

## i2010 Annual Report 2007



**Belgium has maintained its position as one of the best broadband-connected country in Europe but has not matched this with equally high levels of service, usage and skills.**

### Belgium Today

Belgium has almost completed the transition from narrowband to broadband in households, and benefits from competition between infrastructure platforms. Its lead in connectivity is not reflected in high online service use which is only slightly above the EU average. The take-up of other digital media is also slow. Digital television is rare and 3G virtually non-existent. On the positive side, the online music market is dynamic, sales comparably high and prices low.

For eGovernment services, demand and supply show contrasting tendencies. Good progress has been made in services for enterprises, bringing Belgium up to the top of Europe, whereas citizen services are less developed. In contrast, use by citizens of available services seems good but enterprise use is below average. ICT-use in schools is about average but slightly below for use by teachers.

Skill levels are average for user level skills but at the bottom for ICT specialists. The share of R&D investment in ICT-related R&D is above average.

The use of online services in enterprises is more diverse. Belgian businesses show solid and progressing performance in some areas, like using fully integrated eBusiness systems. However, Belgium continues to perform less well in other activities, especially those involving commercial transactions online.

### Belgian ICT Policy

Belgium focuses on stimulating citizens' use of ICT through measures to enhance trust and security, and to bridge the digital divide. Recent measures include:

**eTrust:** An educational website on spam was launched and an online complaint desk for cybercrime set up. Legislation to create a legal framework for trusted third party services was drafted, and a national platform to resolve eCommerce disputes and an educational website are planned.

**eInclusion:** Adopted measures include an information campaign and website to promote internet use, a low-price "Internet for all"-package and a national action plan to bridge the digital divide.

**eGovernment:** An eID card and corresponding infrastructure were introduced with standards for the exchange of information between administrations. Businesses can register electronically through notary offices.

**ICT-related R&D:** In the Brussels Region ICT is one of the three focal sectors for R&D support, the Walloon region launched a support programme for ICT in 2006. Flanders continues support for its strategic research centre for broadband technologies and strives for international excellence in this field.

<b>Broadband</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>EU25</b>	<b>Rank</b>
Total DSL coverage (as % of total population)	100.0	100.0	100.0		87.4	1
DSL coverage in rural areas (as % of total population)			100.0		65.9	1
Broadband penetration (as % of population)	11.0	14.6	18.0	21.8	15.7	5
DSL penetration (as % of population)	6.6	9.0	11.2	13.6	12.8	9
Predominant download speed			2-8Mbps			
Households having broadband (as % of those having access to the internet at home)			80.9	89.0	62.1	1
% of enterprises with broadband access	49.4	69.9	77.9	84.5	74.5	7
Number of 3G subscribers per 100 inhabitants			0.1		5.0	17
Digital Television in households			7.3		30.6	18
Music: number of single downloads per 100 inhabitants			33.6			4
<b>Internet Usage</b>						
% population who are regular internet users			52.8	58.3	46.7	9
<b>Take up of internet services (as % of population)</b>						
Sending emails			48.7	54.4	43.8	9
Looking for information about goods and services			43.1	50.6	42.9	10
Internet telephoning or videoconferencing				7.9	7.1	14
Playing/downloading games and music			16.8	20.0	18.2	15
Listening to the web radio/watching web tv				10.9	11.8	15
Reading online newspapers/magazines			12.9	15.8	19.0	22
Internet banking			23.4	28.4	22.0	10
<b>Places of access</b>						
% at home			46.8	53.1	42.6	10
% at work			17.6	21.4	23.0	17
% at educational place			4.8	6.3	8.0	22
% at PIAP			3.0	3.0	6.8	25
<b>eGovernment Indicators</b>						
% basic public services for citizens fully available online	16.7	16.7		18.2	36.8	21
% basic public services for enterprises fully available online	62.5	62.5		87.5	67.8	3
% of population using e-Government services			18.2	30.2	23.8	11
of which for returning filled in forms			4.4	7.4	8.1	12
% of enterprises using e-Government services		60.0	61.5	59.3	63.7	20
of which for returning filled in forms	24.7	26.1	33.4	36.6	44.8	21
<b>ICT in schools</b>						
Number of computers connected per 100 pupils				7.7	9.9	17
% of schools with broadband access				74.0	67.0	15
% of teachers having used the computer in class during the last 12 months				69.0	74.3	18
<b>e-Commerce</b>						
E-commerce as % of total turnover of enterprises	7.0	6.5	8.8	7.9	11.7	13
% enterprises receiving internet orders	15.5	14.8	11.9	14.6	13.9	12
% enterprises purchasing on the internet		38.7	52.2	43.8	37.9	11
<b>e-business. % enterprises:</b>						
with integrated internal business processes	45.7	50.1	47.4	44.3	37.3	7
with integrated external business processes	12.0	13.8	14.5	17.3	13.5	3
Security: % enterprises using Secure servers	25.8	18.7	29.1	32.7	41.0	15
% using digital signatures for authentication	10.4	16.2	14.6	17.1	14.3	5
<b>Employment and Skills</b>						
% employees using computers connected to the Internet	38.7	43.2	45.0	41.1	36.1	8
% of persons employed with ICT user skills.	17.2	17.9	18.9	18.5	18.5	16
% of persons employed with ICT specialist skills	2.1	2.7	2.5	2.4	3.1	23
<b>Indicators on growth of ICT sector and R&amp;D</b>						
ICT sector share of total GDP	6.7				5.5	6
ICT sector share of total employment	4.4				4.0	9
ICT sector growth (constant prices).	3.0				3.6	8
R&D expenditure in ICT by the business sector, as % of GDP	0.3				0.3	9
=== as % of total R&D expenditure	22.8				25.7	9