ICT accessibility landscape in the future.]*

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**ORGANISATION INFORMATION**

Organisation Name: Ministry for Digitalisation Country: Luxembourg

Organisation/Activity URL: www.digitalisation.lu

Social Media Account (Twitter, LinkedIn, etc): Twitter: MinDigi\_LU

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**CONSENT**

I consent to ITU publishing this submission directly on Accessible Europe 2019 website (<http://itu.int/go/Accessible-Europe-19>), and reflecting the Organisation name and logo in the Outcome Report to be published in the days following Accessible Europe 2019 Forum.

Interested participants are required to complete and submit the present form as a **Word document** at [EURregion@itu.int](mailto:EURregion@itu.int) no later than **15 November 2019**. In the email subject **please indicate** “**Contribution – Accessible Europe**”.

Thank you for your contribution.

