



# ANNUAL REPORT 2015

  
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## CONTENTS



1.	A few words from General Management	5
2.	IRISbox, the Brussels-Capital Region's one-stop shop	7
3.	CCTV platform	8
4.	FIDUS, regional services integrator	10
5.	Online planning permits with NOVA	12
6.	Virtual meetings with BOS	13
7.	Fiber to the School: connecting schools to high-speed internet	14
8.	Urbizone, the free regional Wi-Fi network	15
9.	UrbIS cartography tools	17
10.	Management of the public space with Fix My Street	19
11.	Three information portals: be.brussels, smartcity.brussels en opendatastore.brussels	20
12.	2015: a year packed with 'smart' events	24
Appendix 1: CISO, the chief information security officer		26
Appendix 2: Migration of mail addresses and websites to .brussels		27
Appendix 3: E-catalogue and central contracts office		28



# 1. A FEW WORDS FROM GENERAL MANAGEMENT

For almost 30 years now, the BRIC has been supporting and stimulating the digital development of local and regional administrations of the Brussels-Capital Region.

**The related IT tools and technologies have prompted a profound change in the public sphere and transformed relations between citizens and administrations.** Some experts now speak in terms of “digital democracy”. This further increases the relevance of the smart city project, which is directed by the current legislature, particularly Ms Debaets, the secretary in charge of the BRIC. The outline was sketched in our White Paper<sup>1</sup> in 2014. So we are delighted that the smart city has been explicitly mentioned in the Government Accord.

The appointment of a smart city manager in October 2015 shows that the Region takes this project seriously. After familiarising herself with the current digital environment and attending various smart events during the year<sup>2</sup>, she submitted a strategic memorandum to Ms Bianca Debaets, secretary of state in charge of the digital transition.

**Strategic decisions are needed to position ourselves on the path toward the ‘smart region’.** We do not need to reinvent the wheel: we can draw on various projects and infrastructure developed by the BRIC to strengthen and stimulate digital services for citizens, businesses and administrations. They are presented throughout this annual report.

The smart city is increasingly about IT tools or infrastructure. Within an overall vision, you could easily fall into the trap of multiplying the technologies used. More than ever, that makes the BRIC’s credo of sharing resources and strengthening synergies essential when building the smart city. The smart city experts are also positive: you cannot have a smart city without involving citizens and political decision-makers. You need more than the tools to build the smart city, you also need to take account of the needs, expectations and wants of inhabitants in the wider sense.

- With our secretary of state and the federation Agoria, we have arranged Smart Breakfasts to discuss with economic circles.
- On our smart city portal<sup>3</sup>, we have a tool for gathering and collating ideas and proposals from citizens.
- At the May 2016 Brussels Smart City Event participants had the opportunity to find out about the highly innovative work of selected start-ups.

Other capitals and cities in Belgium and abroad have also targeted the development of a smart city. Due to its central position, Brussels should be in the leading group. The two other regions have taken similar initiatives to ours, as has the federal state with its Digital Belgium programme.

We are advancing towards the smart city with our partners. Brussels was placed in the top 5 of the European Commission’s Digital Economy & Society Index for the second consecutive year. The smart city benefits citizens, but it also fuels economic growth and creates jobs.

The BRIC, in association with IRISnet, deploys a shared CCTV solution across the territory of the Brussels-Capital Region. This solution enables images from the police zones, STIB, Bruxelles Mobilité and other sources to be shared and stored on a shared platform.

Furthermore, in association with the Prevention and Security Agency (BPS), the BRIC works to develop IT solutions that improve prevention and security in the Brussels-Capital Region.

**Hervé Feuillien**  
Chief Executive

**Robert Herzele**  
Deputy Chief Executive

<sup>1</sup> All the BRIC publications are available for download at [www.cirb.brussels](http://www.cirb.brussels).

<sup>2</sup> See the “2015: a year packed with ‘smart’ events” chapter on page 24.

<sup>3</sup> [www.smartcity.brussels](http://www.smartcity.brussels)

### The BRIC's Smart City:

- An attractive, prosperous, sustainable, inclusive region...
- in which administrations, citizens, businesses, academia and the world of research, in association with the public authorities...
- use the sharing of data to respond to certain urban challenges (such as the socio-demographic crisis, economic regeneration, environmental management and democratic vitality)...
- as part of a medium- to long-term strategy
- by deploying user-oriented services and adopting a multi-disciplinary (vertically: bottom/top), horizontal (no silos) approach,
- using information and communication technologies (ICT),
- at global and local level.



## 2. IRISBOX, THE BRUSSELS-CAPITAL REGION'S ONE-STOP SHOP

The one-stop shop set up by the Brussels-Capital Region celebrates its tenth anniversary in 2016.

Serious thinking about the possibilities of developing a similar bricks-and-mortar one-stop shop for citizens in their commune began in 1996. From 2002, the project was kick-started by the introduction of electronic ID cards and the development of new online technologies. It was the first step in the digitisation of public services and what would become known as e-government.

The **ergonomics of IRISbox** have been specially designed to facilitate its use. The BRIC equipped the platform with a test module to check that connecting computers have the right version of the required software to be able to use IRISbox. A helpdesk is also available by phone (02 801 00 00) and online (irisline@cirb.brussels).

A communication campaign to improve the brand awareness and use of IRISbox is scheduled for 2016.

The Brussels administrative simplification agency, Easy.brussels, will encourage the digitisation of forms and will offer them online through IRISbox.

**The 19 Brussels communes and ten regional administrations participate in IRISbox, providing access to more than 350 forms online.**

- **Citizens** no longer need to go to the communal offices in person to obtain official documents. With their e-ID card and an internet connection, they can request a whole host of documents and certificates, including birth certificates, household composition, resident's parking permits, death certificates, certificates of life/residence and police records. If there is a charge for the documents they can be paid for by various methods through IRISbox: bank transfer, credit card, Bancontact/MisterCash. The transaction is completed on the secure Ogone platform.
- **Businesses and liberal professionals** can also access forms and administrative services online.
  - For example, architectural firms can apply for free UrbIS®© licences to use the regional cartographic tools<sup>4</sup>.
  - The administrations of Anderlecht and City of Brussels now accept death certificates submitted online.
  - Businesses in Brussels can access the business transport plan and applications for regional tax reimbursement, exemption or payment in instalments.

The number of documents ordered online is growing all the time.

While there were 131 at the launch of IRISbox, there were 30,000 by 2015 (+10% compared with 2014).

18,600 new users registered with IRISbox in the course of 2015.

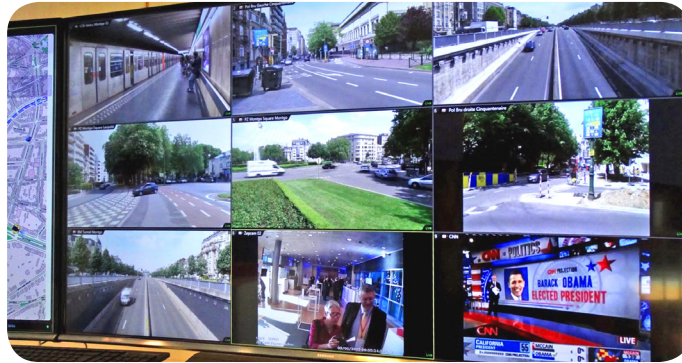
[www.irisbox.brussels](http://www.irisbox.brussels)



<sup>4</sup> For more details about UrbIS®©, see page 17. This cartographic data is also available for download from [www.opendatastore.brussels](http://www.opendatastore.brussels)

### 3. CCTV PLATFORM

One of the possibilities of the smart city is collating the images from CCTV networks under the overall city management plan.



**Sharing these images has advantages in terms of security, protecting property and people, traffic and transport, coordinating the work of the police and emergency services on the ground, among other things.**

This is all the more relevant for the Brussels-Capital Region as Belgium's capital and the seat of the European Union and NATO, where a record number of diplomatic missions and international associations are based.

**Sharing is again key** to a rational deployment that benefits everyone to ensure that technology does not become fragmented and financial resources are not spread too thin.

That is why the BRIC has driven the shared platform project for which it was officially given responsibility by the government of the Brussels-Capital Region in 2014.

The technical solution accepted after the feasibility study was completed and technical tests were conducted between October 2014 and April 2015. Footage is shared between connected sites and the platform through the regional IRISnet network.

The West police zone (covering the communes of Berchem-Sainte-Agathe, Ganshoren, Jette, Koekelberg and Molenbeek-Saint-Jean) was the first body to integrate the platform, with 120 cameras and 3 control rooms. The official inauguration took place on 14 July 2015 in the presence of Bianca Debaets, secretary of state in charge of informatics, the mayors and the superintendents in question.

Studies and analyses are ongoing for the integration of other bodies. Two police zones – Uccle/Watermael, Boitsfort/Auderghem and Bruxelles Midi – will join the platform in 2016, as will the Port of Brussels.

The technical gateway for STIB cameras will go live by the end of 2016 to give local police services access to more than 3000 cameras in metro and pre-metro stations. The Government has released the financial resources needed to integrate the three remaining police zones in 2017.


#### Brussels Control Committee

A by-law creating a bona fide association of participants on the CCTV platform will soon be presented to the Brussels Government for a second reading.

Furthermore, to ensure compliance with the legal stipulations with regard to privacy protection, the CCTV image-sharing project is linked to the establishment of the Brussels Control Committee at the Brussels parliament.

This committee was established by the order of 8 May 2014. It is made up of 6 full members and 6 substitute members. They serve for five years for one or more terms.





This committee authorises the sharing of images and issues decisions on the agreement binding all partners. Among other things, this agreement sets out the technical and legal conditions, how the platform works and the security measures regulating access to images.

Human resources for IRISteam are deployed through the partnership between the BRIC and the Prevention and Security Agency (BPS). The BRIC is the IT body responsible for implementing the prevention and security policy of the Brussels-Capital Region.

## 4. FIDUS, REGIONAL SERVICES INTEGRATOR



From the perspective of simplifying administrative processes, both administrations and citizens can benefit from access to what are termed authentic sources<sup>5</sup>.

This is possible through a service integrator. It is responsible for collecting and sharing electronic

data with legal value between administrations and so reducing the administrative workload for citizens and businesses. **In due course the administrations will no longer be able to ask for data that has been made available by the integrator of services.** Under the 'only-once' principle, a user provides data to one public body, which then makes it available to other administrations<sup>6</sup>. On 8 May 2014, the Brussels parliament adopted an order to establish a regional service integrator (RSI). The BRIC has been given responsibility for implementing it among the regional services as well as the federal and other federated bodies.

The RSI began work in November 2015. It has been given the name FIDUS<sup>7</sup>.

### Electronic data flows

The first digital data flows will be operational between the SLRB (Brussels-Capital Region's Housing Company), the Banque Carrefour de Sécurité Sociale (Social Security Crossroad Bank) and the Registre national (National Register).

The following flows will be active by the end of 2015:

- 'PersonService' and 'HouseHoldService' with the Registre national, to be used by Parking.brussels, IRISbox and NOVA among others;
- 'SocialTenantService' with the Registre national and the FPS Social Security for the SLRB;
- 'Entreprise Service' with the BCE<sup>8</sup> (primarily for NOVA and IRISbox);
- 'Invoice Service', electronic invoicing for the SPRB;
- 'ArchitectOrderService' for NOVA;
- 'VehiculeService' with DIV data for Parking.brussels and Bruxelles Fiscalité;
- 'Real Estate Service' with property data for Bruxelles Fiscalité.

### Security

One of the main issues facing the ISR is security. **Only certain institutions that have been specially authorised** by the Privacy Protection Committee or the Brussels Control Committee are **permitted to access the data**.


Practically speaking, the connection to the ISR will be made through two buses: a dedicated security gateway and a business bus for the delivery of authenticated data. WSO2 is the open-source technology chosen for these connections. Incidentally, it is also what eBay uses to supervise all transactions, which are much more numerous than what the ISR has to deal with.

5 This is digital data with legal value.

6 Provided a legitimate reason is given.

7 This name is inspired by the Latin adjective that means both 'loyal' and 'credible'.

8 Banque Carrefour Entreprises



The logs of all connections must also be saved so that information on who has accessed what is available at all times<sup>9</sup>. Three types of log are provided for:

- An audit log listing all occasions on which data has been accessed. This can be viewed by the CISO<sup>10</sup>. This information is kept for 6 months and archived for 10 years;
- A business log listing all occasions on which data has been accessed but without personal data. This information is used as input for reporting statistics and so on.
- A technical log used to identify bugs and system failures.

## Infrastructure

To safeguard service quality FIDUS is deployed on an infrastructure comprising twenty virtual machines spread over two sites interconnected by redundant connections.

Connections with authentic sources and users are protected by certificates, ensuring state-of-the-art security.

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<sup>9</sup> These logs can be used in the event of hacking attempts and complaints, among other things.

<sup>10</sup> Chief information security officer. For more information, see page 26.

## 5. ONLINE PLANNING PERMITS WITH NOVA



online permits  
cirb-cibg

Through the BRIC, the Brussels-Capital Region has a string of IT platforms shared by several users, showing what IT sharing can achieve for administrations and citizens.

That certainly goes for NOVA, which is the dedicated tool for **managing urban planning and environmental procedures**.

Originally developed by the regional administration responsible for urban development and housing<sup>11</sup>, NOVA has in the meantime attracted the interest of other partners<sup>12</sup>; the BRIC plays the role of technical partner.

**This shared platform prevents the fragmentation of financial and human resources across disparate technologies:** so changes and new functions are implemented once for all users at the same time.

NOVA is also equipped with a schedule that generates a visual alarm when due dates are missed. It also has a powerful search engine for finding an application based on various criteria.

**NOVA is not just about administrative simplification, but also the smart city.**

- **It speeds up planning permit application procedures while ensuring that data only needs to be entered into the system once.**
- Citizens can follow the advancement of their applications online with their electronic ID card and a code received when they made their application<sup>13</sup>.
- All citizens can access an interactive map to find out where planning permits have been granted throughout the territory. They can select an address or an item (planning permit and land division permits pending, granted, rejected or cancelled) to display a detailed record<sup>14</sup> stating the purpose of the permit (such as a building conversion or the felling of a tree), the issuing authority, the application reference, the main steps in the process (holding of a public consultation or submission to a consultation committee) and ultimately the decision itself.

**587,000 applications (planning, land division and environmental permits) have been managed electronically since the launch of NOVA, which equates to 816,000 documents and 567,000 attachments (plans, appendices and so on).**<sup>15</sup>

Version 5 of NOVA will go live in 2016. The platform will switch to full-web mode and will include an integrated map.

[www.urbanisme.brussels](http://www.urbanisme.brussels)

<sup>11</sup> Formerly AATL, now Bruxelles Développement Urbain.

<sup>12</sup> Bruxelles Développement Urbain, Bruxelles Environnement and the Urban Development and Environment services of the 19 communes are now on NOVA. 17 of these 19 municipalities also manage their environmental permits through NOVA.

<sup>13</sup> However, due to a final legal obstacle the applications themselves cannot be made online.

<sup>14</sup> All details provided for private and public applications are approved by the Privacy Protection Committee.

<sup>15</sup> Figures as of 31 December 2015

## 6. VIRTUAL MEETINGS WITH BOS

Originally a simple back office tool, BOS has been developed into a complete electronic management platform for all meetings and assemblies (including the Brussels-Capital Region government, communal councils, CPAS and police zones). BOS is part of initiatives to both share IT tools and reduce the ecological footprint (Green IT).



**By digitising documents and procedures** BOS has substantially reduced and in some cases even eliminated paper consumption and car journeys between communal and regional bodies and the body to which they report with the aim of sharing information.

Furthermore, an electronic signature mechanism enables documents to be signed when needed in a single step using the person's e-ID card.

**This shared solution has already been used for 9,000 meetings. 380,000 files have been processed and almost 1,600,000 documents have been securely stored to the servers.**

The new version of BOS deployed in 2015 has a dashboard providing an overview of information and files specific to each authorised user. The various workspaces can be accessed through a sidebar, such as files for approval, partnership requests, agendas, recent publications and a meeting calendar.

A new function has also been added that allows documents to be sent to Editoria<sup>16</sup> with one click, negating the need for additional downloads.

The 2016 financial year saw the introduction of what is termed 'double supervision'.

For example, CPAS branches are under the supervision of the communal administration and the Service Public Régional de Bruxelles (SPRB, Brussels Regional Public Service). They can now send files to both electronically. Handling and follow up will be streamlined in the executive or council, optimising the response time. The administration's decision will take the same route towards the CPAS branches, but, for the time being, BOS only works one way.

**For the management of the meetings of the Brussels government, BOS is known as Chancellerie.**

The platform has some specific functions, which were introduced after consultation with the users.

In total **BOS has been deployed at a good 30 institutions for almost 5,000 users:**

- 17 of the 19 communes (Auderghem, Anderlecht, Berchem-Sainte-Agathe, Etterbeek, Evere, Forest, Ganshoren, Ixelles, Jette, Koekelberg, Molenbeek, Saint-Gilles, Saint-Josse, Uccle, Watermael-Boitsfort, Woluwe-Saint-Lambert and Woluwe-Saint-Pierre);
- 6 of the 19 CPAS branches (Auderghem, Berchem-Sainte-Agathe, Evere, Forest, Jette et Saint-Gilles);
- 4 of the 6 police zones (5340, 5341, 5342, 5344);
- SPRB;
- Administrations of the French Community Commission (COCOF) and the Common Community Commission (COCOM);
- Brussels government;
- IRISteam asbl, a non-profit organisation.

**For 2016 BOS deployment has already been completed or scheduled for the CPAS branches in Ganshoren, Molenbeek and Woluwe-Saint-Lambert.**

<sup>16</sup> Editoria is a platform for distributing publications from the communes and regional bodies. Some of these documents are available to everyone; others are subject to secure access.

## 7. FIBER TO THE SCHOOL: CONNECTING SCHOOLS TO HIGH-SPEED INTERNET

In 1999 the BRIC launched an extensive plan to equip primary and secondary schools on the territory of the Brussels-Capital Region with computers, printers and servers.

This Multimedia Plan responds to the **ICT challenges facing education**, bearing in mind that School 2.0 cannot lead to digital illiteracy. It is not simply about obtaining the equipment, but perhaps more pertinently learning how to use it properly.

The digital school not only needs equipment, it also needs reliable high-speed connections to access online content, hold videoconferences, make use of e-learning resources and more.

These new needs can no longer be met with standard connections. The Fiber to the School programme guarantees **all secondary schools in the Brussels-Capital Region a high-speed internet connection (at least 100 Mbps)** via the IRISnet<sup>17</sup> network by 2020, at a rate of 28 institutions per year.

Fiber to the School takes its lead from initiatives in other countries, such as the Plan France Très Haut débit in France and Connected in the United States.

Fiber to the School is implemented by the BRIC in association with IRISnet, which functions as telecom operator, and receives funding from the Brussels-Capital Region of **a million euros per year**, which equates to an average investment of €35,000 per school (including all work and cables).



By the end of 2015 a total of 56 schools were connected through IRISnet, which is 40% of the final target.

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<sup>17</sup> IRISnet is the regional broadband network.

## 8. URBIZONE, THE FREE REGIONAL WI-FI NETWORK

Urbizone is the Brussels-Capital Region's free Wi-Fi network. First set up on university and university college campuses midway through the opening decade of the 21<sup>st</sup> century, it was then extended to public spaces and tourist areas.



The initial goal of bridging the digital divide remains topical. It is now linked to regional smart city initiatives aimed at facilitating access to regional and local online services as well as making Brussels even more attractive.

IRISnet<sup>18</sup> took over management of Urbizone in July 2014.

**24 new sites<sup>19</sup> were connected in 2015**, both indoors and outdoors, bringing the total number of hotspots to around seventy.

### Indoor hotspots:

- The BRIC premises (avenue des Arts 21);
- Offices of the ministers and state secretaries of the Brussels government;
- SPRB meeting rooms (City Center and CCN);
- Premises of the regional Foreign Trade administration (avenue Louise);
- CityDev reception (Molenbeek);
- Premises of BIP Brussels Info Place (place Royale);
- Premises of Actiris (boulevard Anspach);
- Bruxelles Formation's Rue Royale and Boulevard Bischoffsheim sites;
- Bruxelles Environnement's head office at Tour & Taxis;
- Town halls of Berchem-Sainte-Agathe, Etterbeek, Evere, Ganshoren, Molenbeek, Schaerbeek and Woluwe-Saint-Pierre;
- CPAS branches in Berchem-Sainte-Agathe and Evere;
- Population counters and Council room in Forest;
- Police zone 5342's Marlow site;
- Maison du Peuple in Saint-Gilles.

### Outdoor hotspots:

- Port of Brussels between Van Praet bridge and Buda bridge;
- Place du Conseil in Anderlecht;
- Place de la Bourse in City of Brussels;
- Place Saint-Denis in Forest;
- Place Flagey in Ixelles;
- Place Communale in Molenbeek;
- Parvis de Saint-Gilles;
- Place Simon Bolivar (esplanade of Gare du Nord)<sup>20</sup>;
- Place Colignon in Schaerbeek.



<sup>18</sup> For more information on IRISnet, see [www.irisnet.brussels](http://www.irisnet.brussels)

<sup>19</sup> A map of Urbizone hotspots is available at [www.urbizone.brussels](http://www.urbizone.brussels)

<sup>20</sup> The activation of this hotspot was brought forward several weeks so that it could be used by the refugees housed in the adjacent Maximilien park in the summer of 2015.

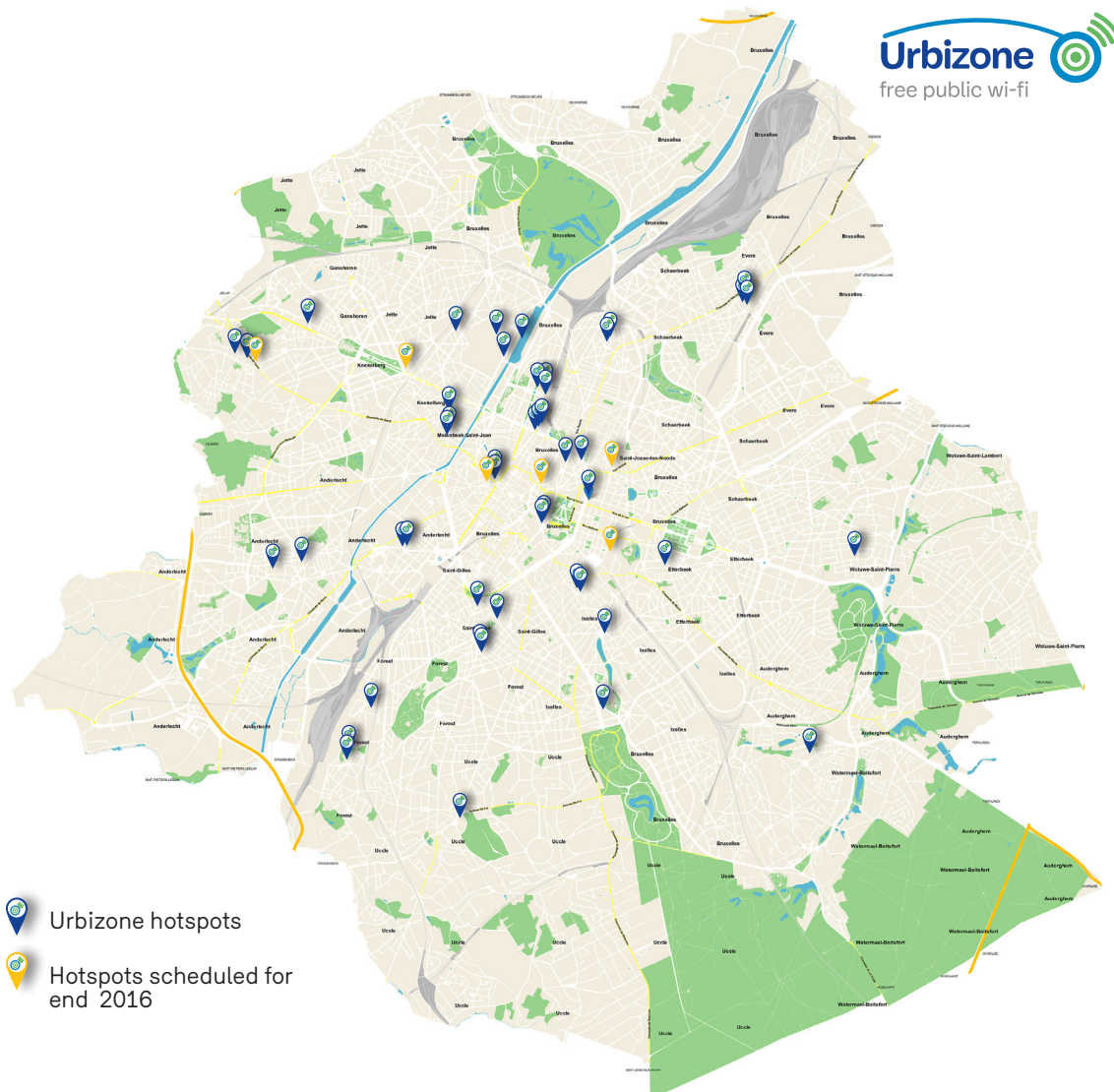


**Around twenty additional sites are planned for 2016**, including Ixelles town hall, Actiris branches, Halles Saint-Gery, Place Schweitzer (Berchem-Sainte-Agathe), Parvis Sainte-Gudule, Place Saint-Josse, Place Simonis (Koekelberg) and the esplanade of the European Parliament. They are part of an annual coverage plan drawn up with the office of Ms Debaets, based among other things on the results of online polls on the smartcity.brussels portal<sup>21</sup>.

## How to connect

When you enter one of the covered areas, select Urbizone from the available networks on your device.

1. If you are connecting for the first time, select "New user".
2. Enter a username and password. You will be connected within a few moments.
3. You will be able to connect to any other Urbizone hotspot using the same username and password.

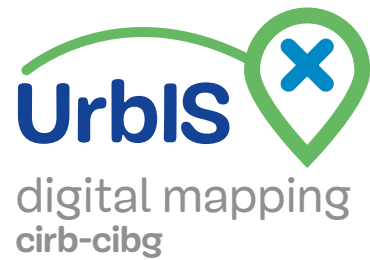


21 Public spaces, metro stations and libraries are among the locations mentioned by visitors.



## 9. URBIS CARTOGRAPHY TOOLS

UrbIS©® (Urban Information System)<sup>22</sup> has been around for thirty years! They are as old as the Brussels-Capital Region itself, due to the wish expressed from the very beginning for reference cartographic tools.



The tools were originally produced on paper, but a feasibility study was conducted in the 1980s with regard to the creation of a computer database. The UrbIS name was officially registered in 1991 and the first digital version was published in 1992.

**These tools have proven to be essential for the management of the urban space**, be that organising emergency service interventions, traffic and transport, road works or large urban projects.

New uses have also been found for the maps, such as smartphone apps, harnessing GIS (Geographical Information System) tools, web technologies and 3D.

### Regular updates

Regular flyovers are conducted to ensure the actual situation on the ground and new developments in the Region are properly reflected.

UrbIS©® tools are adapted and updated on the basis of aerial photos and data collected on the ground. This essential behind-the-scenes work generates a substantial volume of data:

- 25,613 updates on the building layers in UrbIS-Topo;
- 8,727 for UrbIS-Adm 2D;
- 56,670 for UrbIS-Adm 3D.

### Open Data licence

All updated cartographic data can be accessed and downloaded free of charge under an Open Data licence developed by the BRIC and Bruxelles Mobilité.

The number of data downloads is growing all the time: 7,600 in 2013, 10,700 in 2014 and 16,525 in 2015.

### Historical data

The UrbIS team has developed a new mechanism for creating data histories. A new service, which will be available in the course of 2016, will allow users to download a version of UrbIS©® showing the situation on a certain date in the past. This new mechanism also allows users to download all UrbIS©® updates (deletion, modification and addition of objects) between two specified dates.

### The Brussels-Capital Region's geo-portal

The geo-portal is covered by the EU INSPIRE (Infrastructure for Spatial InfoRmation in the European community) directive, the aim of which is to map the entire territory of the European Union in the same way. This entails the **interoperability of mapping databases in all member states**.

<sup>22</sup> There are six categories of UrbIS©® products: aerial photos (UrbIS-Fot), orthophotomaps (UrbIS-Ortho), topographical maps (UrbIS-Topo), administrative database (UrbIS-Adm) and plots from the cadastral register (UrbIS-P&B).

For the Brussels-Capital Region the data of several institutions (Bruxelles Environnement, Bruxelles Mobilité, Bruxelles Développement Urbain, Institut bruxellois de statistiques et d'analyse, STIB, the BRIC) has been **harmonised to render them compatible** and enable them to be consolidated in the geo-portal.



[www.geo.brussels](http://www.geo.brussels)

Seventy data sets can currently be used in the map creation interface and 30 thematic maps can be accessed.

## Users club

There are at least two meetings of professional UrbIS® users every year. Around a hundred people attend each meeting. It is an opportunity for the BRIC to explain new UrbIS functions. Partners also hold presentations on practical uses and applications of UrbIS data. These meetings are also a chance for UrbIS users to get together in a more informal setting and share their experiences.

## 10. MANAGEMENT OF THE PUBLIC SPACE WITH FIX MY STREET



Launched in April 2013 with Bruxelles Mobilité, the Fix My Street (FMS) internet and mobile platform is a way for citizens to report problems in the public space electronically, such as potholes, broken pavements, defaced walls, faded road markings and problems with public lighting and road signs, through a single point of contact.

As a smart city tool, Fix My Street also highlights the involvement of citizens in the management of their neighbourhood and commune, and the attention they give to the quality of the public space in which they live. There are similar projects around the world<sup>23</sup> that have been just as successful.

Fix My Street was inspired by MySociety's FixmyStreet project and uses the **open source code** of the Canadian platform. The BRIC adapted the code to respond to the specific needs of the Region and the partner communes. This modified source code is now freely available to anyone in accordance with the free software philosophy.

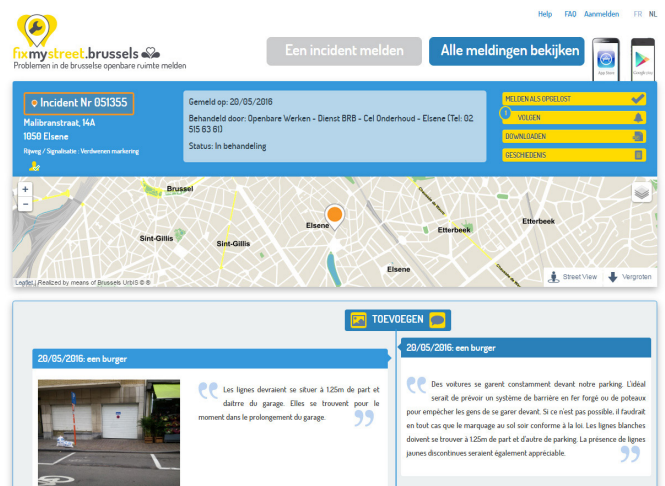
**The 19 Brussels communes are all on the platform, which therefore covers the whole territory of the Region.**

- **Each incident is geo-tagged** and a photo may be added.
- Citizens do not have to waste time finding out which body to contact. They simply send a message and the back office forwards it to the competent authority.
- The app can be used to **monitor an incident** and receive email notifications of work that is carried out.
- Fix My Street has almost **460 professional users**, including the communal urban development and public hygiene services, applicants and road managers.
- A little over **4,600 citizens** have used Fix My Street to report a problem since launch.
- Almost **46,000 incidents have been reported** since launch. 7 out of 10 have been resolved. Sometimes, extensive work has to be properly planned and in some cases it is up to a private owner to handle the problem.

A new version of FMS will go live in the next few months. Incident reporting will be extended to include the cleanliness of public spaces, fly tipping, glass waste collection points and so on.

Agoria, the national technological industry federation, gave a Smart City Award to Fix My Street on 3 December 2015.

[www.fixmystreet.brussels](http://www.fixmystreet.brussels)

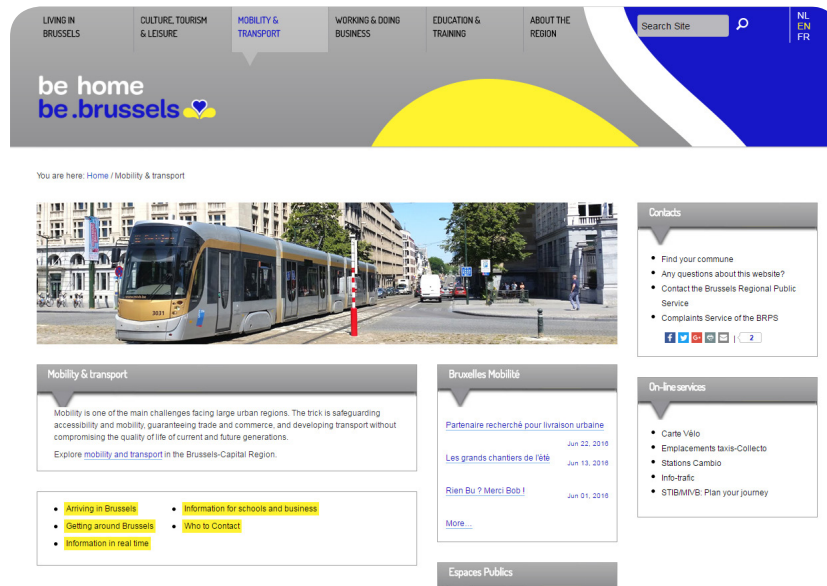


<sup>23</sup> "Dans ma rue" in Paris, "Züri wie neu" in Zurich, "Fixa min gata" in Stockholm, "PorMiBarrio" in Montevideo, "Fixmystreet" in New South Wales, Australia.

# 11. THREE INFORMATION PORTALS: BE.BRUSSELS, SMARTCITY.BRUSSELS EN OPENDATASTORE.BRUSSELS

## 1. Be.brussels

Be.brussels is the **gateway for the wide range of information and services on and in the Brussels-Capital Region.**



It runs to almost 700 pages, with information in three languages (French, Dutch and English). The information is structured around five themes, with everything citizens, inhabitants, tourists, businesspeople, employees and students need to know:

- Living in Brussels
- Working and Doing Business
- Mobility and Transport
- Education and Training
- Culture, Tourism and Leisure

Portal updates are coordinated by a content manager, who is based at the BRIC. Twenty or so contributors at other administrations, including SPRB (Service Public Régional de Bruxelles) and SIAMU (Service d'Incendie et d'Aide Médicale Urgente) add and update information in line with the editorial and publishing charter.

The portal is complemented by a Facebook page and a Twitter account (@RBC\_BHG), which are also managed by the BRIC.

## Visitors

The [be.brussels](https://be.brussels) portal had almost 1.2 million unique visitors in 2015.

The five most popular sections were:

- About the Region (28%)
- Culture, Tourism and Leisure (14%)
- Living in Brussels (13%)
- Education and Training (10.5%)
- Working and Doing Business (9%)

## AnySurfer-certification



Even since its conception, the regional portal has wanted to earn AnySurfer certification. This is awarded to websites that are accessible to people with a disability (including the partially sighted, the hearing impaired and the physically disabled).

Following an independent audit, certification was awarded for the first time in 2012, valid for two years. It was renewed most recently at the end of 2015.

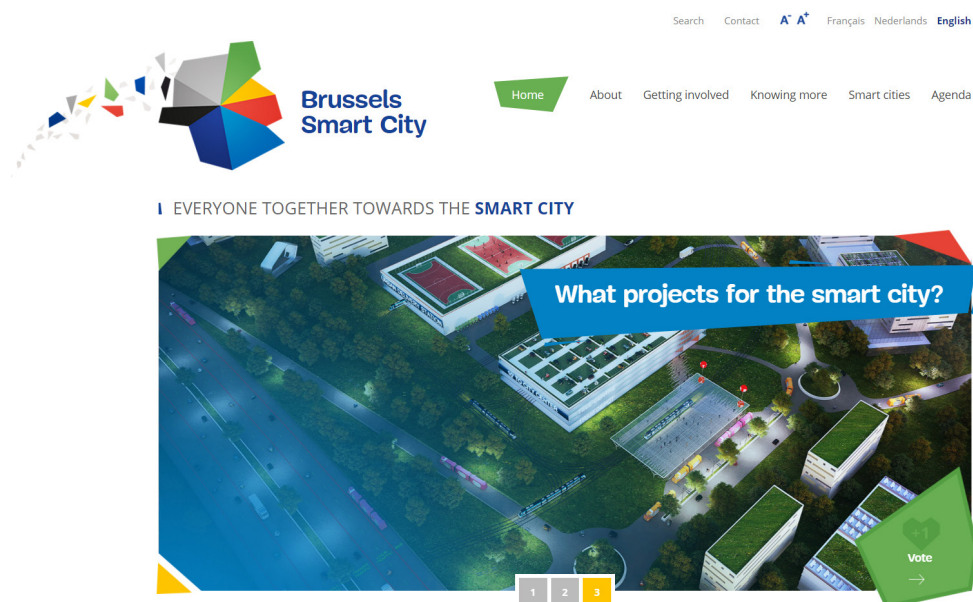
[www.be.brussels](http://www.be.brussels)

## 2. Smartcity.brussels

A smart city portal went live on 3 June 2015 in connection with the Brussels Smart City Event<sup>24</sup>. Its mission was to provide as much information as possible on the smart city theme, particularly the smart city strategy and actions of the Brussels-Capital Region.

The BRIC is responsible for the portal, but other regional bodies<sup>25</sup> contribute to create a unique, shared showcase.

An average of 1,000 visitors per month connected to the portal in the six months it was online in 2015. There were almost 5,000 page views per month.



<sup>24</sup> See page 25.

<sup>25</sup> Current partners are: BRUGEL, Bruxelles Développement Urbain, Bruxelles Economie Emploi, Bruxelles International, Brussels Invest & Export, Bruxelles Mobilité, the BRIC, Conseil Economique et Social de la Région de Bruxelles-Capitale, Finance.brussels, Impulse, Innoviris, IRISnet, Parking.brussels and Visit.brussels.



## Interaction with the general public

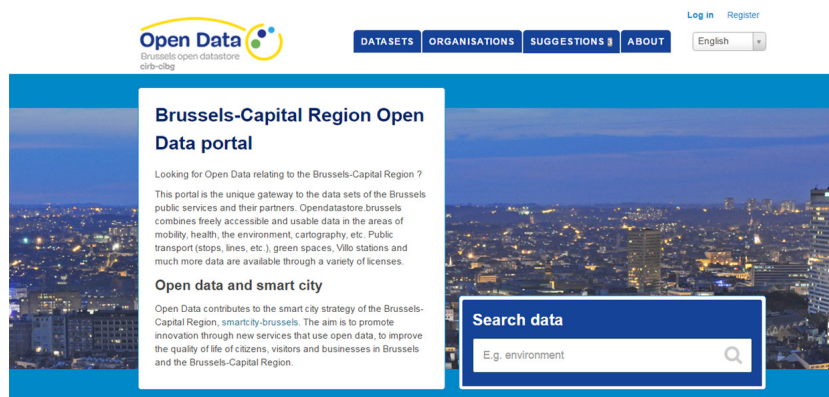
The [smartcity.brussels](http://smartcity.brussels) portal also allows visitors to express their views by inviting them to help turn Brussels into a smart region. There are three ways to get involved: posting suggestions, voting on proposed projects and proposals, and taking part in polls.

- The portal has received around thirty suggestions from visitors<sup>26</sup>, most of them (71%) from inhabitants of the Brussels-Capital Region.
- Visitors are then asked to vote on the proposals, giving them between 1 and 5 hearts. The top 3 proposals with the most votes were:
  - Clean my street<sup>27</sup>;
  - WiFi at bus and tram stops;
  - Broadcast and streaming of communal council meetings.
- The first poll was held between 3 June and 24 September 2015 in which visitors were asked to choose from five priority areas for the expansion of the Urbizone regional WiFi network<sup>28</sup>. There was a clear preference for public spaces and metro stations. In the course of 2016 the network will be expanded in those locations that received most votes. These include Halles Saint-Géry, Parvis Sainte-Gudule and the Esplanade of the European Parliament.

[www.smartcity.brussels](http://www.smartcity.brussels)

## 3. Opendatastore.brussels

.Although it did not go live until the first quarter of 2016, the launch of the regional open data portal is certainly worth mentioning here.



Public bodies generate and use a substantial quantity of data in their daily work, including maps, public transport timetables, locations of listed buildings, library directories and lists of grants and subsidies.

**This data is now considered to be a resource that everyone should be able to access<sup>29</sup>.**


The aim of the Open Data movement is to make it available to all to use and change as they see fit, without licence or copyright. This also dovetails with the pursuit of greater transparency and the Brussels-Capital Region's general smart city strategy.

<sup>26</sup> Nine proposals were rejected, three of them due to content of an overtly promotional nature. The others were woolly or lacking in real content.

<sup>27</sup> Reports of fly tipping. A study is currently being conducted with Bruxelles Propreté to expand Fix My Street to include these problems.

<sup>28</sup> See page 15.

<sup>29</sup> This concerns non-sensitive and non-personal data.



Because it is freely available, this data can be harnessed to create innovative online services for all that meet specific needs and improve the lives of citizens, visitors and businesspeople in Brussels. According to the experts at Agoria, the technological industry federation, **the potential knock-on effects of open data are measured in hundreds of jobs and millions of euros for the Brussels-Capital Region alone.**

This open data portal is one of the consequences of the enactment in the Brussels-Capital Region of the EU PSI Directive on the reuse of public sector information<sup>30</sup>.

## Data sets

The regional open data portal provides access to data sets generated by the public sector bodies in Brussels and their partners in various formats (CSV, gml, JSON, ZIP). It uses CKAN, an open source portal software, to make the data sets available.

The portal currently provides access to around a hundred data sets relating to air quality, the road network and road works, Urbizone network access points, public transport, and shared facilities and more.

## Open Data Hackathon

The BRIC hosted a Hackathon<sup>31</sup>, covering open data, free software and the smart city, on 28 October 2015 ahead of FOSS4G<sup>32</sup>.

Specialist software developers, including the BRIC employees, formed teams to battle each other in the development of prototype mobile apps and online digital services.

The winners, Go Easy, created a directory of sites accessible to people with reduced mobility (including public buildings, restaurants, parks and museums).

[www.opendatastore.brussels](http://www.opendatastore.brussels)

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<sup>30</sup> The first PSI Directive dates from 2003 and was enacted by the Brussels-Capital Region in 2008. The PSI Directive was amended in 2013 and now covers technological developments and the multiplication of electronic messages between computers. The new Brussels order is now passing through the legislature on its way to enactment.

<sup>31</sup> A hackathon brings together software developers who attempt to produce prototype apps or computer services on a specific topic within a given period of time.

<sup>32</sup> FOSS4G is an annual event bringing together the free geomatics software developer community and users. The 2015 event was held in Brussels and the BRIC was one of the event sponsors.

## 12. 2015: A YEAR PACKED WITH 'SMART' EVENTS

Various smart events were held by the BRIC, some in association with partners, in the course of 2015. All of them fell within the scope of the Brussels-Capital Region's smart strategy and had the same goals: raising awareness of the smart city concept, publicising existing smart initiatives and inviting proposals for new initiatives.

### 1. Brussels Smart City Summit

**The 2014-2019 Government Accord sets out the ambition to hold a digital convention with the goal of proposing a roadmap towards the Brussels-Capital Region's smart city future.**

Hosted by the BRIC, the Brussels Smart City Summit on 3 June 2015 brought together Brussels politicians, Belgian CEOs and experts from Belgium and beyond, including Boyd Cohen (Chile), the foremost smart city expert and theoretician, Michael J. Dixon (USA), general manager of Smarter Cities IBM and Saskia Van Uffelen (Belgium), CEO of Ericsson Benelux and the European Union's Belgian ambassador for digital policy.



Boyd Cohen @ Smart City Summit - 3 June 2015

As well as these experts, a hundred or so participants had the chance to discuss five specific themes during the round tables:

- Smart & Safe (safety, CCTV);
- Smart & Mobile (mobile apps, Wi-Fi, mobility);
- Smart & Social (digital education, digital billing, open data, support for companies);
- Smart Services (services to citizens, digitisation of administrations, interoperability);
- Smart Infrastructure (Data Center, big data, energy efficiency, sustainable development).

A second event on the same theme was arranged for the general public on the request of Ms Debaets, to enable citizens and civil society to also play a part in the design of the smart city (see below).



## 2. Brussels Smart City Event

Initially planned for 24 November 2015, unfortunately the Brussels Smart City Event had to be cancelled after the security level in Brussels was raised to 4. It was rescheduled for 3 May 2016.

Citizens who attended the event found themselves on a smart street, where they could learn more about the work of the start-ups and public administrations that already transform the Brussels-Capital Region into a smart city.

During the evening, Ms Debaets presented the first ever Smart City Ambassador trophy to someone active in the field of the smart city. The first recipient was Pieter Ballon, a professor at VUB, director of iMinds Living Lab Research and smart city expert<sup>33</sup>.

Both the Brussels Smart City Summit and the Brussels Smart City Event will be repeated in some form on an annual basis<sup>34</sup>. In 2016 the academic world will be invited to discuss smart initiatives in education.

<http://event.smartcity.brussels>



## 3. Smart City Breakfasts



**Around twenty people were invited to each of the Smart City Breakfasts organised by the BRIC and Agoria in the autumn of 2015 and held at our Avenue des Arts offices.**

The goal was to raise awareness of the chosen topics and invite proposals to improve the Brussels-Capital Region's smart city credentials. The minister in charge of the BRIC, Bianca Debaets, was there to listen to these proposals.

Four topics were discussed during this first season:

- Open data and the reuse of public data in the Brussels-Capital Region: issues and risks;
- Public, private or hybrid clouds: Which is preferred? And what about data security?;
- Digitisation of the economy: support and advice for businesses that are digitising, incubators and innovation centres;
- Training and employment: training centres, placements and distance training.

A summary based on the recommendations from all these events and the strategic note drawn up by the Smart City Manager were submitted to Ms Debaets. It will be used as input for the establishment of the Region's smart strategy.

<sup>33</sup> He recently published "Smart Cities. Hoe technologie onze steden leefbaar houdt en slimmer maakt" (Lannoo).

<sup>34</sup> One B2B and one B2C event per year.

## APPENDIX 1: CISO, THE CHIEF INFORMATION SECURITY OFFICER

A chief information security officer was appointed at the BRIC in 2010 with responsibility for protecting the data generated by the BRIC and passing through its infrastructure.

Initially, this was primarily seen as a technical position: the CISO was responsible for ensuring that the organisation was equipped with anti-virus software, a firewall, redundant infrastructure and so on. However, the nature of the risks has changed profoundly as the infrastructure has become ever more complex. The additional factor is the use of third party software.

**This position now also covers the management of all risks liable to compromise stored data and compliance with the legal prescriptions regarding data protection.**

At the BRIC, the CISO started by making a full inventory of the organisation, including confidential data, the physical security of the building, the server room, technical resources and special software. The next step was the development of a general data security strategy, including managing any attempted hacking of servers and loss or misuse of data.

Another duty of the CISO is to raise awareness among employees. A general code of conduct and various directives have been drawn up. They relate among other things to the use of VPN (Virtual Private Network), email, managing confidential data, data backups, social media and more.

Every new hire is fully informed about these codes and rules, and the documents are available on the intranet. Information sessions were held for all employees in 2015.

### Business Continuity Plan

The BRIC's chief information security officer also drew up a Business Continuity Plan, which sets out the preventive measures to ensure service continuity in the event of a minor or major incident. The plan has received the backing of the general management and those aspects that are not yet operational will be implemented over the next few months.

### Shared access to the CISO

If they use authentic sources<sup>35</sup>, the administrations must take account of all the risks connected with managing and using this data. To this end, they must use the services of a data protection consultant.

The BRIC's chief information security officer is able to provide services to interested partners. Due to his experience and templates he is able to offer a fast response. As with our technical platforms, the shared service principle applies here too.

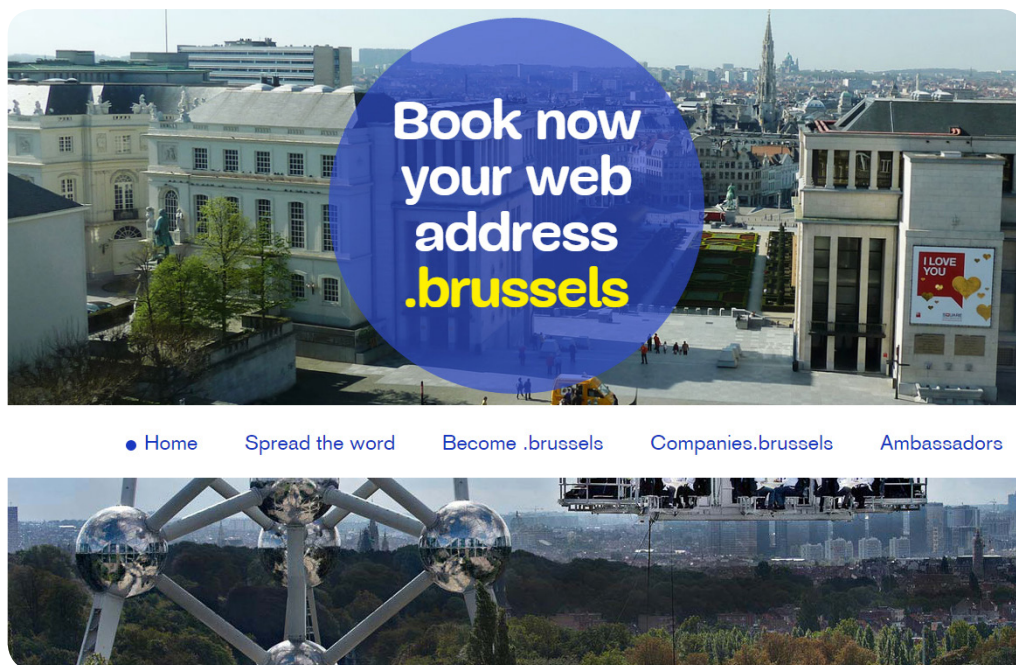
The communal administration of Forest, Evere and Saint-Gilles have already made use of his services. In the course of 2015 he was also appointed CISO for the communes of Ixelles and Schaerbeek, the Commune Community Commission (COCOM), the Brussels-Capital Region's Housing Company (SLRB) and the new Brussels Planning Agency (BBP).

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<sup>35</sup> This is digital data with legal value.

## APPENDIX 2: MIGRATION OF MAIL ADDRESSES AND WEBSITES TO .BRUSSELS

In November 2013 the Brussels-Capital Region launched an extensive city marketing campaign to create a unique identity around be.brussels.



At the same time, the Internet Corporation for Assigned Names and Numbers (ICANN), the global body that manages domain names, assigned .brussels to the Region.

With it, the be.brussels brand became an internet address. The regional portal<sup>36</sup> has adopted be.brussels as its URL<sup>37</sup>, which has necessitated the changing of all internal links as well as the systematic re-referencing of the portal.

Businesses and institutions also had the opportunity to reserve their .brussels URL. The BRIC reserved 1,500 .brussels addresses for itself and its partners. All of them have been allocated!

**Almost 11,000 email addresses – half of all addresses allocated by 23 regional and communal bodies across the region – have the .brussels extension.**

The migration of email addresses was completed without any major technical complications. To facilitate this transition, irisnet.be and .brussels will continue to be used alongside one another for several months.

However, the fact that the top level domain name (TLP) is made up of more than three letters can cause problems with some websites that do not yet accept TLPs other than .be or .com. The BRIC teams are unable to resolve this problem themselves, but they have notified the administrators of the websites concerned, who will soon have no option but to fix the problem, as the extensions .enseignement, .restaurant and .hopital are also available.

<sup>36</sup> See page 20.

<sup>37</sup> Uniform Resource Locator, an address identifying where documents can be found on the Internet.

## APPENDIX 3: E-CATALOGUE AND CENTRAL CONTRACTS OFFICE



As part of its activities, the BRIC works on joint contracts for IT equipment among other things.

The 134 representative institutions can access an **online version of the procurement catalogue**.

- The high order volumes ensure that the public authorities are able to make savings by accessing attractive prices.
- Managed on the basis of public contracts entered into by the BRIC in the name and at the expense of the representative administrations, this e-catalogue saves them the trouble of conducting their own procedure and allows them to shop online.

In 2015 the BRIC and its clients ordered almost **€15 million worth of IT equipment and services** through the e-catalogue.

The graphic design of the e-catalogue was updated in the course of the year. The new platform, which is clearer and more ergonomic, will go live during the third quarter of 2016.

### Move towards a central contracts office

Starting 3 July 2015, the BRIC also functions as a central contracts office.

In the shared contracts model, different authorities designate a single body to act as awarder in their name. **This central contracts office brings the organisation more in line with the needs and expectations of the BRIC.**

The partner can join the central contracts office when it feels the time is right, without having to wait for a contract. Furthermore, all bodies that join the central contracts office, then one or more contracts, automatically become awarders. As such, they are responsible for the carrying out of orders and they receive the supplier invoice directly.

In practice, a body needs to join the central contracts office to be able to access available contracts.

The central contracts office now has a hundred or so member institutions, which have access to three contracts that are currently open: IT (procurement of computers, printers, servers), Microsoft licences and topographical services.

The central contracts office and the e-catalogue are available to the BRIC clients free of charge without any procurement or exclusivity obligation. The entire process of joining and ordering has been digitised and takes place online.







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