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1 Country Profile

1.1 Basic data
Population: 38 674 inhabitants (2020)*
GDP at market prices: 6.1 in billion CHF (2019)**
GDP per inhabitant in PPS (Purchasing Power Standard EU-27=100): Not available
GDP growth rate: 3.80%***
Inflation rate: 0.20%***
Unemployment rate: 1.7%***
General government gross debt (Percentage of GDP): Not available
General government deficit/surplus (Percentage of GDP): Not available
Area: 160km²**
Capital city: Vaduz**
Official EU language: German**
Currency: CHF**

Sources:
*https://countrymeters.info/en/Liechtenstein
***https://tradingeconomics.com/liechtenstein/inflation-cpi
1.2 Digital Public Administration Indicators

Liechtenstein, even though a member of the EEA, is not required to supply complete data to Eurostat due to its small size and population. As a result, there are no values for the usual indicators contained in this factsheet; instead, similar indicators are quoted from the UN E-Government Survey 2018.

The United Nations started assessing the global eGovernment development through its initiative “Benchmarking E-government: Assessing the United Nations Member States” in 2001. Since then the United Nations E-Government Survey has gained wide acceptance as a global authoritative measure of how public administrations provide electronic and mobile public services. The United Nations E-Government Survey measures the development of eGovernment using the E-Government Development Index (EGDI), which has the following three components:

- **OSI** – Online Service Index
- **TII** – Telecommunication Infrastructure Index
- **HCI** – Human Capital Index

According to the United Nations E-Government Survey, Liechtenstein has the following e-government indicators for 2018:

- **E-Government Development Index**: 0.8204 (2018)  
  [Highest score: Denmark 0.9150]
- **Online Service Index**: 0.7986 (2018)  
  [Highest score: United Kingdom of Great Britain and Northern Ireland – 0.9792]
- **Telecommunication Infrastructure Component**: 0.8389 (2018)  
  [Highest score: Denmark – 0.7978]
- **Human Capital Index**: 0.8237 (2018)  
  [Highest score: Belgium – 0.9740]
- **E-Participation Index**: 0.7472 (2018)  
  [Highest score: Finland and Denmark – 1.0000]

Source: UN E-Government Survey 2018
1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.

### Conceptual model

- The conceptual model is modular and comprises loosely coupled service interoperating components.
- It guides the planning, development, operation and maintenance of public services by Member States.

### Interoperability layers

- There are 4 layers of interoperability: legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes a 'integrated public service governance'.

### Interoperability principles

- The interoperability principles are fundamental behavioural aspects to drive interoperability actions.
- They describe the context in which European public services are designed.

Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Liechtenstein in 2019. It is possible to notice an overall medium performance of the country. The areas of improvement are concentrated within the third scoreboard and are open data and conceptual model. Not enough data was collected to measure some area as for instance technical interoperability and the principle of multilingualism.
1.4 eGovernment State of Play

This section of the factsheet is meant to present the country’s performance on the main eGovernment indicators according to the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe.

At the present moment the report does not analyse the state of play of eGovernment in Liechtenstein.
Digital Public Administration Highlights

2
2 Digital Public Administration Highlights

Digital Public Administration Political Communications

As part of the Government programme 2017-2021, the Digital Agenda is a central field of action for the new legislature. The main objective of Liechtenstein is to optimise the process efficiency of the national administration with a focus on electronic means of communication.

Digital Public Administration Legislation

In 2019, the Principality of Liechtenstein signed the Declaration joining the European Blockchain Partnership for which the main objective is to support and improve the delivery of cross-border digital public services.

On 7 May 2019, the government approved the report and the motion on the creation of a Token and VT Service Provider Act (TVTG), often simply referred to as the “Blockchain Act”. The TVTG entered into force on January 1, 2020.


On 1 July 2019, the Act on electronic signature and electronic transactions from 27 February 2019 (LGBl No 2019.114) entered into force.

In July 2019, also the Ordinance on electronic signature and electronic transactions from 9 July 2019 (LGBl No 2019.180) entered into force.

Digital Public Administration Governance

In 2019, the Government adopted the eGovernment strategy. The eGovernment strategy is based on the findings from the implementation of the 2008 strategy. The eGovernment strategy adopts the principles of the «Tallinn Declaration on E-Government» for Liechtenstein and serves the implementation of the “Liechtenstein Digital Agenda”.

Currently, Liechtenstein is in the preparation process of a new eGovernment Law. The enactment is expected by autumn 2020.

Digital Public Administration Infrastructure

In 2019, the government instructed the Office of information technology for the procurement and implementation of a new electronic-ID. The new electronic-ID will be released in spring 2020.
3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Digital agenda – Government program

The Government program 2017-2021, based on the Tallinn Declaration on eGovernment, currently defines activities for the government and administration. The government’s main objective is continuous optimisation in terms of process efficiency and customer-friendly design for the national administration. It applies to administrative processes as well as to the concerns and needs of the population, companies and other stakeholders. In the course of this legislative period, a series of measures will strengthen the service of the state administration with a strong focus on electronic means of communication. The programme presents decisive opportunities and addresses some primary challenges posed by digitisation. The Digital Agenda is a central field of action for the legislature. There is a general consensus that administration services should be offered electronically and made available around the clock. There is also awareness that when official business is conducted via electronic means, data security and privacy must be a high priority.

eGovernment Strategy 2017-2021

This eGovernment strategy is based on the knowledge gained from the implementation of an earlier strategy dating back a decade. In March 2019, the Government presented its overarching considerations for future digitisation, and formulated concrete fields of action articulated in objectives and measures. The new revised eGovernment strategy includes a vision, principles and guidelines for the implementation of digital services as well as defined areas of action. The strategy will be implemented by means of individual projects. Although the state administration relies heavily on eGovernment, citizens continue to enjoy non-electronic access to all administrative services. However, eGovernment should facilitate access to administrative services and make business transactions more efficient. The administration thus enables a customer-friendly, personal and competent service, both electronically and non-electronically.

3.2 Interoperability

No political communication has been adopted in this field to date.

3.3 Key enablers

3.3.1 Access to public information

Currently, Liechtenstein is in the preparation process of a new eGovernment law. The enactment is expected by autumn 2020.

3.3.2 eID and Trust Services

In 2019, the government instructed the Office of information technology for the procurement and implementation of a new electronic ID. The new electronic ID will be released in spring 2020.
3.3.3 Security aspects
No political communication has been adopted in this field to date.

3.3.4 Interconnection of base registries
No political communication has been adopted in this field to date.

3.3.5 eProcurement
No political communication has been adopted in this field to date.

3.4 Domain-specific political communications
No political communication has been adopted in this field to date.

3.5 Emerging technologies

Blockchain partnership

On 1 February 2019, the Principality of Liechtenstein signed the declaration on joining the European Blockchain Partnership. The main objective of the partnership is to support and improve the delivery of cross-border digital public services by deploying a common European Blockchain Services Infrastructure with a shared governance model.
4 Digital Public Administration Legislation
4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

**eGovernment Act (eGovG)**

In autumn 2011, the Parliament adopted various laws of critical importance for the development of eGovernment, such as the eGovernment Act (eGovG) (register number 172.018.1 and 172.018.11) which promoted electronic communication and facilitated access to public authorities. This Act mainly included provisions focused on electronic communication, identification and authentication in electronic commerce and electronic records management.

Currently, Liechtenstein is preparing the adoption of the eGovernment Law. The enactment is expected by autumn 2020.

**Amendment to the Service of Official Documents Act (ZustG)**

In January 2012, the Amendment to the Service of Official Documents Act (ZustG) (register number 172.023 and 172.023.1) took effect. It consisted of regulating the delivery of documents to be transmitted by authorities in execution of the laws as well as the delivery of documents of foreign authorities to be carried out by the authorities.

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

**The Information Act**

The Information Act (Informationsgesetz) entered into force in January 2000. It allowed any citizen to obtain files from the State and municipal bodies, as well as from private individuals who perform public tasks. Responses must be given in a ‘timely’ manner. This does not apply to documents under preparation. There are, however, exemptions for protecting decision-making, public security, privacy and professional secrets, and to avoid disproportionate expenditure. Documents are released based on a balance of interests test. Appeals can be made to a court. The law also sets rules on the openness of meetings of the Parliament, commissions and municipalities.

The Information Act is supplemented by the regulation on the Information Ordinance (Informationverordnung), register number 172.015.1.

**Law on the Re-use of Public Sector Information**

In 2008, a new Law on the re-use of public sector information (Law No 172/016), implementing the PSI Directive, was introduced in Parliament and published in the National Law Gazette, complementing the Law on Information (July 1999) and the Regulation on Information (November 1999). The main objective was to promote an open information policy for public administration. The Joint Committee Decision for the incorporation of the European Directive on the re-use of public sector information (2003/98/EC) into the EEA-Agreement entered into force on 1 September 2006. Liechtenstein implemented the Directive with its transposition into national law on 29 May 2008.
The Joint Committee Decision No 59/2017, incorporating Directive 2013/37/EU amending Directive 2003/98/EC on the re-use of public sector information into the EEA Agreement, has not yet entered into force. Hence, Directive 2013/37/EU is not yet binding for Liechtenstein. Furthermore, Directive (EU) 2019/1024 on open data and the re-use of public sector information has not yet been incorporated into the EEA Agreement and is therefore not yet binding for Liechtenstein.

4.3.2 eID and Trust Services

Law on Electronic Signatures

On 1 July 2019, the Act on electronic signature and electronic transactions of 27 February 2019 (LGBl No 2019.114) entered into force.

In July 2019, also the Ordinance on electronic signature and electronic transactions of 9 July 2019 (LGBl No 2019.180) entered into force.

The previous legislation on eSignatures (Signaturgesetz; SigG, registry number 784.11) had been in force since September 2003. Among other things, the law implements the European Directive 1999/93/EC on a Community framework for Electronic Signatures. It was supplemented by the Regulation on Electronic Signatures of June 2004 (SigV, registry number 784.111).

eIDAS Regulation

In April 2018, the government adopted the Consultation report on the adoption of a law implementing the eIDAS Regulation on electronic identification and trust services for electronic transactions in the internal market, thus laying the foundation to enable citizens and businesses to conduct secure transactions over the internet. The eIDAS Regulation creates a uniform framework for the cross-border use of electronic identification means and trust services across Europe. Trust services include electronic signatures, electronic seals, electronic time stamps, electronic registered mail, website authentication, as well as validation and preservation services.


4.3.3 Security aspects

Data Protection Act

In October 2018, the government of Liechtenstein implemented a new Data Protection Act (Datenschutzgesetz). The purpose of this act is to establish equivalence between the legal situation in Liechtenstein and the General European Data Protection Regulation (GDPR). It protects citizens’ fundamental rights with regard to the use of their personal data.

4.3.4 Interconnection of base registries

Central Civil Registration

The Law of 21 September 2011 on the Central Civil Registration (ZPRG) regulated the establishment and maintenance of electronic exchange of information from the Register of Persons (ZPR) among the state administrations. The law provided information regarding the purpose of the registry, the content to be registered
(reference data), the authenticity of data, the data processing and retrieval, the composition and responsibilities of the ZPR commission and the penalties, among other items.

**Commercial Registry**

The *Commercial Law* is the primary legislation for the Commercial Registry (*Handelsregister*). The second part of this legal provision defined the information to be registered and established the authority in charge of the registration, the Office of Economic Affairs, as well as the rules for data disclosure. Liechtenstein's Commercial Register is a public register for companies and merchants. It ensures legal certainty in the commercial field by establishing legal clarity in respect of private law, liability and representation. The list of companies in the Commercial Register is public in Liechtenstein.

**Civil Registry**

The Civil Registry and the Commercial Registry are both covered by the *Persons and Companies Act (PGR)* of 20 January 1926. In the case of the Commercial Registry, the Act states that the Registry contains data considered as facts from the previous trade, cooperative, association, institutional, foundation and property law registries and other similar registries. The Commercial Registry may be kept on paper or by electronic means. The law also states the various registration requirements, the right to registration, the effects of the registration, the issue of transcripts and certificates, the obligations of the parties, etc. for the Civil Registry. Furthermore, it identifies the authority in charge and its obligations, corresponding mostly to registering births, marriages and deaths, complying with the methods of registration, etc.

**Cadastral Survey Registry**

The *Law of 19 May 2005 on the cadastral survey (Survey Act; Property Act)* regulated the installation and the tracking of the cadastral survey, the authority in charge of the Registry, the content of the cadastral survey, the maintenance of the Registry, the delivery of cadastral survey statements and reports, the costs, etc.

**The Network Information Centre (NIC) Registry**

*NIC Liechtenstein* is the Network Information Centre responsible for administering domain names ending in .li.

**National Register of Persons Act (ZPRG)**

The Act on the *National Register of Persons (ZPRG)* (register number 172.018.2 and 172.018.21) was implemented in January 2012. It regulated the establishment and maintenance of the electronic National Register of Persons by the national administration. The Act regulated the operation of the Register and the use of the Personal Identification Number (PEID) by various agencies.

### 4.3.5 eProcurement

**eProcurement Regulations**

There is currently a full set of public procurement regulations supported by full online information and forms to be used concerning nearly all kinds of public contracts. The sector is under the jurisdiction of the Office of Public Procurement (*Stabsstelle öffentliches Auftragswesen*). Moreover, being an EEA Member State, Liechtenstein implemented the European public procurement Directives 2014/23/EU, 2014/24/EU and 2014/25/EU, which were incorporated into the EEA Agreement with the Joint Committee Decision No 97/2016 entered into force on 1 January 2017.
eInvoicing Legislation

The Liechtenstein Land Administration only accepts invoices for public contracts above the thresholds according to Art. 49b ÖAWG. Invoices are accepted in XML format or as PDF (preferred). Invoices in XML format must comply with the European standard for electronic invoicing, contain the core elements according to Art. 44a ÖAWV, and use a syntax published in the Official Journal of the European Union.

4.4 Domain-specific legislation

Law on eCommerce

The Law on eCommerce (E-Commerce-Gesetz; ECG, register No 215.211.7) came into effect in June 2003. This law implements European Directive 2000/31/EC on certain legal aspects of information society services, in particular on electronic commerce in the Internal Market (Directive on electronic commerce).

Law on Electronic Communication

The Office for Communication (Amt für Kommunikation) was instituted on 1 January 1999, constituting the regulatory authority for telecommunications services. The legislation for communications was updated in September 2004, by the regulations for mobile telecommunications. On 6 June 2006, the Law on Electronic Communication (Kommunikationsgesetz; KomG, registry number 784.10) came into force. This legal framework concerns the provision of broadcasting and information society services, i.e. online services.

Liechtenstein fully transposed and implemented the 2002 EU regulatory framework on electronic communications. The EEA EFTA States Norway, Iceland and Liechtenstein are in the process of incorporating Regulation (EU) 2018/1971 (BEREC) and Directive (EU) 2018/1972 (EECC) into the EEA Agreement.

Act on Records Management

In November 2018, the Ordinance on Management of Files in the Liechtenstein Land Administration (LLV File Management Ordinance, LGBI. 2018.264, LLV-Verwaltungsverordnung) was implemented in Liechtenstein.

4.5 Emerging technologies

Blockchain Laws in preparation

Liechtenstein is preparing the enactment of new Blockchain Laws that will regulate all activities that are possible using technical systems, such as distributed ledgers and blockchain systems, and will provide legal certainty. These laws will remove existing risks in the field of cryptocurrencies and ensure consumer safety without imposing excessive restrictions. The Blockchain Act must provide a basis for all possible assets (e.g. movables, real estate, bonds, etc.) to be digitised and listed on a currency encryption exchange. Therefore, this should facilitate the exchange and also the storage of property, and release the real value of any property.

On 7 May 2019, the government approved the report and the motion on the creation of a Token and VT Service Provider Act (TVTG), often simply referred to as the “Blockchain Act”. The TVTG entered into force on 1 January 2020.
Digital Public Administration Governance
5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of General Government Affairs and Finance

Policy and strategy on eGovernment are drawn up by the Prime Minister through the Ministry for General Government Affairs and Finance (Ministerium für Präsidiales und Finanzen) under his responsibility. The Ministry for General Government Affairs and Finance has the constitutional and administrative responsibility for planning the public information strategy based on the principles of timeliness and balance.

Adrian Hasler
Prime Minister

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Fax: +423 236 60 28
E-mail: N/A
Source: https://www.regierung.li/

5.1.2 Coordination

Office of Information Technology

The Office of Information Technology is responsible for the coordination of all eGovernment activities, including the National Administration Portal of Liechtenstein (LLV eGovernment Portal).

Sylvan Fux
Business Consultant EGOV (AI)

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Source: https://ai.llv.li/
5.1.3 Implementation
Office of Information Technology

The Office of Information Technology is responsible for the implementation of eGovernment activities and the use of modern information and communication technologies in public administration in order to offer easier and quicker services to citizens.

5.1.4 Support
Office of Information Technology

The Office of Information Technology provides information technology support to all government offices and departments with the broad mission to enable them to achieve their objectives in the most efficient and effective manner. It also supports more than 1,000 employees in public authorities, ensuring the efficient provision of user-centric services, as well as the smooth flow of administrative activities.

5.1.5 Interoperability coordination
Liechtenstein State Administration

The main body responsible for interoperability activities is the country’s State Administration.

5.1.6 Base registry coordination
Civil Registry Office

One of the main registries in Liechtenstein is the Civil Registry which belongs to the Civil Registry Office and handles personal data.

National Road Office (NRO)

The National Road Office (NRO) takes care of the Vehicle Registry which handles vehicles data.

Office of Economic Affairs, Ministry of Justice

The Commercial Registry and the Land Registry and which handle respectively businesses and land data, belong to the Office of Economic Affairs, Ministry of Justice. The Liechtenstein Commercial Register is a public register for companies and merchants. It ensures legal certainty in the commercial field by establishing legal clarity in respect of private law, liability and representation. On the other hand, the Land Registry is a means of systematization of real estate property and constitutes an important and mandatory procedure for land owners in Liechtenstein.

5.1.7 Audit
National Audit Office

The National Audit Office provides independent auditing services for all government and private sector organisations. The National Audit Office, through the Audit Act of January 2010, supports the parliament and the public accounts committee in the exercise of their constitutional powers and financial oversight of public financial management and public accounting, and the government in exercising its supervisory function.
5.1.8 Data Protection

Data Protection Authority

The Data Protection Authority, Datenschutzstelle, is the authority responsible for the safeguard and the application of the provisions of the Data Protection Act, and the accompanying legislative framework. It also monitors and provides registration of relevant data collections and data communications.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Municipalities

As the union of its two regions of Vaduz and Schellenberg, the Principality of Liechtenstein constitutes an indivisible and inalienable whole. The region of Vaduz (Oberland, Upper Country) consists of the municipalities of Vaduz, Balzers, Planken, Schaan, Triesen, and Triesenberg; the region of Schellenberg (Unterland, Lower Country) consists of the municipalities of Eschen, Gamprin, Mauren, Ruggell and Schellenberg.

By means of a municipal code, the municipalities specify the rights and duties of their inhabitants, the organisation of the authorities and the procedure for interacting with authorities. Since 1998, all municipalities have a municipal code tailored to their needs. As far as eGovernment is concerned, state and municipal levels are independent according to legislation.

5.2.2 Coordination

No responsible organisations have been reported to date.

5.2.3 Implementation

No responsible organisations have been reported to date.

5.2.4 Support

No responsible organisations have been reported to date.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

No responsible organisations have been reported to date.

5.2.8 Data Protection

No responsible organisations have been reported to date.
6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National portals

LLV eGovernment Portal

In April 2014, the central national eGovernment Portal was relaunched with a completely new responsive design, also allowing for mobile-friendly access. The original portal had actually been introduced as far back as 2004. The new 2014 design focused on usability. The most used content was automatically presented on the top of the Index page and content was unified over all agencies. A new search function presented data in groups, drastically reducing the time needed to access necessary information. There were also new apps on the page, which provided citizens with ready access to their personal data held by the government. For the very first time, integrated services which delivered online private certificates (such as execution reports and criminal record reports) were included. And last but not least, there is a new feedback feature, which allows users to get in contact with the specialised unit for eGovernment. With this new user-driven suggestion system and a very fast implementation cycle, the portal has become a flexible, living platform.

The portal’s technical and administrative responsibility lies with the Office of Information Technology, while content responsibility lies with the relevant government offices. The portal covers all matters related to citizen-State and business-State interaction. Related topics include, among others, legal matters and legislation texts, employment, taxation, all forms for declaration towards the State. Regarding its structure, the portal is comprised of three major sections:
- Life topics;
- Public Authorities;
- Online counter.

The LLV eGovernment portal also offers a broad range of online applications, such as:
- Business names index for enterprises;
- Geospatial Data Infrastructure (GDI);
- Tax declaration;
- Online calculator for price increase estimation;
- Report and application service.

On 1 April 2007, a section dedicated to the government of Liechtenstein was introduced under www.regierung.li. It provided comprehensive information on the organisation and responsibilities of various governmental departments, as well as information on the members of government.

Online services offered by the portal were further enhanced in January 2007 with a new electronic telephone book service, featuring online search facilities for the internal telephone numbers of the public administration. The service function offered up-to-date online information. The newsletter service of the eGovernment Portal was enhanced to provide information on government reports, applications to the Diet, Diet protocols and draft legislation. In addition, the newsletter provides information in the areas of workplace, health promotion and on Liechtenstein’s hiking trails network.

In October 2008, a completely revised LLV central form repository and management system available to the entire public administration was released within the scope of a major strategic project with technical and content-related components, as well as
central versatile and useful basic services. In 2009, the integration of the applicant’s signature and the complex business logic was implemented, as planned in the project’s phase 2.

**Portal of the Principality of Liechtenstein**

In January 2002, the public launch of the Portal of the Principality of Liechtenstein took place. The portal provided general information on government, economy, education and tourism.

**Digital-liechtenstein.li central platform**

In the fall of 2017, the digital-liechtenstein.li central platform was launched with the five topics and action fields of networking and politics, communication, talent, events and start-ups. This is a central platform for digital innovation and networking for Liechtenstein. The site initiative is under the patronage of the Princely House and the Government and is supported by more than 40 well-known companies and organisations that want to develop Liechtenstein into a leading digital business location. The initiative bundles the relevant forces from politics, business and science, creates access to relevant networks and enables the decisive transfer of know-how for the digital transformation.

**6.1.2 Subnational portals**

No particular infrastructure in this field has been reported to date.

**6.2 Networks**

**Trans European Services for Telematics between Administrations**

Liechtenstein uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

**6.3 Data Exchange**

No particular infrastructure in this field has been reported to date.

**6.4 eID and Trust Services**

**Fiber-to-the-Home**

Liechtenstein is expanding its digital infrastructure. The rapid technological development, in combination with data-intensive applications in the economy and in the private sector, leads to significantly higher demands on the digital network infrastructure. Existing networks cannot meet these requirements, which is why Liechtenstein has a competitive digital infrastructure to create the technical requirement for new digital services. The nationwide expansion of the fiber-optic network (Fiber-to-the Home) is being accelerated and the construction of a mobile 5G network is supported. The 24-hour electronic switch will be expanded so that as many office functions as possible can be handled from home.

**Public Key Infrastructure**

In April 2006, a final report on the introduction of a Public Key Infrastructure (PKI) was prepared under the supervision of the Office of Human and Administrative Resources. A highlight of the new infrastructure was electronic certification through means of electronic identity cards (June 2009). The national electronic ID-card with a qualified electronic certificate is the primary document for identifying citizens and
Digital Public Administration Factsheets - Liechtenstein

Residents. The eID-card is used in business, governmental and private communications (identification document), and it serves as a travel document. Issued by the Migration and Passport Office, it provides advanced electronic functions facilitating secure authentication, legally binding digital signature for public and private online services.

In October 2006, Liechtenstein launched the issuance of biometric passports. An integrated microchip was used to hold the owner’s data, such as height, signature and a passport photograph in JPEG format. The stored data can be accessed through special reading devices implementing the Basic Access Control infrastructure.

In 2013, the awareness of difficulties involving the use of the electronic eID-card isign resulted in the decision to introduce an alternative solution named ililog for secure authentication. It is based on username and password, without hardware token, and can be activated online by the holder, but only after approval by the Migration and Passport Office. The increasing number of ililog holders (about 5% of the inhabitants owned a ililog by end of November 2014) shows its suitability for daily use.

6.5 eProcurement

eInvoicing

The eInvoicing infrastructure was implemented in 2018 based on the EU Directive 2017/1870.

6.6 ePayment

Paymentwall

The country is planning to redesign several elements, including the infrastructure of the ePayment system.

6.7 Knowledge Management

National Archives

The National Archives collection provides facilities to search online and obtain documents related to the principality’s history.

Law Database LILEX

The Constitution and the entire volume of Liechtenstein legislation are available for download free of charge from the law database LILEX. The database, updated on a monthly basis, allows a full text search of the National Law Gazette.

6.8 Cross-border platforms

Cross-border platforms

Liechtenstein uses cross-border platforms with ongoing optimisation. The country has some cross-border platforms in use, such as AIA, FATCA and ASTA.

6.9 Base registries

Interconnection with EU registries

Liechtenstein has connected its registries with the EU registries on vehicles and driving licenses, and also takes part in the exchange of social security and insurance data.
National register of persons

Liechtenstein is in the process of redesigning the National Register of Persons. The ZPR is a central register which includes data about natural and legal persons, in particular identity, address and civil status data. The central register also includes specific data which are related to the ZPR from a technical and logical point of view (thematic data), namely: data on the employment relationship, passport data and data concerning authorisation from the foreigner authorities.
Cross-border Digital Public Administration Services
7 Cross Border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to ‘life and travel’, as well as ‘doing business’ abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).
The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

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