LIECHTENSTEIN

Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

Key figures

8 new initiatives adopted in 2023–2024
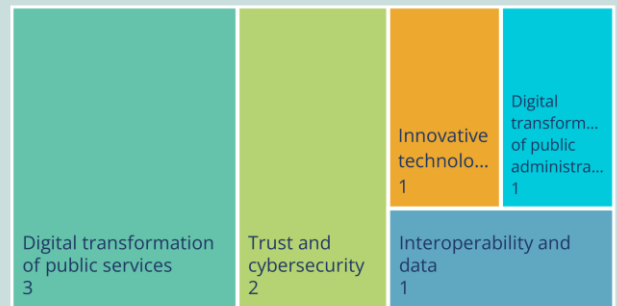
Figure 1
Number of initiatives per topic adopted in 2023–2024

- Digital transformation of public services — 3
- Trust and cybersecurity — 2
- Interoperability and data — 1
- Innovative technolo… — 1
- Digital transform… of public administra… — 1

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

This country is not under the scope of the Digital Decade data collection.

Source: Digital Economy and Society Index (DESI)

HIGHLIGHTS - KEY PROJECTS

- The Liechtenstein Curriculum (LiLe) ensures that students acquire essential computer-science and media skills to navigate the digital world effectively. Through the School ICT project, all schools receive modern IT resources such as WLAN and mobile devices. Students are provided with digital end devices, thus enhancing teaching methods and promoting personalized learning.

  These technologies complement traditional teaching methods, while offering new opportunities for education.

- The Cyber Security Law, enacted in May 2023, alongside the subsequent Cyber Security Ordinance of September 2023, sets forth measures to ensure robust security for network and information systems of critical service operators. It also encompasses digital service providers, with the exception of those entities falling under the scope of certain EU directives and regulations.

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The Liechtenstein EDIH digihub.li - nominated by the European Commission - focuses on blockchain and token economy in conjunction with sustainable and renewable business models and offers four core services:

  - ❑ an innovation ecosystem to support SMEs and public administrations in the development of digital business models;

  - ❑ the promotion of digital skills among employees of SMEs, administration and the population;

  - ❑ personal coaching for digital transformation projects; and

  - ❑ the provision of innovation spaces for start-ups, SMEs and investors to build and scale digital business models.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- An Electronic Health Dossier (eGD) was implemented for all insured individuals in Liechtenstein in January 2023, with healthcare providers connecting by mid-2023.

  Governed by the Electronic Health Dossier Act (EGDG) and its corresponding Regulation (EGDV), the eGD aims to enhance healthcare quality by facilitating easy access to comprehensive health data for improved diagnosis and treatment.

- The ePayment enables users (natural persons and legal entities) of the services of the Liechtenstein National Administration to pay fees and charges electronically. Since November 2023, customers are also able to choose from a selection of different cryptocurrencies such as Bitcoin, ETH, USDT, USDC etc. and use them to pay for services.
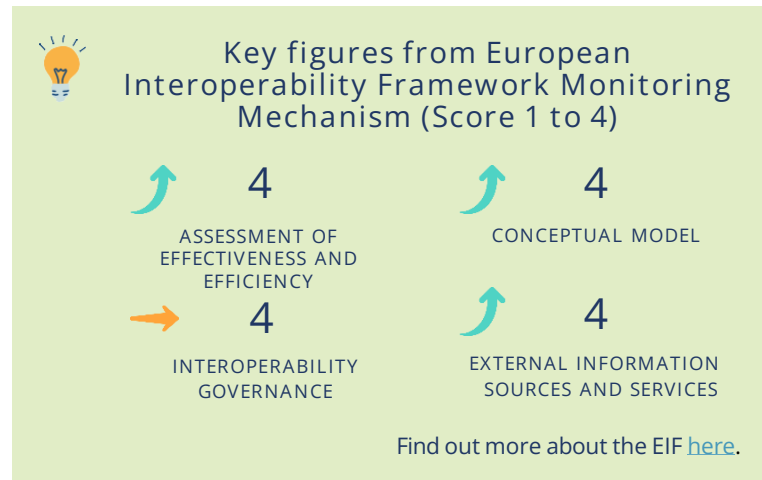
INNOVATIVE TECHNOLOGIES

- In December 2023, the Liechtenstein government commissioned a guide on leveraging AI within the national administration and government. It aims to help employees use publicly available generative AI platforms responsibly, compliantly, and safely, providing insights into their functionality, limitations and productivity enhancement.

INTEROPERABILITY AND DATA

- In September 2023, the Serviceportal (2.0) was launched. The Serviceportal 2.0 is the updated version of the Serviceportal 1.0. It includes an improved offer for private individuals as well as the redesign of the website of the official offices.

  In 2024, the portal complies with the certification of accessibility WCAG 2.1. The structure and implementation of the portal follow Regulation (EU) 2018/1724.

Key figures from European Interoperability Framework Monitoring Mechanism (Score 1 to 4)

↗ 4	↗ 4
ASSESSMENT OF EFFECTIVENESS AND EFFICIENCY	CONCEPTUAL MODEL
→ 4	↗ 4
INTEROPERABILITY GOVERNANCE	EXTERNAL INFORMATION SOURCES AND SERVICES

Find out more about the EIF here.

TRUST AND CYBERSECURITY

- The National Cybersecurity Unit in Liechtenstein serves as the central authority for cyber risk-related matters, undertaking tasks such as raising awareness, providing guidance, coordinating efforts, developing strategies, and collaborating internationally to enhance cybersecurity. It plays a crucial role in safeguarding the country from cyberthreats and ensuring digital security.