

ILNAS Breakfast “Standards Analysis ICT Sector – Luxembourg” - November 2022

Introduction

24th November 2022

Jean-Philippe HUMBERT - Deputy Director, ILNAS

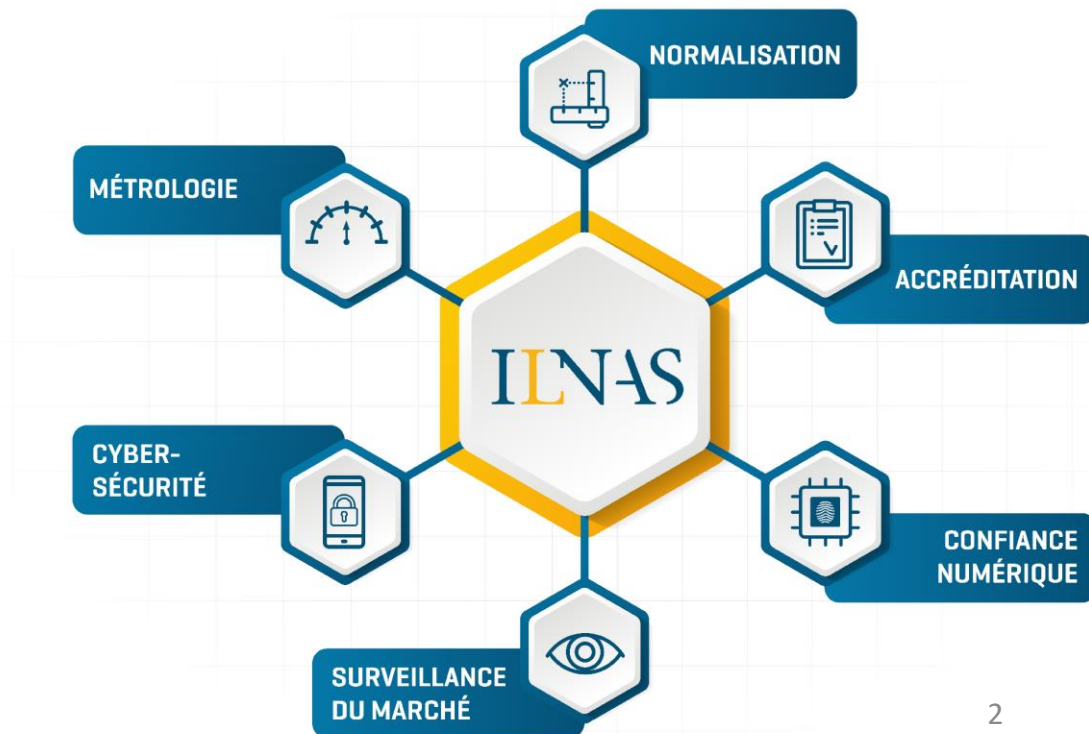


- ILNAS

- Public administration under the authority of the Minister of the Economy
- Created by the amended Law of July 4, 2014
- Total staff: 58 (November 2022)
- ISO 9001:2015 certification (Budget and administration department, OLN, Digital Trust department, Market surveillance department, BLM, OEC)

- National Standards Body

- Composed of 6 persons
- Close collaboration with the E.I.G. ANEC-N



- **Creation:** October 4, 2010
- **Status:** Economic Interest Group (EIG)
- **Objectives:** Promotion, awareness raising and training, applied research in the field of standardization and metrology in order to support companies' competitiveness in Luxembourg
- **Human resources:** 10 persons, including 4 employees in the standardization department (November 2022)
- **Partners :**



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de l'Économie

ILNAS



CHAMBRE
DES METIERS
Luxembourg



➔ Support for the implementation of the Luxembourg standardization strategy

Technical standardization

"Inclusive tool for performance and excellence to serve the economy"



→ Strategy signed by the
Minister of the Economy of
Luxembourg

PERFORMANCE



Pillar 1 – Use of relevant technical standards



Pillar 2 – Involvement in the standardization process

EXCELLENCE



Pillar 3 – Active participation of the NSB in the European and international standardization organizations

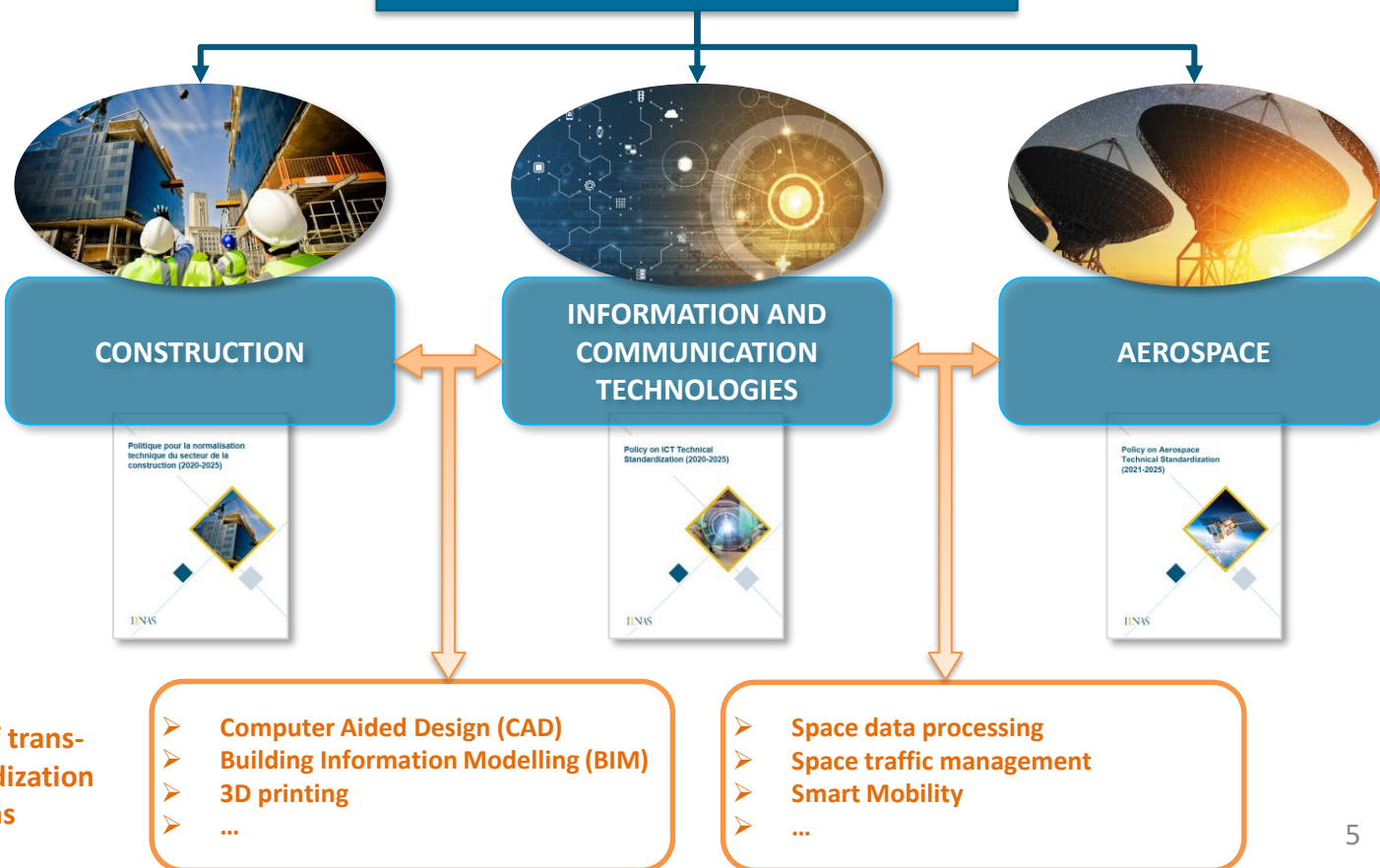


Pillar 4 – Development of research and education about standardization



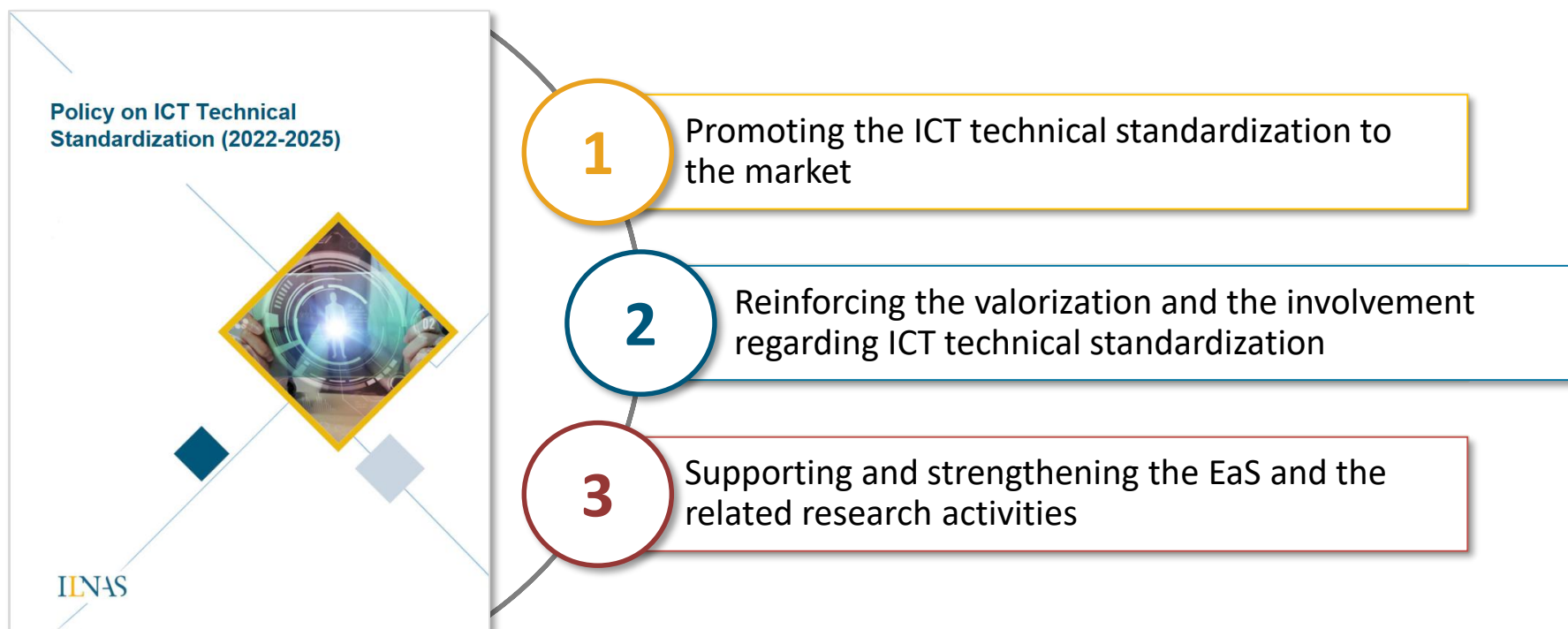
Technical standardization "Inclusive tool for performance and excellence to serve the economy"

3 growth sectors identified



“Foster and strengthen the national ICT sector involvement in standardization work”

→ Three lead projects

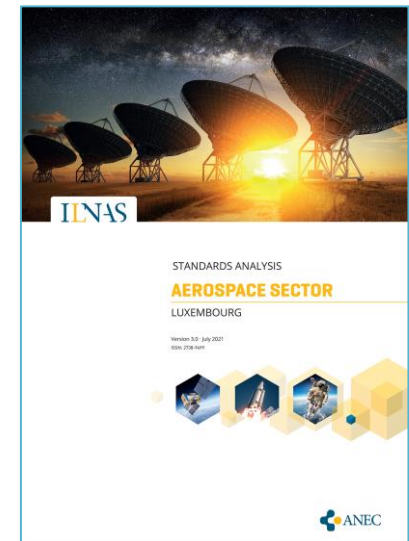


2021-2022 - Standards Analysis

- Content

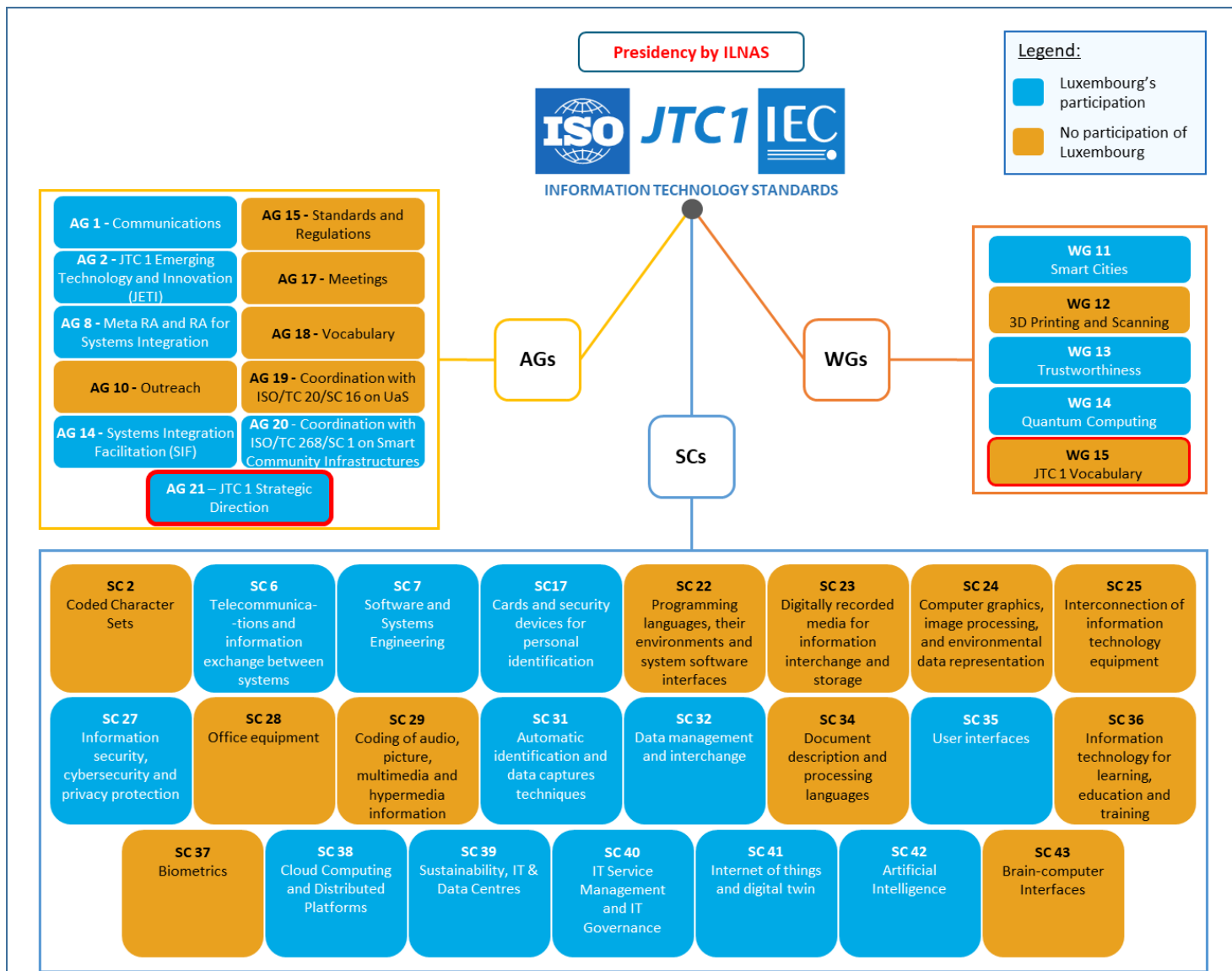
- Standardization context of the related sectors
- Presentation of European (CEN, CLC, ETSI) and international (ISO, IEC) technical committees active in the related sectors (distributed among subsectors relevant for the national economy)
- Offer guidance to national stakeholders for a potential future involvement in the standardization development process

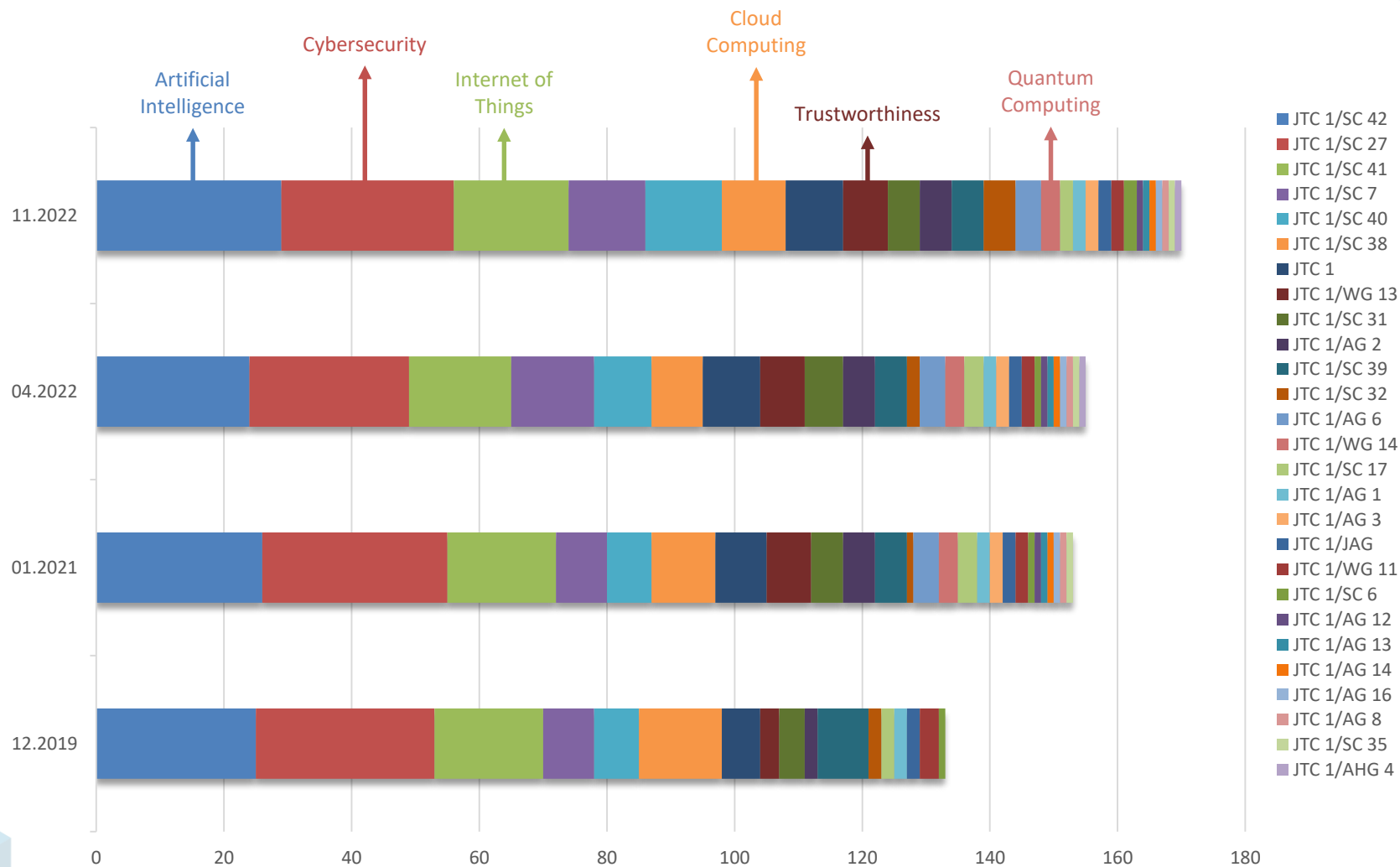
- Updated annually (twice a year for ICT)



Reinforcing the valorization and the involvement regarding ICT technical standardization

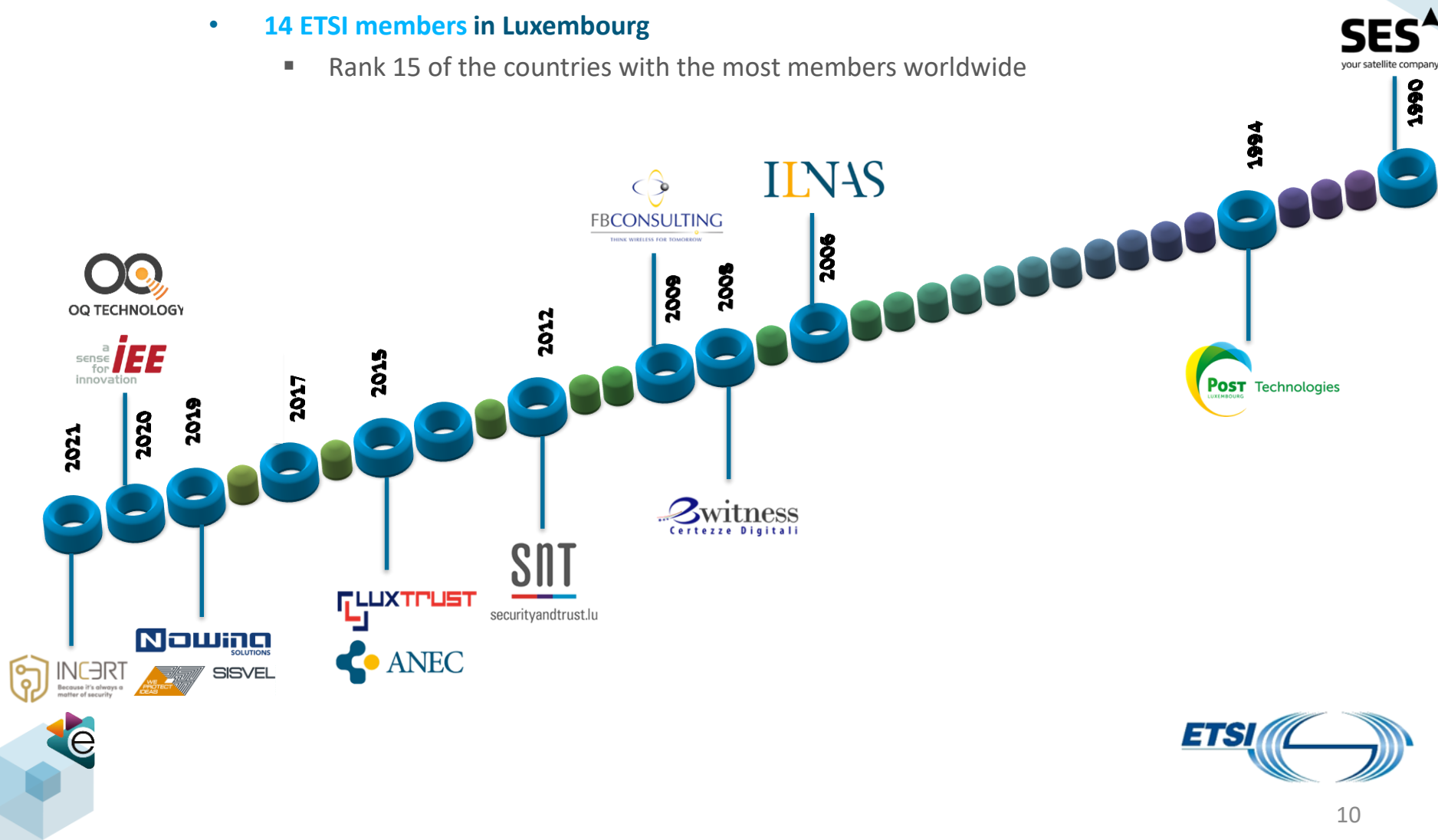
ISO/IEC JTC 1





→ 77 national delegates registered in ISO/IEC JTC 1 (94 in total for the ICT sector)

- **14 ETSI members in Luxembourg**
 - Rank 15 of the countries with the most members worldwide



Research program “Technical Standardisation for Trusted Use in the Field of Smart ICT” (2017-2020) in collaboration with the University of Luxembourg

The University of Luxembourg and ILNAS are strengthening their collaboration in the field of Smart ICT and standardization. A ceremony was held on May 17, 2017 at the Ministry of Economy to formally conclude the partnership.



In the rear row, from left to right: Jean-Philippe Humbert, Pascal Bouvry, Paul Heuschling, Yves Eisen, Björn Ottersten; In the front row, from left to right: Ludwig Neyeses, Francine Closener, Jean-Marie Reiff

The Smart-ICT Team



Nader Samir
- PhD Candidate
- Since 1.10.2017
- Industrial experience in UAVs



Prof. Pascal Bouvry
- Principal Investigator
- Project coordination
- PhD supervision



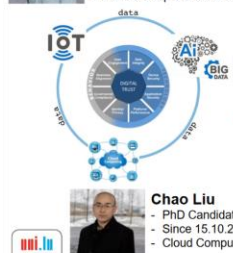
Saharnaz Dilmaghani
- PhD Candidate
- Since 01.03.2018
- Standardization experience



Chao Liu
- PhD Candidate
- Since 15.10.2017
- Cloud Computing



Matthias Brust
- Postdoc
- Project support



Journal Papers

4

Conference papers

21

Short Papers

4

White Paper

1

Technical Report

1

Awards

2

News Coverage

5

Talks to wider audience

15



10/2018 - White Paper “DATA PROTECTION AND PRIVACY IN SMART ICT - SCIENTIFIC RESEARCH AND TECHNICAL STANDARDIZATION”



IS Day 2019 - Information Security Awards Security Project of the Year: SnT – ILNAS



10/2019 - Technical Reports “SMART ICT: GAP ANALYSIS BETWEEN SCIENTIFIC RESEARCH AND TECHNICAL STANDARDIZATION”

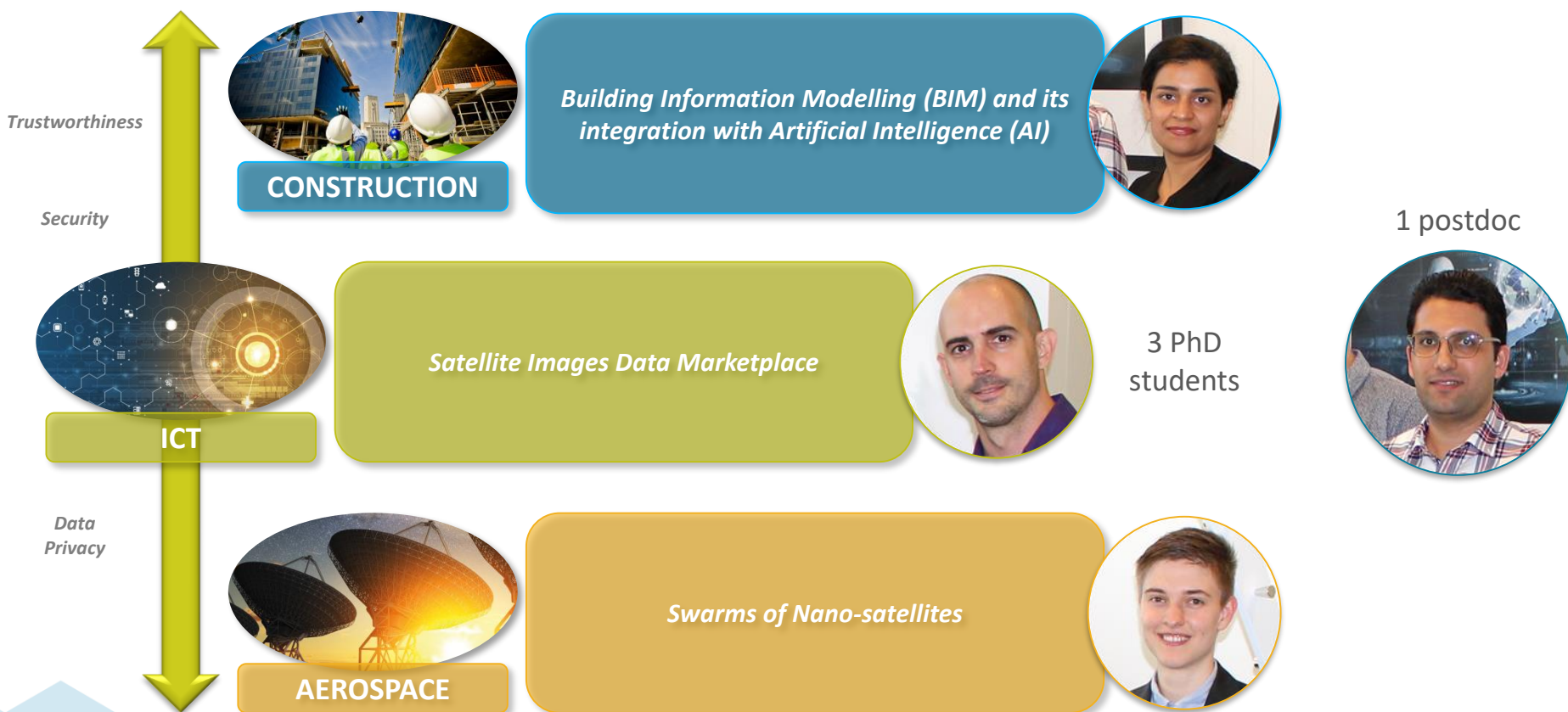
Last outcomes

- **Dr. Saharnaz Dilmaghani**
 - Winner of the ‘Young Researcher’ category of the CEN and CENELEC Standards+Innovation Awards (October 2021)
 - PhD thesis defended in Q1 2022 (*“On Trustworthy AI and Localized Complex Network Analytics”*)

- **Dr. Nader Samir Labib**
 - PhD thesis defended in Q4 2021 (*“A Distributed Unmanned Aerial Vehicles Traffic - Management System”*)



Research program “Technical Standardisation for Trustworthy ICT, Aerospace, and Construction” (2021-2024) in collaboration with the University of Luxembourg



2020-2022 - ILNAS Research activities

1 White Paper
published

**ARTIFICIAL
INTELLIGENCE**

*Technology
review*

*Economic
overview*

Challenges

*Technical
Standardization*

...



BLOCKCHAIN

**INTERNET OF
THINGS**

**CLOUD
COMPUTING**

MSS

**4 National Technical
Standardization Reports**
published

Master MTECH – ILNAS in collaboration with the University of Luxembourg and the Chamber of Employees

STANDARDISATION	ECTS
Smart Secure ICT and Innovation	1
Technical Standardisation	3
TOTAL	4

SMART ICT	ECTS
Smart ICT Technologies I	5
Smart ICT Technologies II	5
TOTAL	10

DIGITAL TRUST FOR SMART ICT	ECTS
Security for Smart ICT I	2
Security for Smart ICT II	3
Trust Architectures for Smart ICT	4
TOTAL	9

TECHNOPRENEURSHIP	ECTS
Management of Business and Technical Innovation	3
Digital Intelligence	2
Legal Aspects	2
TOTAL	7

MASTER THESIS	ECTS
Master Thesis	30
TOTAL	30

60 ECTS

**327 hours
of teaching**

**Internship
(750 hours)**

**Started in
February 2021**

**2 years
lifelong-
learning**

**20
students
(max.)**

**11
Modules**

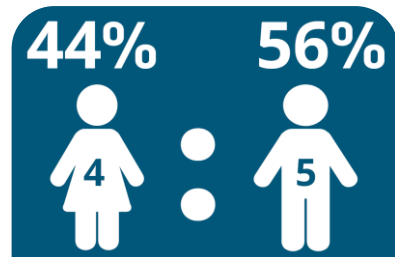
With the support of:



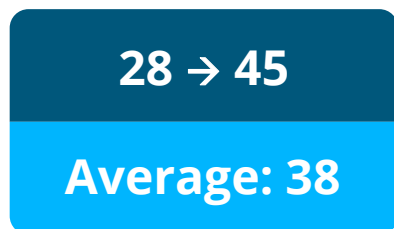
THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of the Economy



WOMEN : MEN



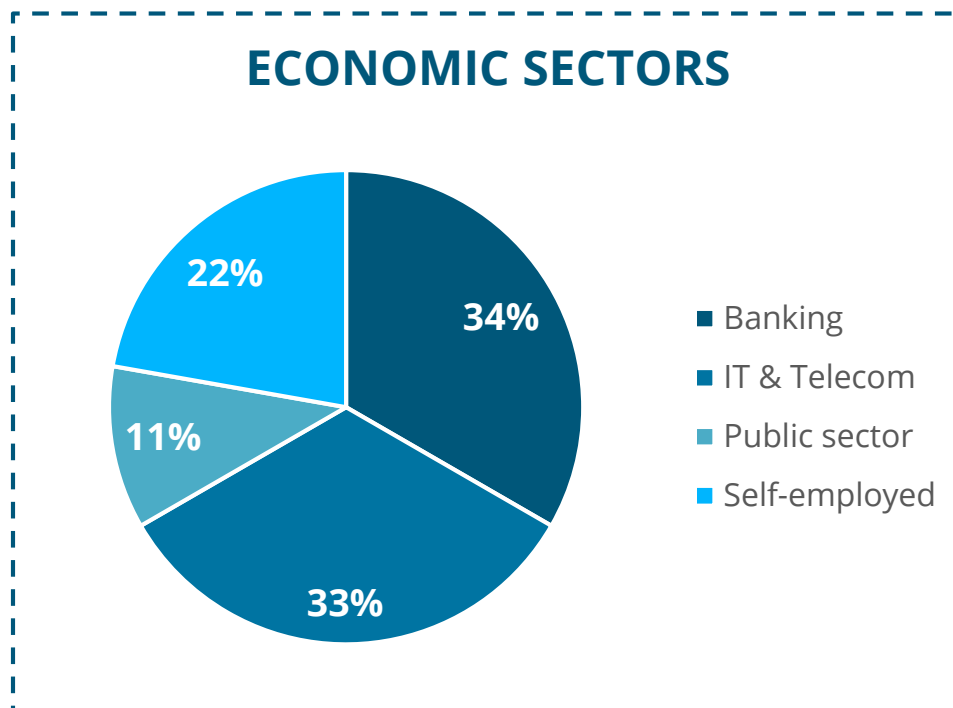
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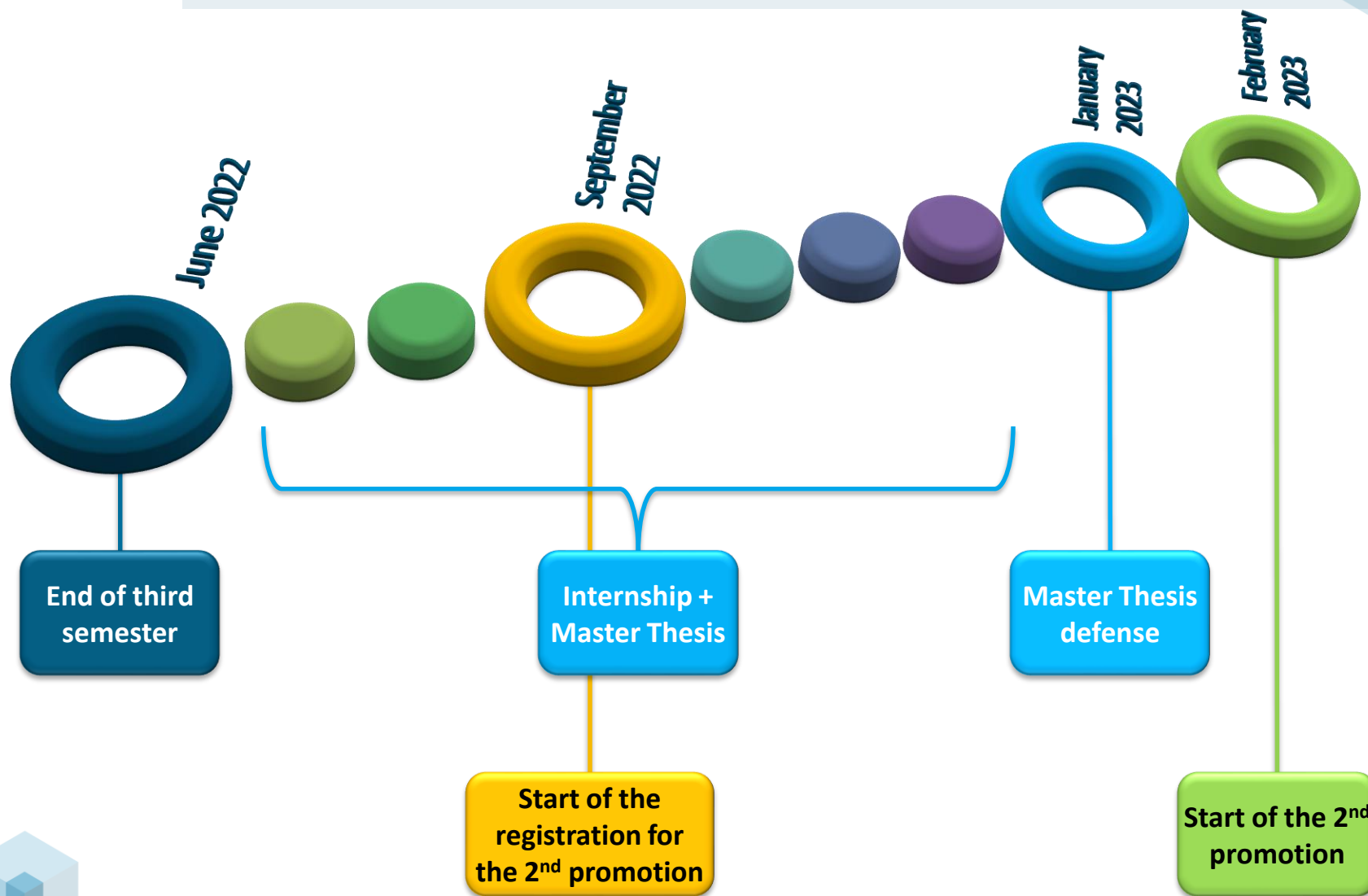


NATIONALITIES



ECONOMIC SECTORS





➔ **Portail qualité:**
www.portail-qualite.lu



➔ **ILNAS e-shop:**
<https://ilnas.services-publics.lu/>



➔ **Newsletters:** <https://portail-qualite.public.lu/fr/support/newsletter.html>

➔ **Social Networks:**



ACCREDITATION

CONFIANCE
NUMÉRIQUE

SURVEILLANCE
DU MARCHÉ

MÉTROLOGIE

NORMALISATION

ILNAS

Welcome
Bienvenue
Willkommen

Presentation of the National Standards Body

November 24, 2022

Jérôme Hoerold
Head of department



1. Standardization activities

1.1 At national level

➤ Coordinate and supervise the creation of national standards

- National annexes of the Eurocodes (2011 and 2019)
- National annex concerning the Winter Diesel (published - EN 590:2013+A1:2017/AN-LU:2019)
- Creation of a national standards office in the construction domain (2015)
- National standard on the calculation of the living surface (ILNAS 101:2016)
- National standard related to the information security in the context of accreditation of laboratories (ILNAS 107:2020)
- National standard related to the technical controls of buildings (ILNAS 105-1:2021)
- National standard on building acoustics (ILNAS 103-1:2022)
- National standard on e-archiving (ILNAS 106:2022)
- National annexes on concrete (ongoing work)



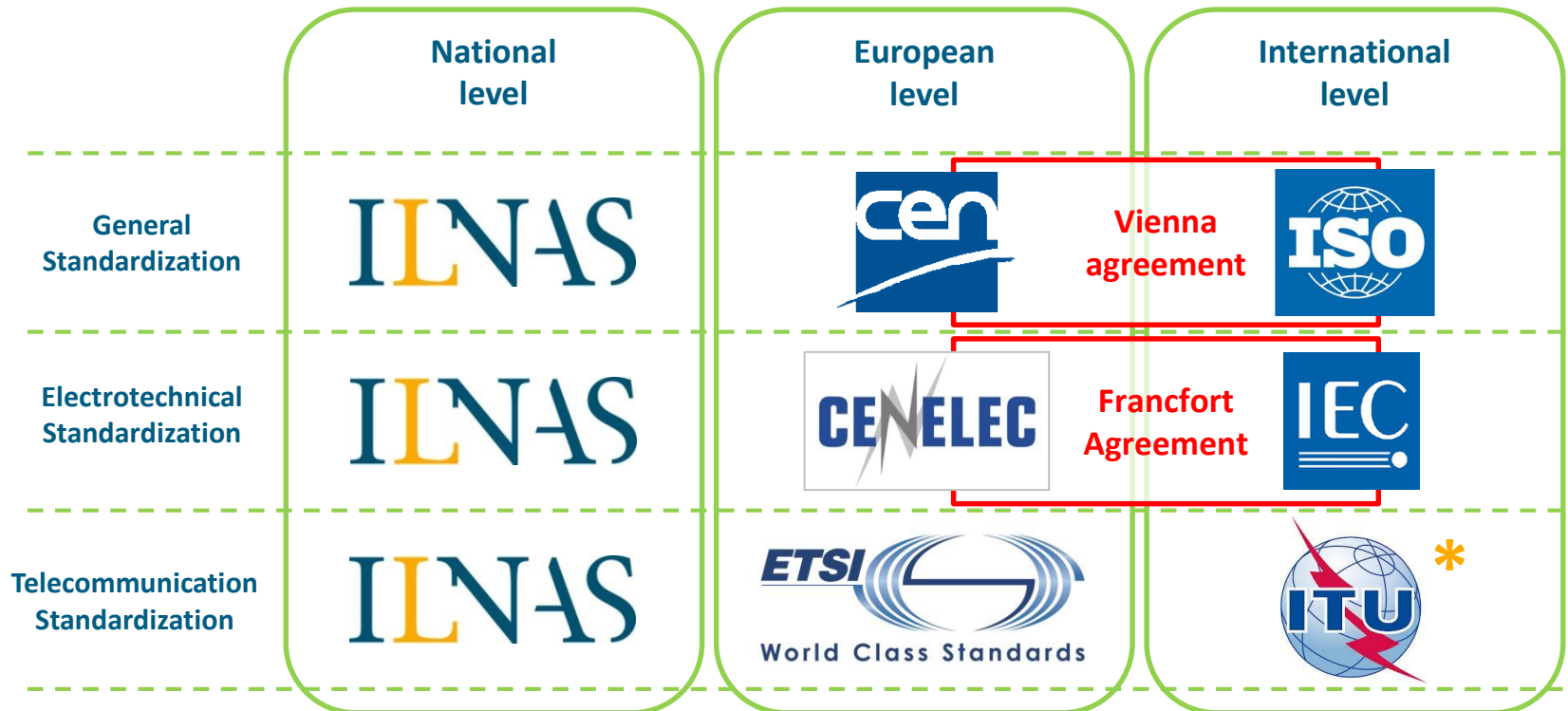
➤ Create a normative culture in Luxembourg

- Master « Technopreneurship », in collaboration with the University of Luxembourg and the salaries (Support provided by GIE ANEC-N)
- Research program in collaboration with the University of Luxembourg
- Promote technical standardization at national level (Newsletter, portail-qualite.lu, Linkedin, events, ...)
- Continuous training in the field of technical standardization and awareness raisins sessions in high schools



1. Standardization activities

1.2 European and international level



* ITU-T

1. Standardization activities

1.2 European and international level

➤ Participate in the creation of European and international standards

- Open to all national stakeholders
- Free of charge
- Free trainings offered to registered experts

➤ Represent Luxembourg at European and international level

- Participate in the « Committee on Standards » of the European Commission
- Participate in general assemblies, technical boards and other specific working groups of CEN, CENELEC, ETSI, ISO et IEC



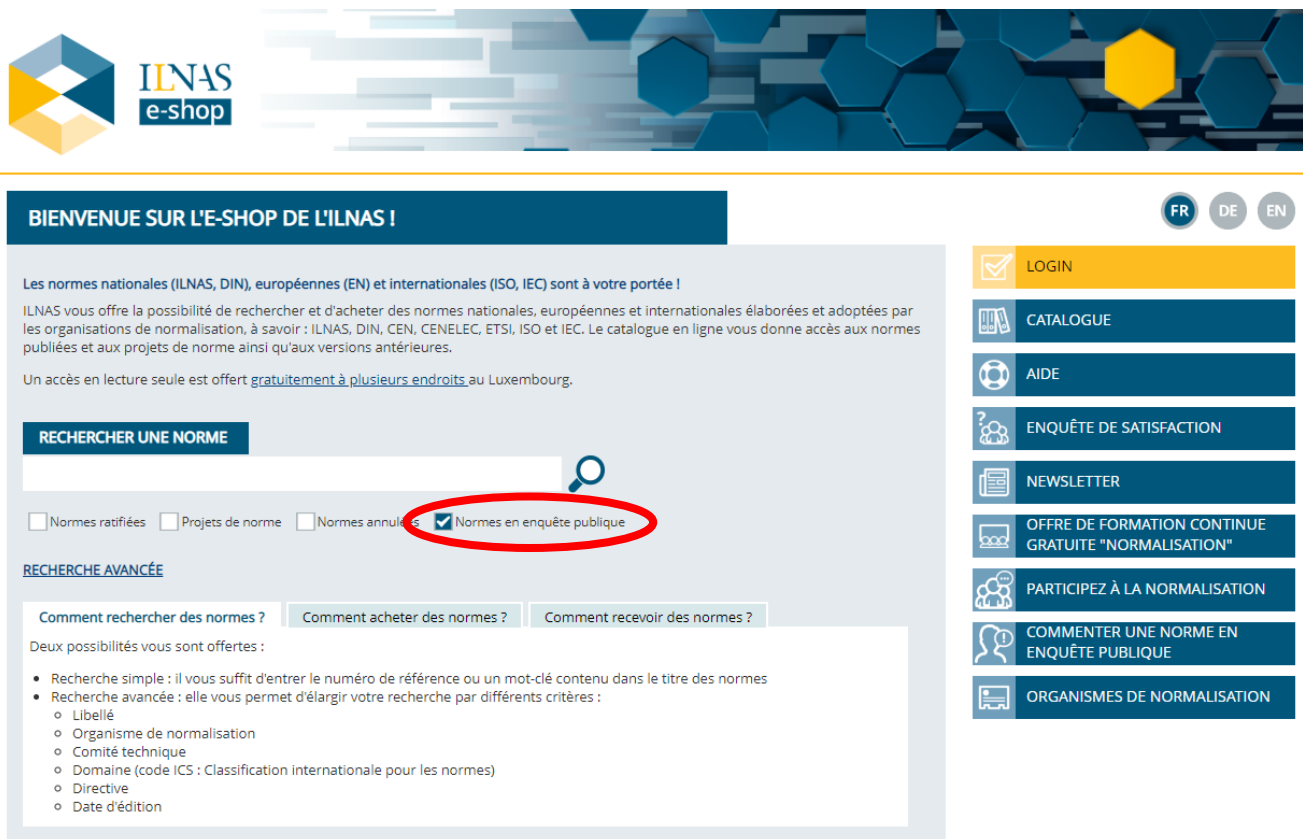
2. Participate in technical standardization

2.1 How to get involved ?

- **How can I participate in the elaboration process of national, European or international standards ?**
 - 1) Public enquiry of a draft standard
 - 2) Active participation in a technical committee



- Navigate to the ILNAS e-shop (<https://ilnas.services-publics.lu>) in order to be able to comment on draft standards which are currently in the “public enquiry” stage



BIENVENUE SUR L'E-SHOP DE L'ILNAS !

Les normes nationales (ILNAS, DIN), européennes (EN) et internationales (ISO, IEC) sont à votre portée !

ILNAS vous offre la possibilité de rechercher et d'acheter des normes nationales, européennes et internationales élaborées et adoptées par les organisations de normalisation, à savoir : ILNAS, DIN, CEN, CENELEC, ETSI, ISO et IEC. Le catalogue en ligne vous donne accès aux normes publiées et aux projets de norme ainsi qu'aux versions antérieures.

Un accès en lecture seule est offert gratuitement à plusieurs endroits au Luxembourg.

RECHERCHER UNE NORME

☐ Normes ratifiées ☐ Projets de norme ☐ Normes annulées ☒ Normes en enquête publique

RECHERCHE AVANCÉE

Comment rechercher des normes ? Comment acheter des normes ? Comment recevoir des normes ?

Deux possibilités vous sont offertes :

- Recherche simple : il vous suffit d'entrer le numéro de référence ou un mot-clé contenu dans le titre des normes
- Recherche avancée : elle vous permet d'élargir votre recherche par différents critères :
 - Libellé
 - Organisme de normalisation
 - Comité technique
 - Domaine (code ICS : Classification Internationale pour les normes)
 - Directive
 - Date d'édition

FR DE EN

LOGIN

CATALOGUE

AIDE

ENQUÊTE DE SATISFACTION


NEWSLETTER

OFFRE DE FORMATION CONTINUE GRATUITE "NORMALISATION"

PARTICIPEZ À LA NORMALISATION

COMMENTER UNE NORME EN ENQUÊTE PUBLIQUE

ORGANISMES DE NORMALISATION



RÉSULTATS DE LA RECHERCHE [RETOURNER AU FORMULAIRE DE RECHERCHE](#)

TRIÉ PAR - RÉSULTATS PAR PAGE 10 RÉSULTAT(S) 1 - 10 DES 548 1 2 3 4 5 ... 55

APERÇU PARTIEL GRATUIT	PRIX	LANGUE
<p>prEN 13138-1 Edition 09/2019 ⓘ</p> <p>Aides à la flottabilité pour l'apprentissage de la natation - Partie 1: Exigences de sécurité et méthodes d'essai pour les aides à la flottabilité portées au corps</p> <p>TC/SC : CEN/TC 162</p> <p>Statut : Projet - Actif</p> <p>Vous pouvez commenter ce projet de norme</p>	<p>FR </p> <p>DE </p> <p>EN </p> <p>€ 0.00</p>	<p>FR <input type="checkbox"/> </p> <p>DE <input type="checkbox"/> </p> <p>EN <input type="checkbox"/> </p> <p></p>
<p>ETSI EN 302 208 V3.3.0 (2020-05) Edition 05/2020 ⓘ</p> <p>Radio Frequency Identification Equipment operating in the band 865 MHz to 868 MHz with power levels up to 2 W and in the band 915 MHz to 921 MHz with power levels up to 4 W; Harmonised Standard for access to radio spectrum</p> <p>TC/SC : ERM TG34</p> <p>Statut : Projet - Actif</p> <p>Vous pouvez commenter ce projet de norme</p>	<p>EN </p> <p>€ 0.00</p>	<p>EN <input type="checkbox"/> </p> <p></p>
<p>EN 61850-5:2013/prA1:2020 Edition 10/2020 ⓘ</p> <p>Réseaux et systèmes de communication pour l'automatisation des systèmes électriques - Partie 5: Exigences de</p>		

FR DE EN

LOGIN

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ORGANISMES DE NORMALISATION

2. Participate in technical standardization

2.3 National delegate in technical standardization

Why should I participate ?

- Join a network of experts
- Anticipate future standards and developments in a specific sector
- Possibility to vote while representing Luxembourg

Who can participate?

- Every socio-economic actor in Luxembourg with a certain expertise

Costs related to an active participation ?

- Free of charge

National register of standardization delegates

- 287 experts registered
- 1049 registrations in technical committees

Registre national des délégués en normalisation - Novembre 2022

Nombre d'inscriptions aux comités techniques :

ILNAS/OLN	77
CEN	239
CENELEC	12
CEN/CLC	48
CEN/CLC/ETSI	2
ECISS	0
ISO/IEC	365
ISO	293
IEC	13
Total	1049

Nombre de personnes inscrites : 287

3. Availability of standards

3.1 Standardization catalogue – ILNAS e-shop

- 82 national standards
- +79.000 European Standards from CEN, CENELEC and ETSI
- +72.000 International Standards from ISO and IEC
- +48.000 DIN Standards



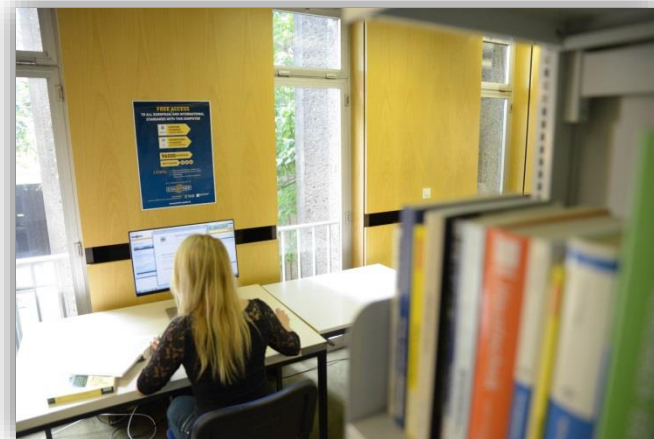
- **More than 200.000 normative documents** at your disposal at competitive prices



3. Availability of standards

3.2 Free consultation

- Free consultation of European (CEN, CENELEC & ETSI), international (ISO & IEC) and national (ILNAS) standards
- Locations :
 - 1) University of Luxembourg (Campus Kirchberg)
 - 2) Chambre des métiers
 - 3) Securitymadein.lu (on appointment)
 - 4) Lycée des Arts et Métiers
 - 5) Lifelong Learning Center
 - 6) ILNAS (on appointment)
 - 7) LIST (Belvaux)
 - 8) Administration communale de la ville d'Echternach
 - 9) Atert-Lycée Redange



In order to best exploit the advantages linked to technical standardization, ILNAS offers, in collaboration with the GIE ANEC-N, the following products and services to national socio-economic actors:

- Diffusion of normative information
- Continuous training in the field of technical standardization
- Standards watch
- National standards analysis (limited to the « priority » sectors defined in the national standardization strategy)



Portail qualité
www.portail-qualite.lu

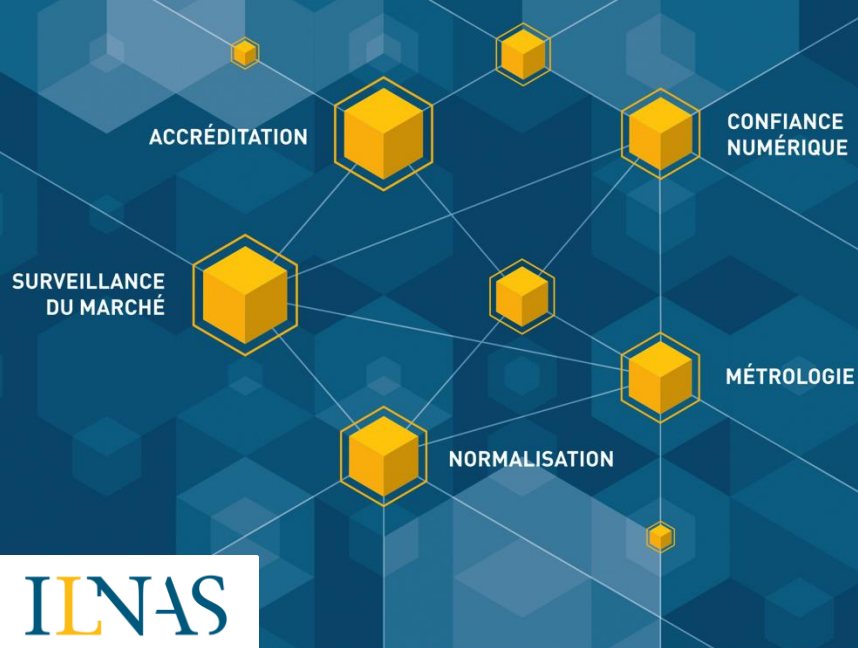
ILNAS e-shop
ilnas.services-publics.lu

Organisme luxembourgeois de normalisation

Tel. : (+352) 247 743 40

Fax : (+352) 247 943 40

E-mail : normalisation@ilnas.etat.lu



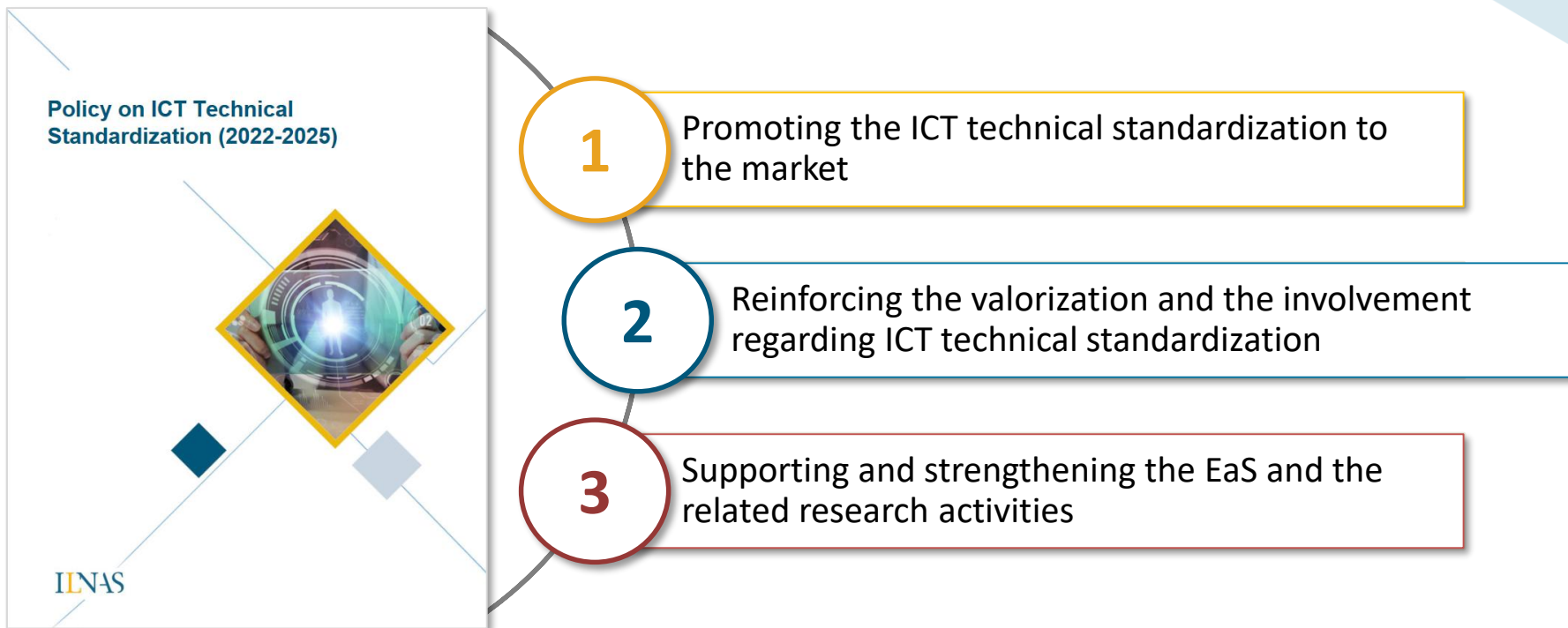
ILNAS Breakfast “Standards Analysis ICT Sector – Luxembourg” - November 2022

Standards Analysis ICT – Luxembourg - V11.0

24st November 2022

Nicolas DOMENJOURD - Responsible ICT & Technical Standardization, ILNAS



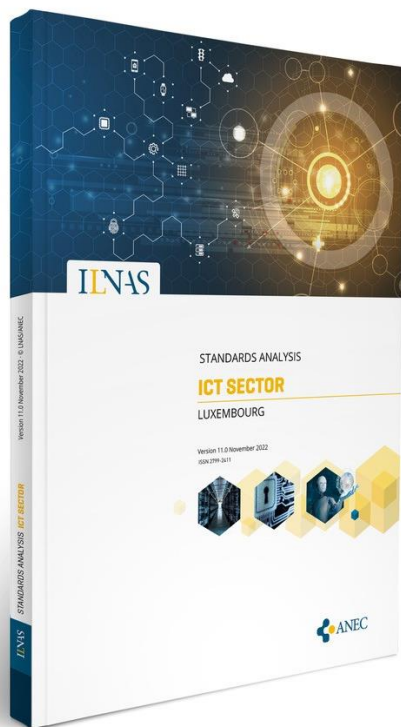


A main outcome of Project 1

“Drawing up a yearly national standards analysis for the Smart Secure ICT sector”

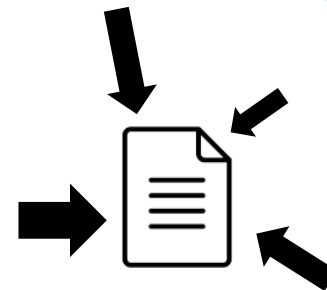
- Baseline resource
- Actionable, practical information
- Freely available online

Twice a year, actually
Spring and Autumn



Main information

A single-document resource of technical standardization committees covering the overall ICT sector



Purpose

To help you identify quickly and efficiently those SDOs and committees relevant to your business

What aims?

- Sources of technical standards that might impact you
- Identify committees connected to your business within which participating might be of interest



2018, 2019, 2020 Standards Analyses: Smart ICT

Artificial
Intelligence

Internet of
Things

+ Digital
Trust

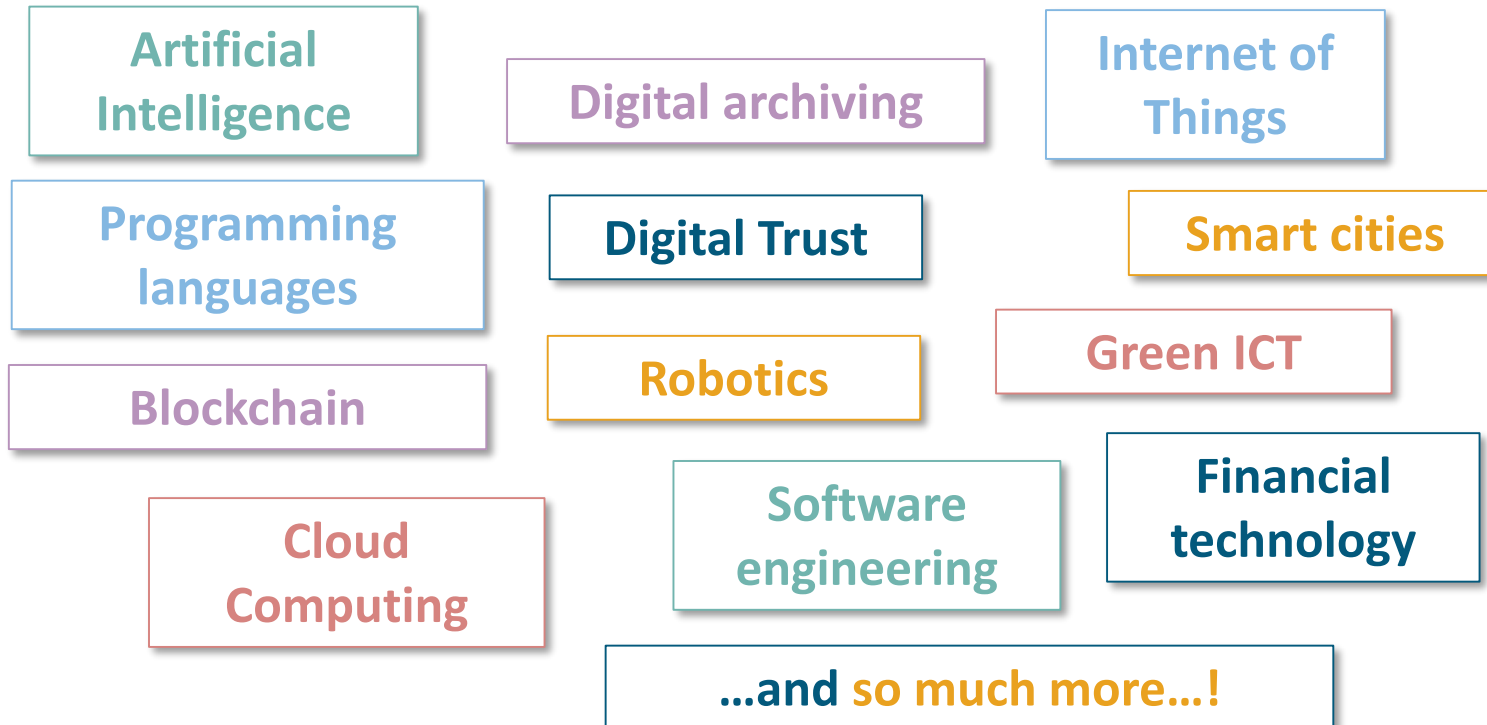
Blockchain

Cloud
Computing

Fostering interest in Standardization of new technologies

- *Budding technologies (and their security) → Budding committees in standardization*
- *A chance to join the efforts early*

2021, going forward (for now at least): a return to the promotion of ICT overall

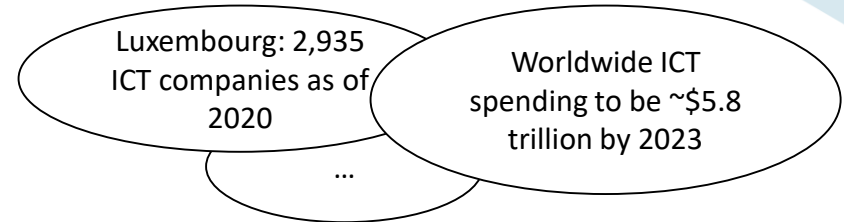


A return to the development of a broader view for the market

- *Budding technologies (and their security) → Budding committees in standardization... BUT ALSO*
- *Maintenance of standards, and contributions to standards projects, in “classic” topics*

Economic context

- ICT economy in (some) numbers in Luxembourg, the EU, the world
- Examples of national initiatives



Generalities on standardization

- Quick overviews of ISO, IEC, ITU-T, CEN, CENELEC, ETSI
- Definitions and purpose of standardization (World Trade Organization, European legislation)

A presentation of the main national actors

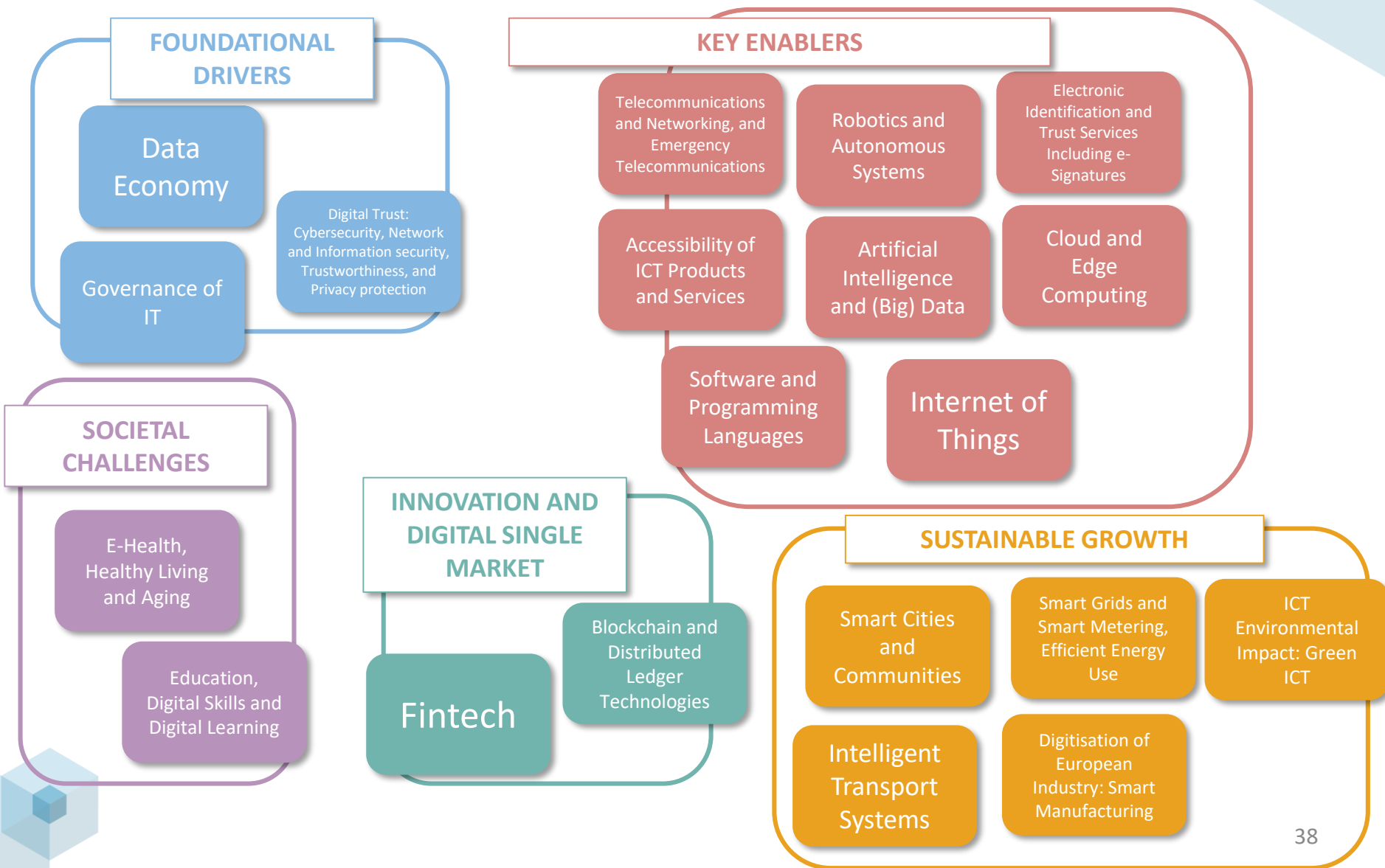
- ILNAS, your national standards body
 - ANEC GIE, in support of ILNAS' legal standardization mission
- ...and their services!



Your standardization partners in
Luxembourg

- ➡ Technical committees of interest broken down by sub-sector
- ➡ Sub-sectors inspired by the European Commission's Rolling Plan in ICT technical standardization
- ➡ 20 sub-sectors identified (themselves regrouped into 5 broad categories, also according to the RP)





ISO/IEC JTC 1/SC 42
ARTIFICIAL INTELLIGENCE

GENERAL INFORMATION

Creation date	2017	Secretariat	ANSI (United States)
Chairperson	Mr. Wael William Diab	Committee Manager	Ms. Heather Benko
Scope	Standardization in the area of Artificial Intelligence <ul style="list-style-type: none"> - Serve as the focus and proponent for JTC 1's standardization program on Artificial Intelligence; - Provide guidance to JTC 1, IEC, and ISO committees developing Artificial Intelligence applications. 		
Structure	AG 3 AI standardization roadmapping JWG 2 Joint Working Group ISO/IEC JTC1/SC 42 - based systems WG 1 Foundational standards WG 2 Data WG 3 Trustworthiness WG 4 Use cases and applications WG 5 Computational approaches and computational		
Webpage	https://www.iso.org/committee/6794475.html		

STANDARDIZATION WORK

Published standards	16	Projects
INTERNATIONAL MEMBERS AND NATIONAL INVOLVEMENT		
P-Members	37 participating members (including)	
O-Members	15 observing members	
Luxembourg's involvement	29 national delegates	

CEN/CLC/JTC 22
Quantum Technologies

GENERAL INFORMATION

Creation date	2022	Secretariat	DIN (Germany)
Chairperson	Mr. Oskar Van Deventer	Secretary	Mr. Marius Loeffler
Scope	The JTC shall produce standardization deliverables in the field of Quantum Technologies including quantum enabling technologies, quantum sub-systems, quantum platforms & systems, quantum composite systems as well as quantum applications covering the following areas: Quantum metrology, sensing and enhanced imaging, Quantum computing and simulation; Quantum communication and cryptography, as well as provide guidance to other technical committees concerned with Quantum Technologies. The JTC shall also consider the adoption of relevant international standards and standards from other organisations, like ISO/IEC JTC 1 and its subcommittees. The JTC shall produce standardization deliverables to address European market and societal needs, as well as underpinning EU legislation, policies, principles, and values.		
Structure	-		
Webpage	https://standards.cencenelec.eu/dyn/www/f?p=205:22:0:::FSP_ORG_ID,FSP_LANG_ID:3197951,25&cs=1D017DC1C3B0B85DF25A628387A385AFD		

STANDARDIZATION WORK

Published standards	0	Projects	0
INTERNATIONAL MEMBERS AND NATIONAL INVOLVEMENT			
Members	34 members of CEN/CENELEC		
Luxembourg's involvement	No (no registered delegate)		

Also, some information on:

- ITU-T study groups
- ETSI Industry Specification Groups
- CEN/CENELEC workshop agreements

SG	TITLE AND LINK	RELATED SUBSECTOR(S)
SG 2	Operational aspects	Telecommunications and Networking, and Emergency Telecommunication
SG 3	Economic & policy issues	
SG 5	Environment, EMF & circular economy	ICT Environmental Impact: Green ICT
SG 9	Broadband cable & TV	
SG 11	Protocols, testing & combating counterfeiting	Telecommunications and Networking, and Emergency Telecommunication
SG 12	Performance, QoS & QoE	
SG 13	Future networks	Cloud and Edge Computing Telecommunications and Networking, and Emergency Telecommunication
SG 15	Transport, access & home	Telecommunications and Networking, and Emergency Telecommunication
SG 16	Multimedia & digital technologies	
SG 17	Security	Digital Trust: Cybersecurity, Network and Information security, Trustworthiness, and Privacy Protection
SG 20	IoT, smart cities & communities	Internet of Things

Table 1: ITU study groups

WS	TITLE AND LINK	RELATED SUBSECTOR(S)
CEN/CLC/WS DS	Digital sovereignty	Digital Trust: Cybersecurity, Network and Information security, Trustworthiness, and Privacy protection
CEN/CLC/WS SEP2	Industry Best Practices and an Industry Code of Conduct for Licensing of Standard Essential Patents in the field of 5G and Internet of Things	Internet of Things Telecommunications and Networking, and Emergency Telecommunication
CEN/CLC/WS INACHUS	Urban search and rescue (USaR) robotic platform technical and procedural interoperability	Robotics and Autonomous Systems
CEN/CLC/WS Monsoon	Predictive management of data intensive industrial processes	Artificial Intelligence and (Big) Data Digitisation of European Industry: Smart Manufacturing
CEN/CLC/WS SEP-IoT	Workshop on Best Practices and a Code of Conduct for Licensing Industry Standard Essential Patents in 5G and the Internet of Things (IoT), including the Industrial Internet	Internet of Things Telecommunications and Networking, and Emergency Telecommunication
CEN/CLC/WS ZONeSEC	Interoperability of security systems for the surveillance of widezones	Digital Trust: Cybersecurity, Network and Information security, Trustworthiness, and Privacy protection
CEN/CLC/WS WiseGRID	Reference model for distribution application for microgrids	Smart Grids and Smart Metering, Efficient Energy Use
CEN/CLC/WS EFPPInterOp	European Connected Factory Platform for Agile Manufacturing Interoperability	Digitisation of European Industry: Smart Manufacturing
CEN/CLC/WS ZDMterm	Zero Defects in Digital Manufacturing Terminology	
CEN/WS Smart-CE-Marking	Smart CE marking for the construction industry	

Table 3: CEN and CEN/CLC Workshops (WS)

ISG	TITLE AND LINK	RELATED SUBSECTOR(S)
ARF	Augmented Reality Framework	Artificial Intelligence and (Big) Data
CDM	European Common information sharing environment service and Data Model	
CIM	Cross cutting Context Information Management	Smart Cities and Communities, and Buildings
ENI	Experimental Networked Intelligence	Telecommunications and Networking, and Emergency Telecommunication
ETI	Encrypted Traffic integration	Digital Trust: Cybersecurity, Network and Information security, Trustworthiness, and Privacy protection
F5G	5th Generation Fixed Network	Telecommunications and Networking, and Emergency Telecommunication
IPE	IPv6 Enhanced innovation	
MEC	Multi-access Edge Computing	Internet of Things
MWT	Millimeter Wave transmission	Telecommunications and Networking, and Emergency Telecommunication
NFV	Network Functions Virtualisation	
NIN	Non-IP Networking	
OEI	Operational energy Efficiency for Users	ICT Environmental Impact: Green ICT
PDL	Permissioned Distributed Ledger	Blockchain and Distributed Ledger Technologies
QKD	Quantum Key Distribution	Digital Trust: Cybersecurity, Network and Information security, Trustworthiness, and Privacy protection
RIS	Reconfigurable Intelligent Surfaces	Telecommunications and Networking, and Emergency Telecommunication
SAI	Securing Artificial Intelligence	Artificial Intelligence and (Big) Data
THz	TeraHertz technology	Telecommunications and Networking, and Emergency Telecommunication
ZSM	Zero-touch network and Service Management	Telecommunications and Networking, and Emergency Telecommunication

Table 2: ETSI's Industry Specification Groups (ISG)

Details on ILNAS and ANEC GIE products and services, related especially to ICT

- **Information dissemination**
 - Market meetings
 - News items in standardization
 - Standards watch service
- **Consulting and purchasing standards**
 - Reading stations
 - e-Shop
- **Getting involved in standards development**
 - Public enquiry commenting
 - Becoming a delegate in standardization
- **Research and education**
 - White papers and technical reports
 - General and technical training sessions

Main takeaways of the Standards Analysis

- **Know what committees are relevant to your work to:**
 - Know where standards that might impact you are developed
 - Follow the work of technical committees, the evolution of standards
 - Join the committees as a delegate to:
 - Shape new standards that are in project form
 - Rework published standards that are under revision
 - Propose new standards and lead projects
- **Know what services ILNAS and ANEC GIE can offer to support you:**
 - Coach you as a delegate
 - Serve as an interface to submit comments
 - Consult standards

DON'T HESITATE TO:

- **DIVE INTO THE DOCUMENT!**
- **CONTACT ILNAS OR THE ANEC GIE ICT PROJECT OFFICERS!**



Thank you for your attention!

- *Satisfaction survey of the breakfast*
- *Declaration of interest*

ILNAS

Southlane Tower I · 1, avenue du Swing · L-4367 Belvaux

Tel. : (+352) 24 77 43 - 00 · Fax : (+352) 24 79 43 - 10

E-mail: info@ilnas.etat.lu

www.portail-qualite.lu