

ACCREDITATION

CONFIANCE
NUMÉRIQUE

SURVEILLANCE
DU MARCHÉ

MÉTROLOGIE

NORMALISATION

ILNAS

Welcome
Bienvenue
Willkommen

ILNAS Breakfast “Standards Analysis ICT Sector – Luxembourg” - June 2023

Introduction

13 June 2023

Jean-Philippe HUMBERT - Deputy Director, ILNAS



- ILNAS

- Public administration under the authority of the Minister of the Economy
- Creation: Law of May 20, 2008
- Legislation in force: amended Law of July 4, 2014 reorganizing ILNAS
- Total staff: 61 (June 2023)
- ISO 9001:2015 certification (Budget and administration department, OLN, Digital Trust department, Market surveillance department, BLM, OEC)

- National Standards Body

- Composed of 7 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 (June 2023)
- **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

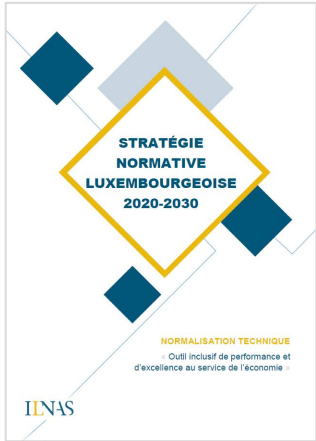


- Pillar 1 – Use of relevant technical standards
- Pillar 2 – Involvement in the standardization process

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



CONSTRUCTION



INFORMATION AND COMMUNICATION TECHNOLOGIES



AEROSPACE



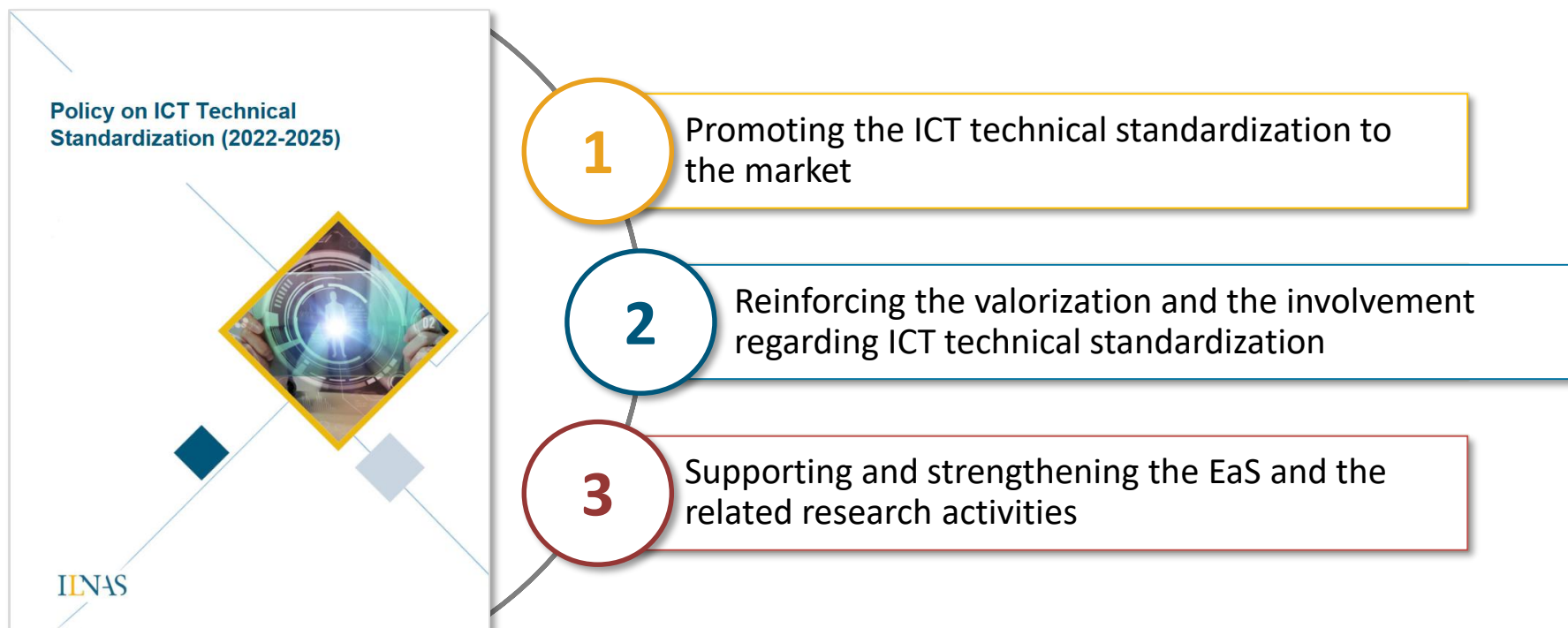
Identification of trans-sectoral standardization interactions

- Computer Aided Design (CAD)
- Building Information Modelling (BIM)
- 3D printing
- ...

- Space data processing
- Space traffic management
- Smart Mobility
- ...

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

→ Three lead projects



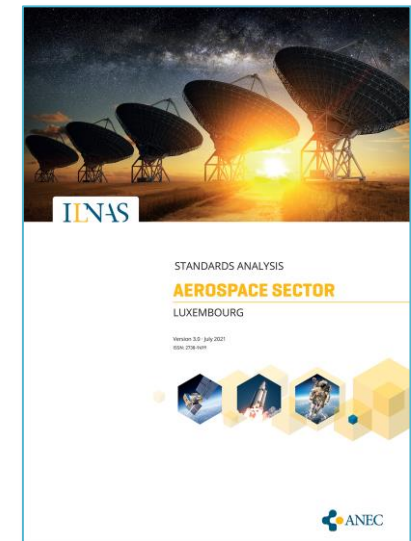


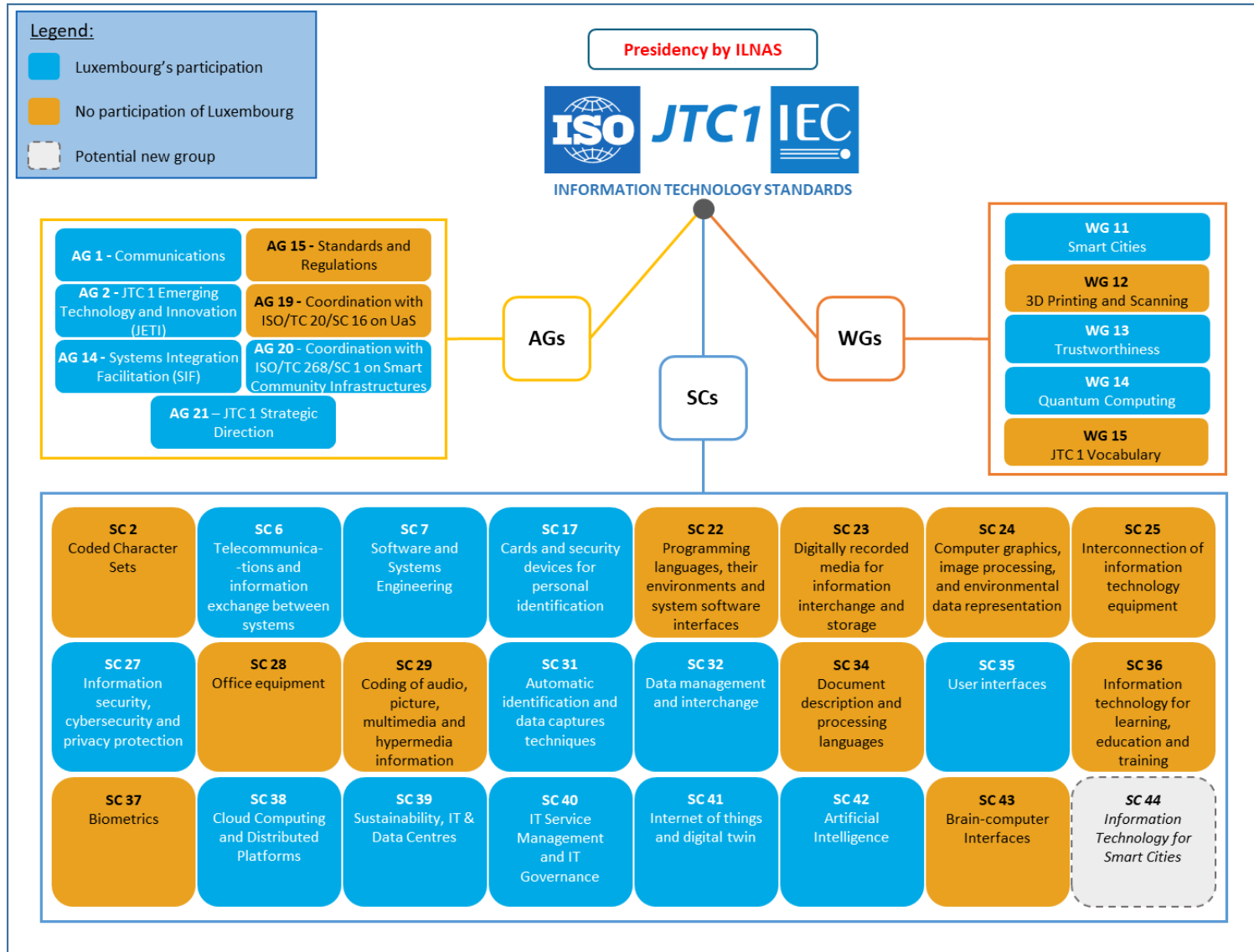
2023 - Standards Analysis

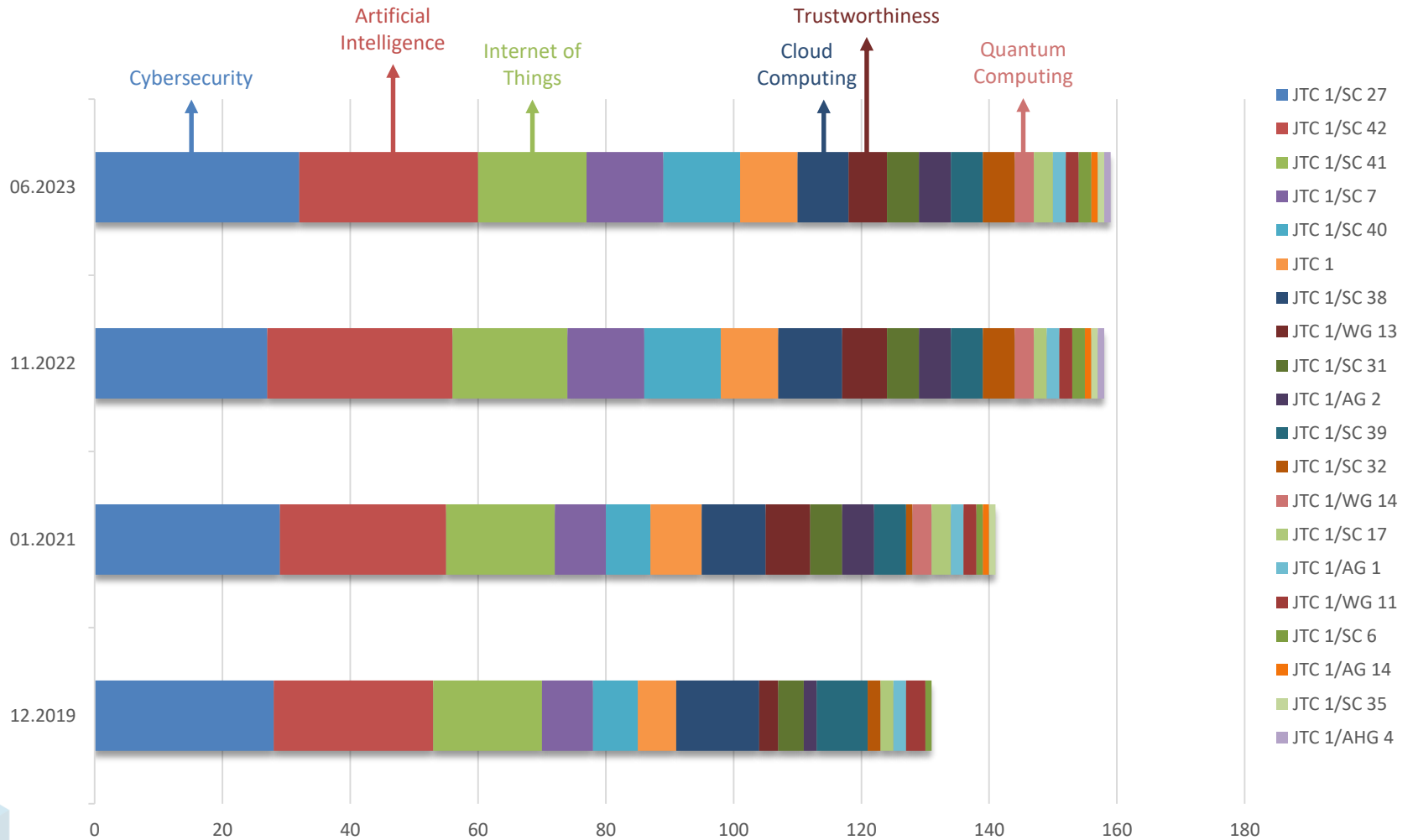
- Content

- 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)

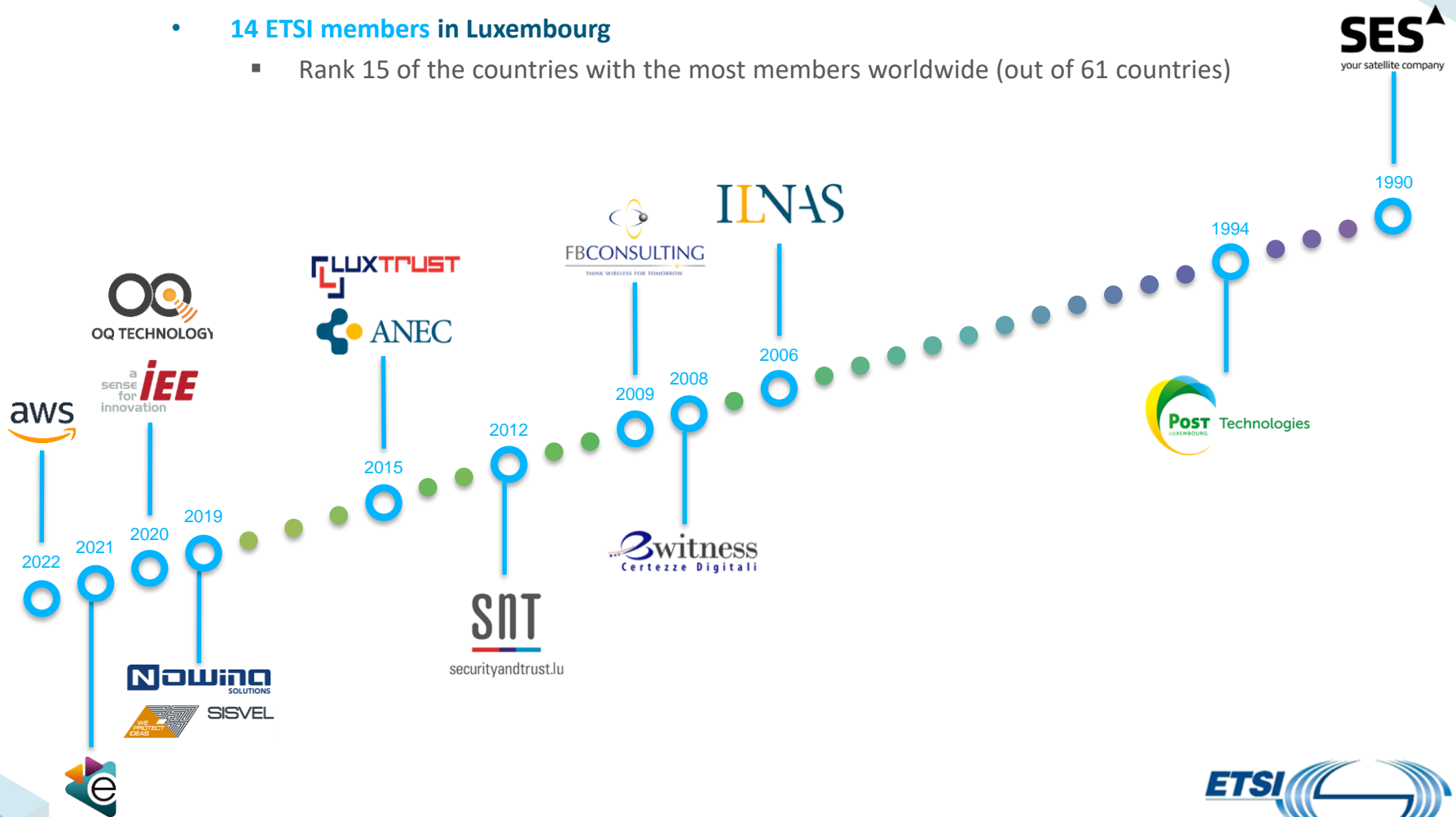




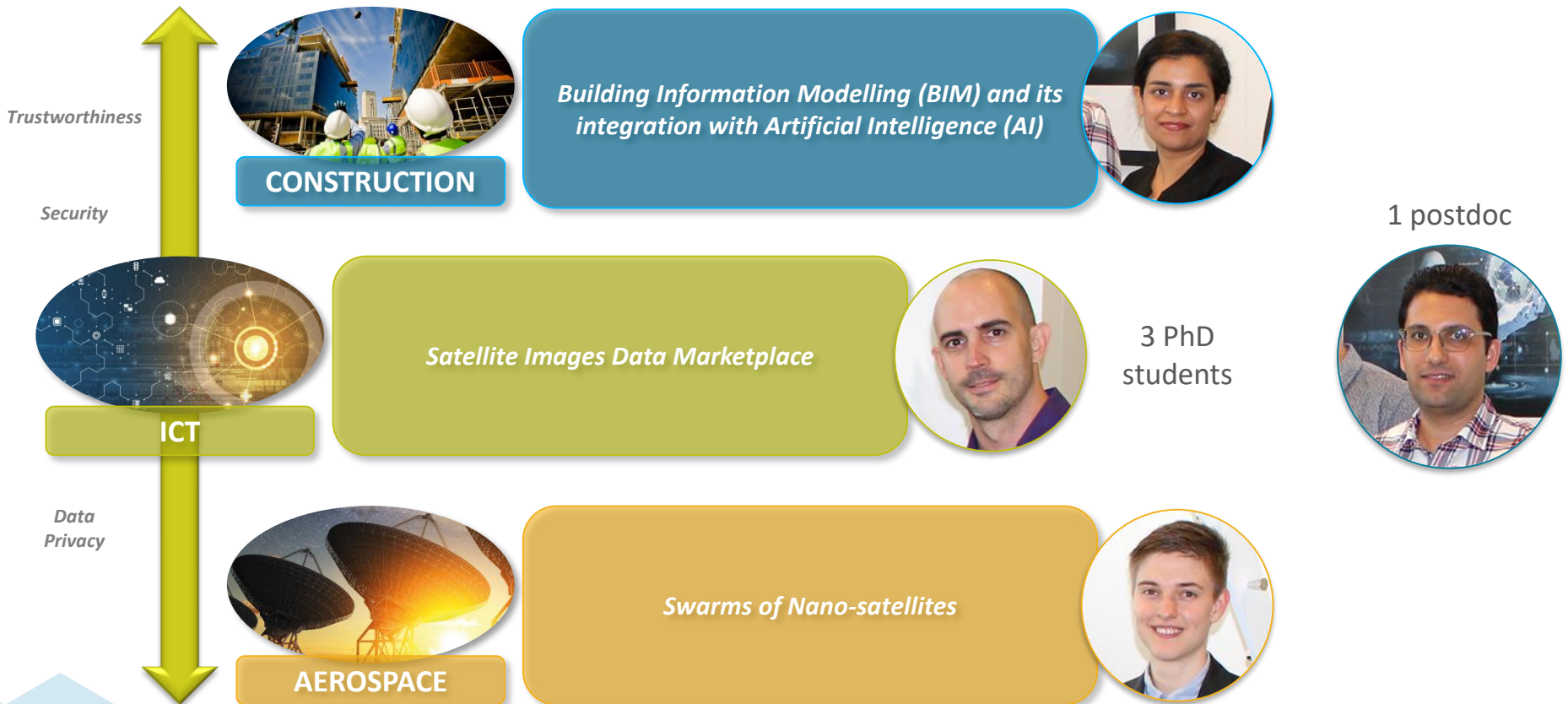


→ 78 national delegates registered in ISO/IEC JTC 1 (95 in total for the ICT sector)

- **14 ETSI members in Luxembourg**
 - Rank 15 of the countries with the most members worldwide (out of 61 countries)



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



2020-2023 - 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 (2023-2024) – ILNAS in collaboration with the University of Luxembourg and the Chamber of Employees

PROGRAMME

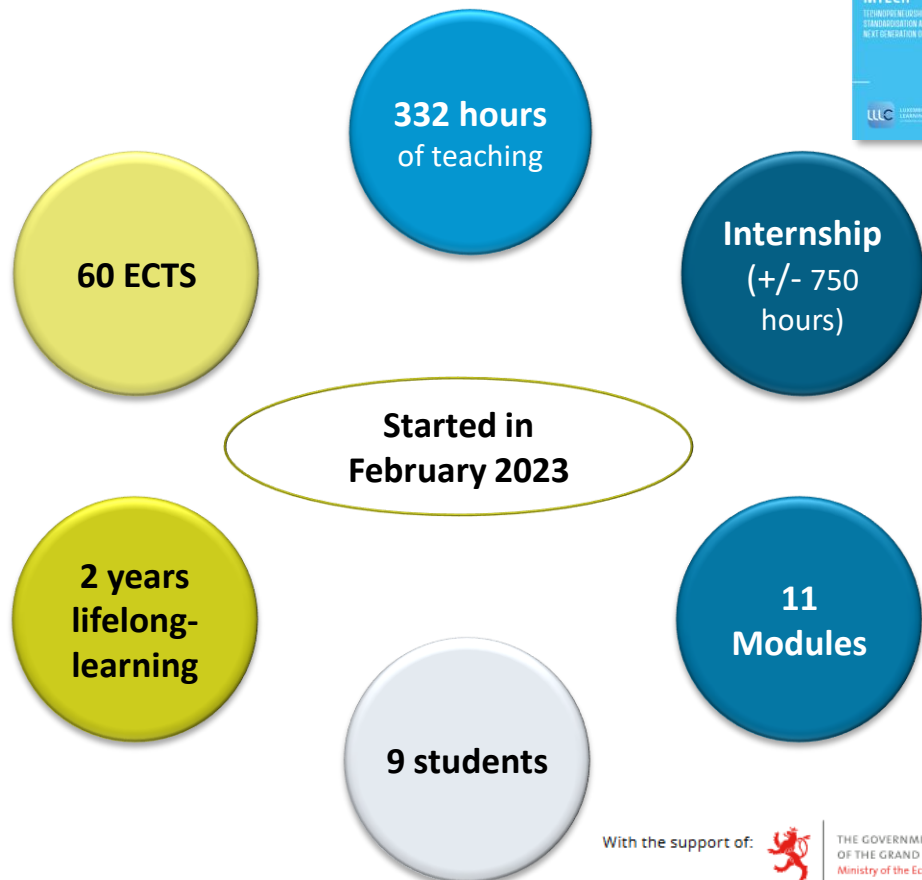
STANDARDISATION	ECTS
Smart Secure ICT and Innovation	1
Technical Standardisation	3
TOTAL	4

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



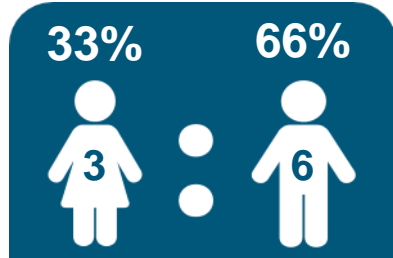
With the support of:



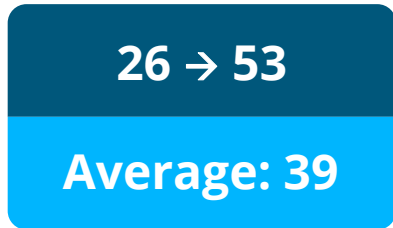
THE GOVERNMENT OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of the Economy



WOMEN : MEN



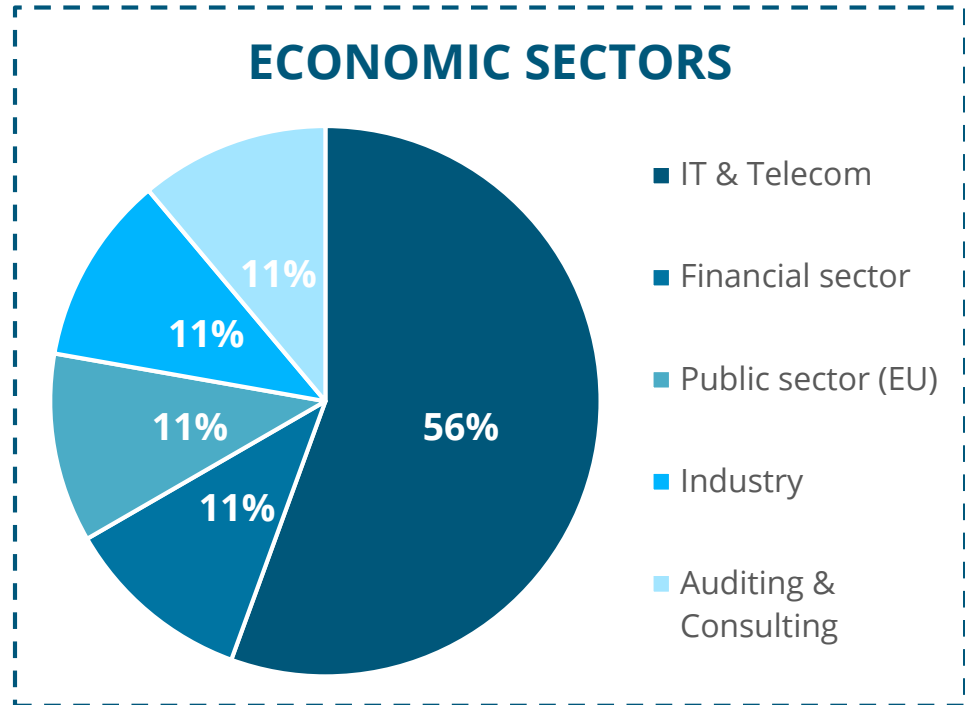
AGE



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:**



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ILNAS Breakfast “Standards Analysis ICT Sector – Luxembourg” - June 2023

Presentation of the
National Standards Body

13 June 2023

Jérôme HOEROLD - Head of the Standardization department, ILNAS



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)
- National standard on telecommunication cabling techniques in residential buildings (ongoing work)



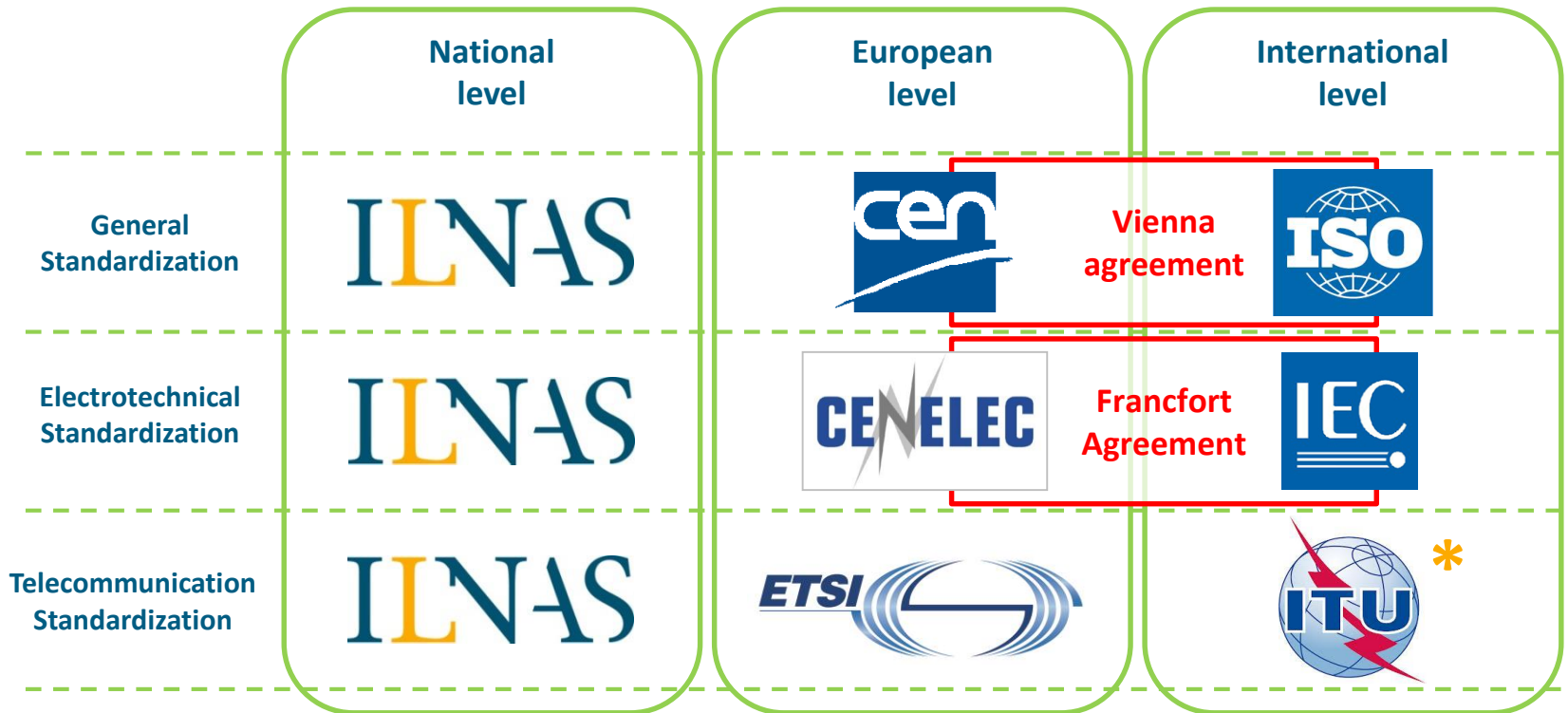
➤ Create a normative culture in Luxembourg

- Master « Technopreneurship », in collaboration with the University of Luxembourg and the *Chambre des salariés* (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 raising 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 » and the « High-Level Forum on European Standardisation » of the European Commission
- Participate in general assemblies, technical boards and other specific working groups of CEN, CENELEC, ETSI, ISO et IEC

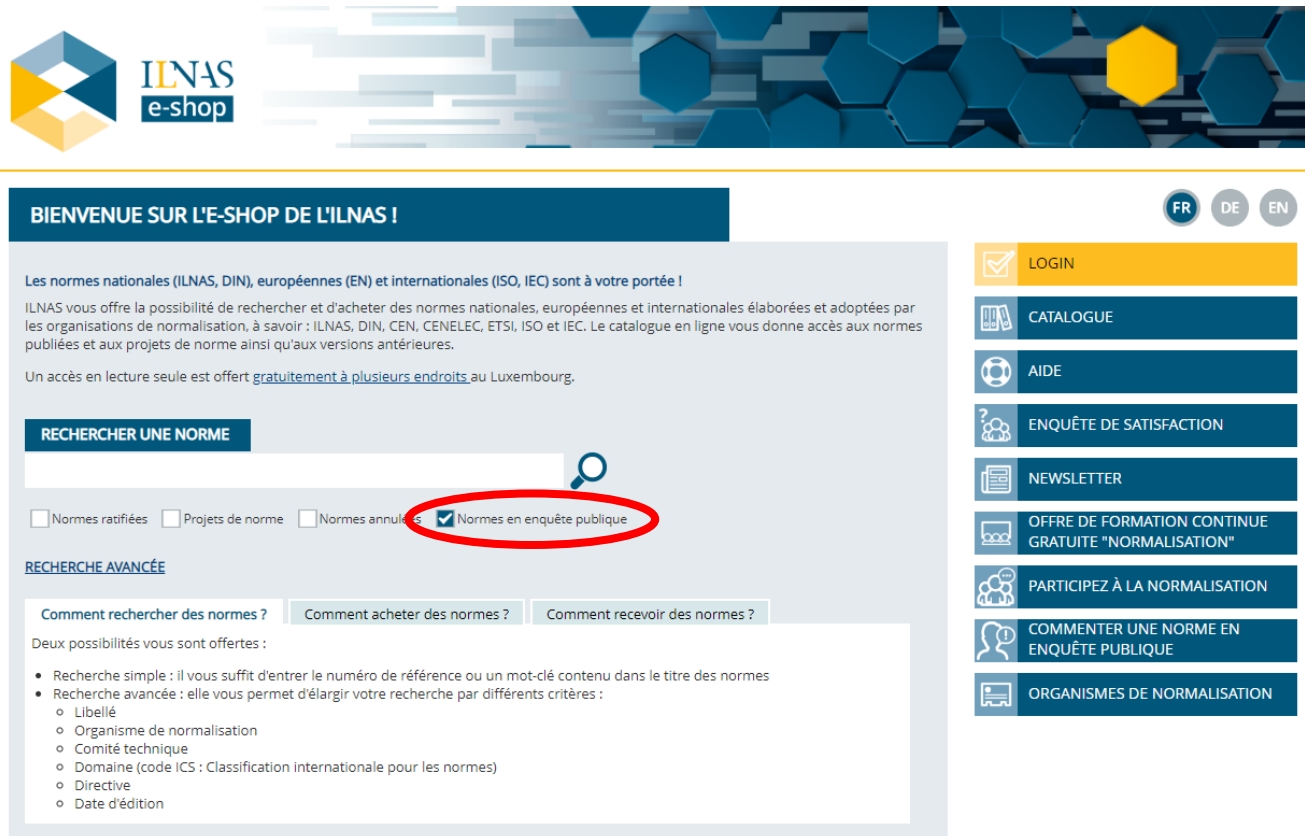


2.1 How to get involved ?

- **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

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- 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

FR DE EN

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>			

LOGIN

RECHERCHER UNE NORME

AIDE

ENQUÊTE DE SATISFACTION

NEWSLETTER

OFFRE DE FORMATION CONTINUE GRATUITE "NORMALISATION"

PARTICIPEZ À LA NORMALISATION

COMMENTER UNE NORME EN ENQUÊTE PUBLIQUE

ORGANISMES DE NORMALISATION

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

- 290 experts registered
- 1068 registrations in technical committees

Registre national des délégués en normalisation - Avril 2023

Nombre d'inscriptions aux comités techniques :	
ILNAS/OLIN	79
CEN	254
CENELEC	12
CEN/CLC	54
CEN/CLC/ETSI	1
ECISS	0
ISO/IEC	349
ISO	306
IEC	13
Total	1068

Nombre de personnes inscrites : 290

ILNAS

1, av du Swing - L-4367 Belvaux - Tél. : (+352) 24 77 43 40 - Fax : (+352) 24 79 43 40 - Email : normalisation@linas.etat.lu - www.portail-qualite.lu

jeudi 27 avril 2023 Approuvé par Arlène HOEROLD Page 1 sur 108

3. Availability of standards

3.1 Standardization catalogue – ILNAS e-shop

- 85 national standards



Institut luxembourgeois de la normalisation,
de l'accréditation, de la sécurité et qualité
des produits et services

- +81.000 European Standards from CEN, CENELEC and ETSI



- +74.000 International Standards from ISO and IEC



- +49.000 DIN Standards



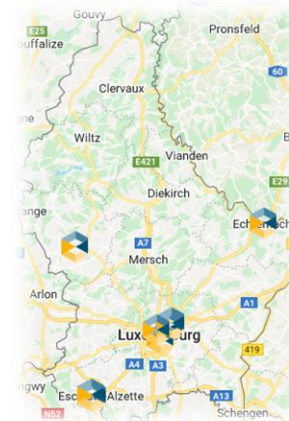
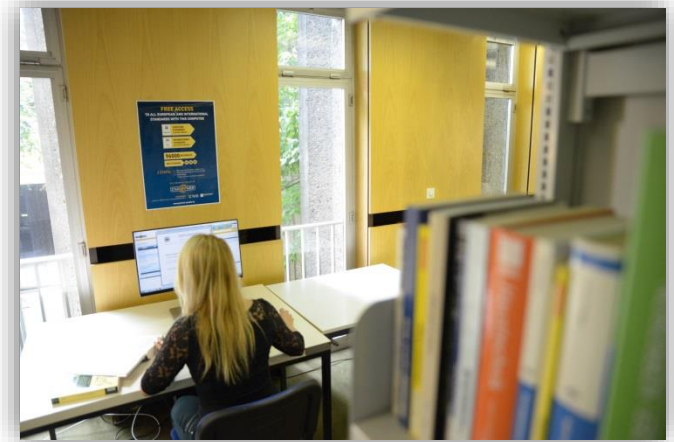
- **More than 200.000 normative documents** at your disposal at competitive prices



ILNAS
e-shop

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) **LHC - Luxembourg House of Cybersecurity** (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

PORTAIL-QUALITE.LU
 QUALITE-SECURITE-CONFORMITE
 UNE INITIATIVE DE ILNAS

Rechercher

Sécurité et Santé | Métrologie | Accréditation et Notification | Confiance numérique | Normes et Normalisation | Propriété intellectuelle | Libre circulation et surveillance du marché

Répondez à l'enquête de l'ILNAS sur les TIC émergentes et les besoins normatifs associés

Internet of Things : retour sur la septième réunion plénière du sous-comité technique ISO/IEC JTC 1/SC 41

[Update 25/06/2020] gratuite des normes et aux dispositifs de protection pour aider à combattre COVID-19

Vous souhaitez consulter toutes nos actualités ?
[VOIR TOUTES LES ACTUALITES](#)

Informez-vous auprès du Point de Contact Produits | Informez-vous sur l'archivage électronique

ILNAS e-shop
ilnas.services-publics.lu

ILNAS e-shop

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Organisme luxembourgeois de normalisation

Tel. : (+352) 247 743 40

Fax : (+352) 247 943 40

E-mail : normalisation@ilnas.etat.lu

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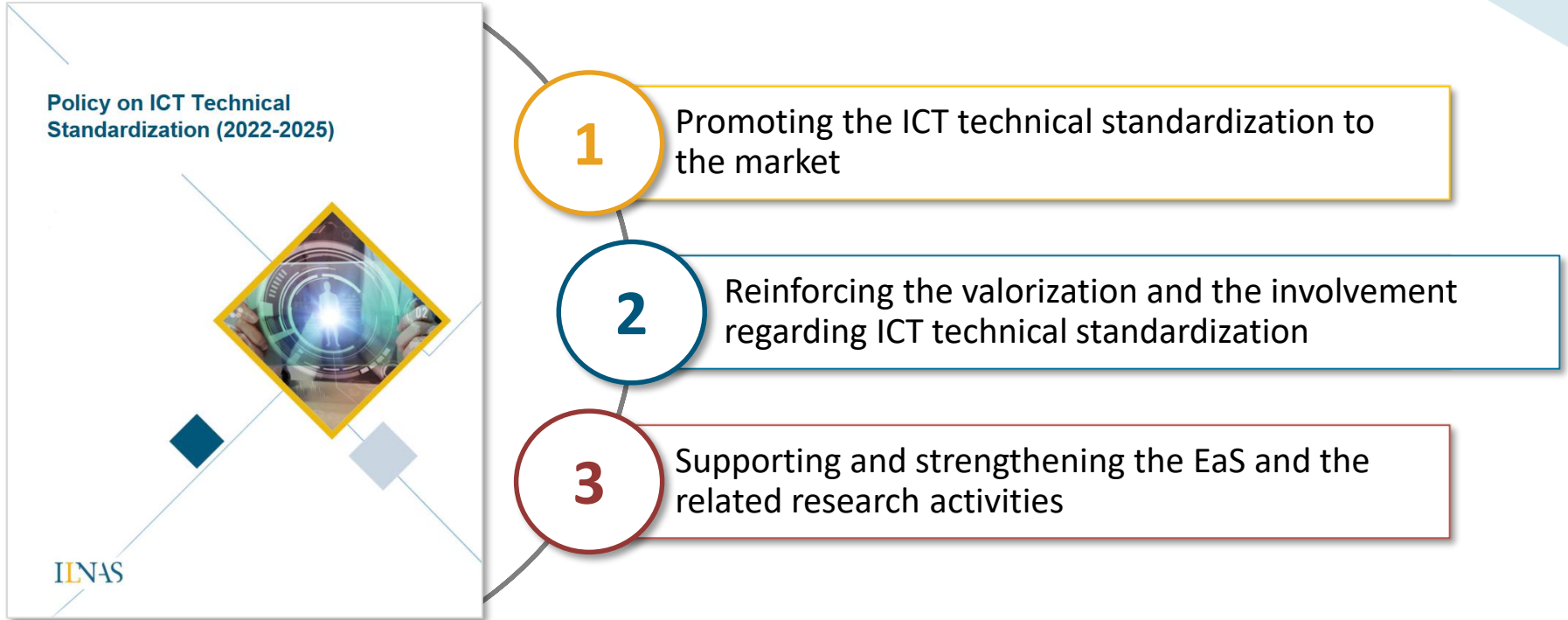
Standards Analysis ICT - Luxembourg - V12.0

13 June 2023

Nicolas DOMENJOURD - Responsible ICT & Technical Standardization, ILNAS

nicolas.domenjoud@ilnas.etat.lu



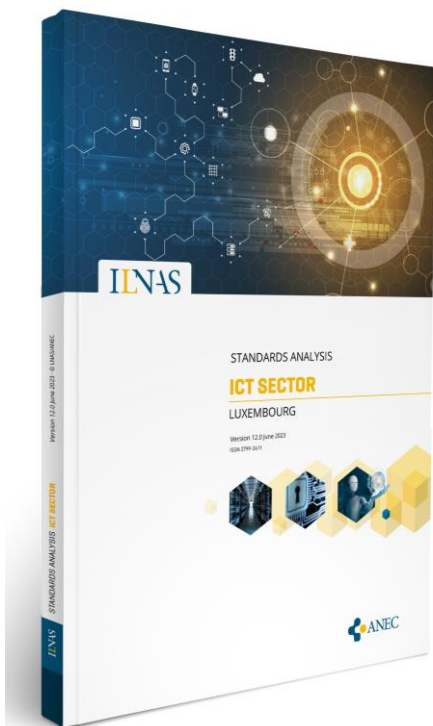


A main outcome of [Project 1](#)

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

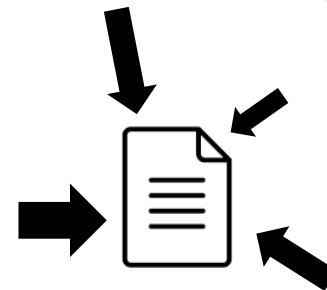
- **Baseline** resource
- **Actionable, practical** information
- **Freely available** online

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?

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



2018-2020 Standards Analyses: Smart ICT

Artificial
Intelligence

Internet of
Things

+ Digital
Trust

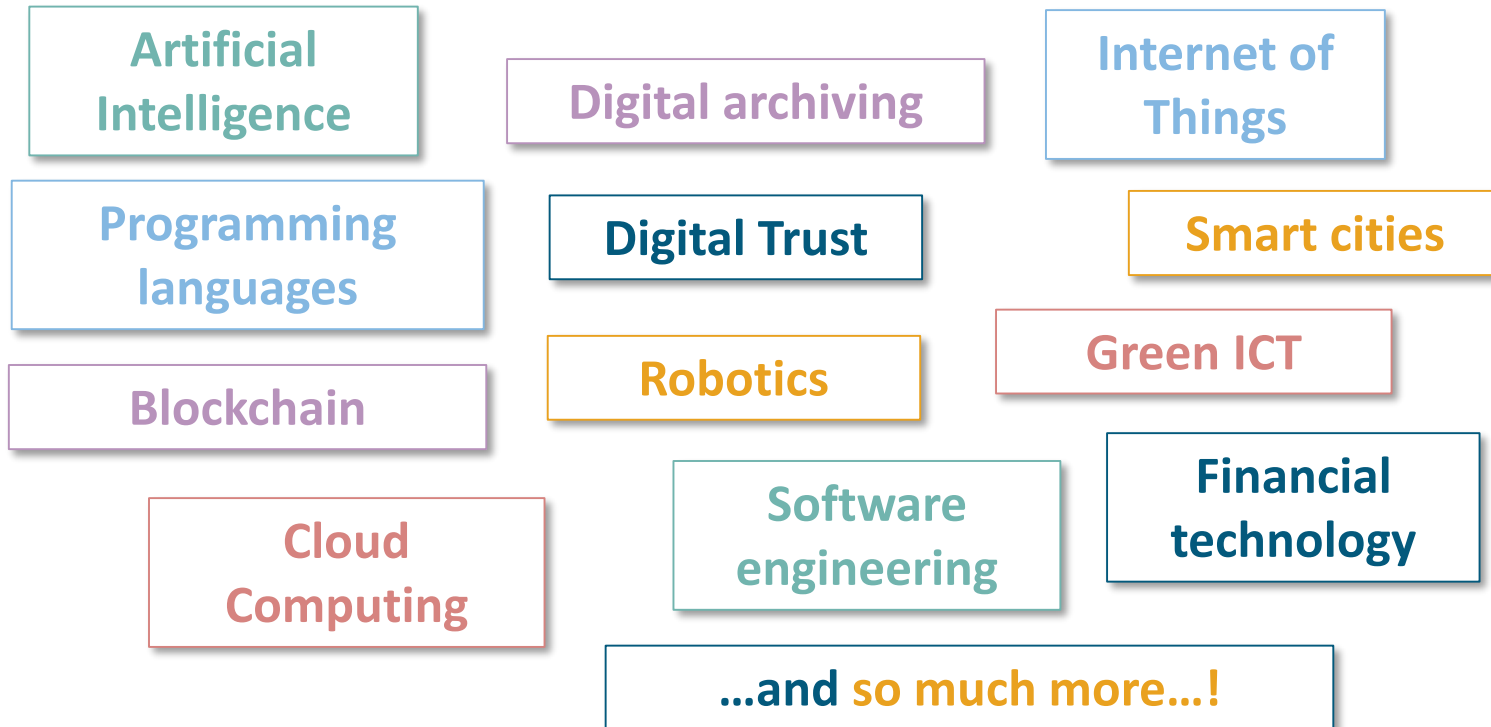
Blockchain

Cloud
Computing

Fostering interest in Standardization of new technologies

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

Since 2021: a return to the promotion of ICT overall



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

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



Generalities on standardization

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

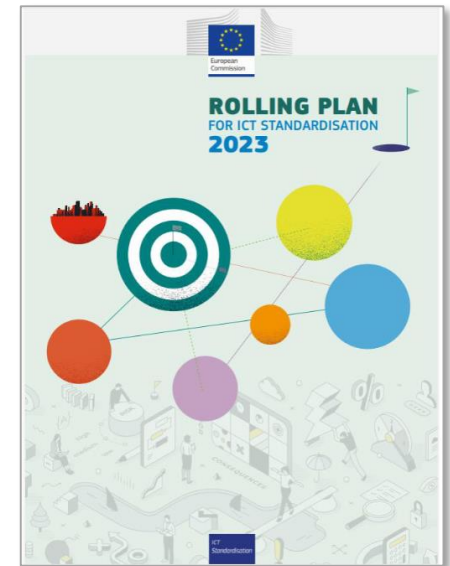
A presentation of the main national actors

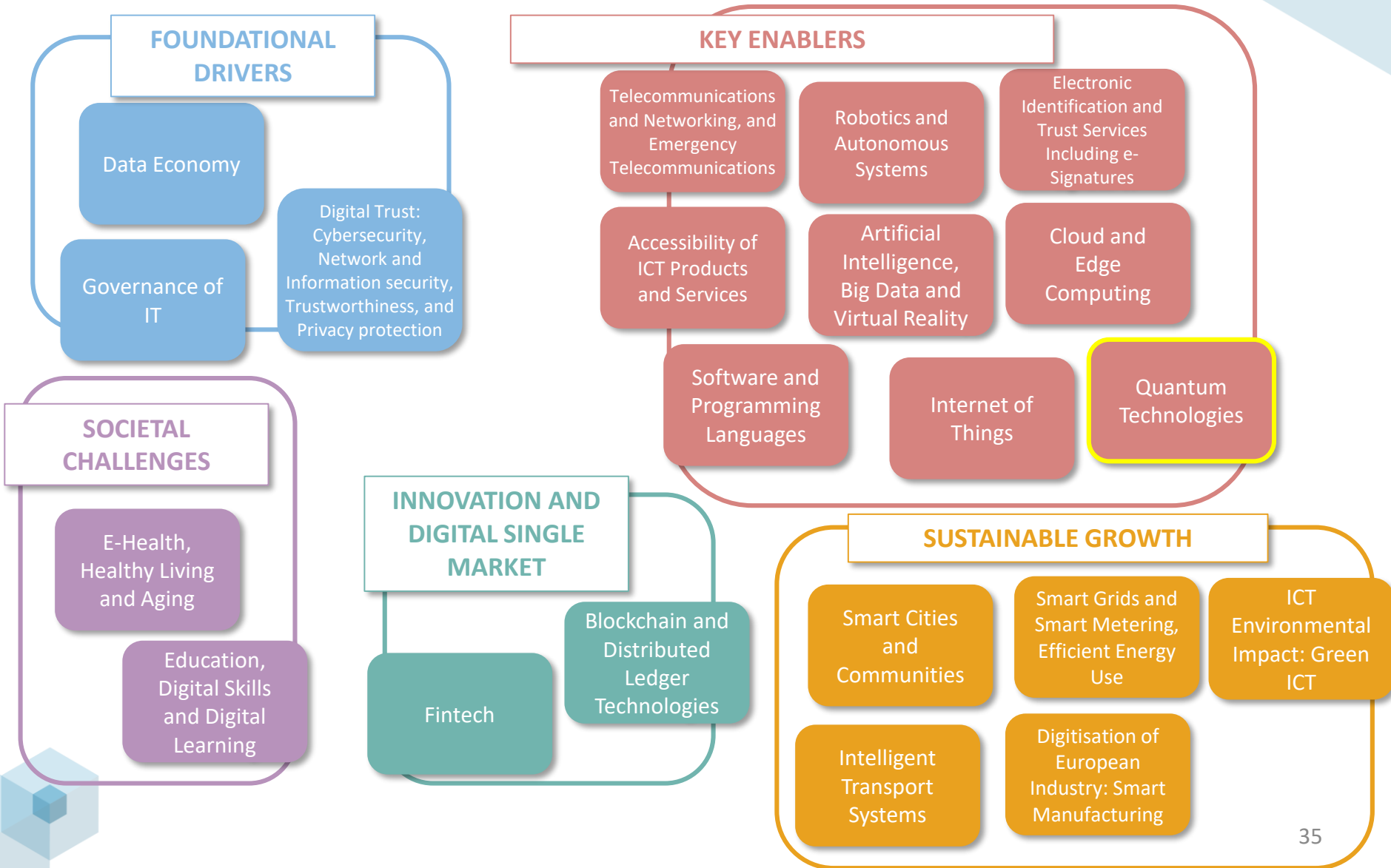
- ILNAS, your national standards body
- ANEC GIE, in support of ILNAS for the promotion and standardization...
...and the delivery of services!



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**
- ➔ **21** sub-sectors identified (themselves regrouped into 5 broad categories, also according to the RP)





CEN/CLC/JTC 22			
Quantum Technologies			

GENERAL INFORMATION			
Creation date	2022	Secretariat	DIN (Germany)
Chairperson	Mr. Oskar Van Deventer	Secretary	Mr. Marius Leffler

Scope	The JTC shall produce standardization deliverables including quantum enabling technologies, quantum systems, quantum composite systems as well as the following areas: Quantum metrology, sensing and simulation; Quantum communication and other technical committees concerned with Quantum. The JTC shall also consider the adoption of relevant from other organisations, like ISO/IEC JTC 1 and standardization deliverables to address European underpinning EU legislation, policies, principles.
Structure	-
Webpage	https://standards.cencenelec.eu/dyn/www/f?p=3197951.25&cs=1D017DC1C3B0B85DF25A6

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

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	<ul style="list-style-type: none"> AG 3 AI standardization roadmapping AHG 4 Liaison with SC 27 AHG 7 JTC1 joint development review JWG 2 Joint Working Group ISO/IEC JTC1/SC 42 - ISO/IEC JTC1/SC 7: Testing of AI-based systems JWG 3 Joint Working Group ISO/IEC JTC1/SC42 - ISO/TC 215 WG: AI enabled health informatics WG 1 Foundational standards WG 2 Data WG 3 Trustworthiness WG 4 Use cases and applications WG 5 Computational approaches and computational characteristics of AI systems
Webpage	https://www.iso.org/committee/6794475.html

STANDARDIZATION WORK	
Published standards	17
Projects	30

INTERNATIONAL MEMBERS AND NATIONAL INVOLVEMENT	
P-Members	36 participating members (including Luxembourg)
O-Members	20 observing members
Luxembourg's involvement	29 national delegates

Also, some information on:

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

WS	TITLE AND LINK	RELATED SUBSECTOR(S)
CEN/CLC/WS DSO	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 AADSF	Age Appropriate Digital Services Framework	Accessibility of ICT Products and Services
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 EFPFInterOp	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)

SG	TITLE AND LINK	RELATED SUBSECTOR(S)
SG 2	Operational aspects	Telecommunications and Networking, and Emergency Telecommunication
SG 3	Economic & policy issues	Telecommunications and Networking, and Emergency Telecommunication
SG 5	Environment, EMF & circular economy	ICT Environmental Impact: Green ICT
SG 9	Broadband cable & TV	Telecommunications and Networking, and Emergency Telecommunication
SG 11	Protocols, testing & combating counterfeiting	Telecommunications and Networking, and Emergency Telecommunication
SG 12	Performance, QoS & QoE	Telecommunications and Networking, and Emergency Telecommunication
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	Telecommunications and Networking, and Emergency Telecommunication
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

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	Artificial Intelligence and (Big) Data
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
MEC	Multi-access Edge Computing	Internet of Things
mWT	Millimeter Wave transmission	Telecommunications and Networking, and Emergency Telecommunication
NFV	Network Functions Virtualisation	Telecommunications and Networking, and Emergency Telecommunication
NIN	Non-IP Networking	Telecommunications and Networking, and Emergency Telecommunication
OEU	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 in standardization
 - Serve as an interface to submit comments on standards under development
 - Consult published standards

DON'T HESITATE TO:

- **DIVE INTO THE DOCUMENT!**
- **CONTACT ILNAS!**



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