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WHAT'S INSIDE



# eGovernment in Liechtenstein

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1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 37,129 inhabitants (2014)

**GDP at market prices:** 4,268 million Euros (2012)

**GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100):** Not available

**GDP growth rate:** Not available

**Inflation rate:** Not available

**Unemployment rate:** Not available

**General government gross debt (Percentage of GDP):** Not available

**General government deficit/surplus (Percentage of GDP):** Not available

**Area:** 160 km<sup>2</sup>

**Capital city:** Vaduz

**Official EU language:** German

**Currency:** CHF

Source: [Eurostat](#)

## Political Structure

Liechtenstein is a **constitutional monarchy** headed by its ruling prince or *Fürst*. The current prince is [Hans-Adam II of Liechtenstein](#). On 15 August 2004, under Art. 13 of the Constitution of the Principality of Liechtenstein, Prince Hans-Adam II appointed [Hereditary Prince Alois](#) as his permanent deputy for exercising the sovereign powers due to him, in preparation for his succession to the throne. Since then, the Hereditary Prince has been performing, the duties of Head of State of the Principality of Liechtenstein. The Prince's involvement in legislation consists of the right to take initiatives in the form of government bills and of the right to veto parliamentary proposals. The Prince has the power to enact princely decrees. Emergency princely decrees are possible when the security and welfare of the country is at stake. A countersignature by the Head of Government is, nevertheless, required. The Prince has the right to convene and adjourn Parliament and, under serious grounds, to adjourn it for 3 months or to dissolve it.

The unicameral Parliament of Liechtenstein, the [Landtag \(Diet\)](#), consists of 25 seats with members elected by direct, popular vote under proportional representation to serve four-year terms. The Parliament's main task is to discuss and adopt resolutions on constitutional proposals and draft government bills. It has the additional duties of granting its assent to important international treaties; electing members of the Government, judges and board members of the Principality's institutions; setting the annual budget and approving taxes and other public charges; and finally, supervising the administration of the State. The President of Parliament and his deputy are both elected at the opening meeting of each year. The President convenes the individual meetings during the session, leads them and represents Parliament externally. The duties and working procedures of Parliament are laid down in the [Constitution](#) and in Parliament's standing orders.

The [Government](#) of Liechtenstein is a collegial body consisting of five Ministers, including the Prime Minister. Each Minister has an Alternate who takes part in the meetings of the collegial government, should the Minister be unavailable. The Reigning Prince on the recommendation of the Parliament appoints the Prime Minister, Ministers and their Alternates, and one of the Ministers as Deputy Prime Minister. Only native Liechtenstein citizens who meet the requirements for election to Parliament are eligible for election to the Government. Each of the two regions of Liechtenstein - the Upper Country (*Oberland*) and the Lower Country (*Unterland*) - is entitled to elect at least two Ministers. Their respective Alternates have to come from the same region. The term of office is four years. Since 25 March 2009, a coalition of two parties the [Patriotic Union](#) (VU) and the [Progressive Citizens' Party](#) (FBP) was entrusted with forming a Government.

Liechtenstein was admitted to the [United Nations](#) in 1990. It has since been an active member of the UN.

**Head of State:** Prince [Hans-Adam II](#) (since November 1989).

**Head of Government:** Prime Minister [Adrian Hasler](#) (since March 2013).

## Information Society 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 2014](#)".

The United Nations started assessing the global e-government 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<sup>1</sup>. The United Nations E-Government Survey measure the development of e-government 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 2014:

- **E-Government Development Index:** 0.6982 (2014)  
[Highest score: Republic of Korea – 0.9462]
- **Online Survey Component:** 0.5118 (2014)  
[Highest score: Republic of Korea – 0.9764]
- **Telecommunication Infrastructure Component:** 0.7468 (2014)  
[Highest score: Republic of Korea – 0.9350]
- **Human Capital Component:** 0.8361 (2014)  
[Highest score: Republic of Korea – 0.9273]
- **E-Participation Index:** 0.2745 (2014)  
[Highest score: Netherlands – 1.0000]  
Source: [UN E-Government Survey 2014](#)

*Editorial notice: Statistical indicators referenced in this section reflect those of the sources quoted at the time the Edition is being prepared.*

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<sup>1</sup>[http://unpan3.un.org/egovkb/Portals/egovkb/Documents/un/2014-Survey/E-Gov\\_Complete\\_Survey-2014.pdf](http://unpan3.un.org/egovkb/Portals/egovkb/Documents/un/2014-Survey/E-Gov_Complete_Survey-2014.pdf)

## eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

### Recent News

#### 2014

In March 2014 the [Online Trademark Register](#) (Markenregister Online) was [launched](#) by the Liechtenstein National Administration. This service enables private individuals and entrepreneurs to discover online which brands are registered in Liechtenstein. Information can also be obtained on the period of protection, the goods and services classes, as well as the representatives of the trademarks. It should be noted that in the online register, only active brands are visible. The online trademark register is a service provided by the Liechtenstein National Administration, and is usable and free for everyone. With its launch the administration satisfies a long-standing wish of the private sector.

In April 2014 the central national e-Government Portal [www.llv.li](http://www.llv.li) was relaunched with a completely new responsive design which now makes the content also available on mobile devices. The new design has its focus on usability. The most used content is automatically presented on the top of the Index page and content is unified over all agencies. A new search function presents data in groups and drastically reduces the time needed for getting to information. There are also new apps on the page which provide citizens with read access to government data about themselves. And last, but not least there is new feedback feature which inspires users to get in contact with the [specialized unit for egovernment](#). With this new user driven suggestion-system and a very fast implementation cycle the portal has become a flexible, living platform.

In August 2014 the [scholarship account system](#) (Ausbildungskonto) was launched by the local education authority. This service facilitates the application process for scholarships and provides an overall view of applications and student loans.

In September 2014 the national Tax Authority implemented the [e-VAT platform](#) (<https://mwst.llv.li>) and thus enabled VAT-registered businesses to file the Annual VAT returns electronically. Taxable persons benefit from an online summary of previously electronically submitted VAT and can always view the details.

#### 2013

In January the new [portal for official announcements](#) ([www.amtsblatt.llv.li](http://www.amtsblatt.llv.li)) was launched as the new leading system for announcements by the government. All official announcements are published online only. As an exception there are a few announcement categories like "recruitment notices" which will be published in print also.

In May the [national dictionary of social services](#) ([www.solex.llv.li](http://www.solex.llv.li)) was relaunched by the social services department. This service lists all social services within Liechtenstein.

In August the new identification solution "lilog" ([www.lilog.llv.li](http://www.lilog.llv.li)) was officially introduced. By the end of the year over 400 customers already had subscribed to the new service. A lilog account holds private credentials (username, password) and provides easy access to

eGovernment services across all devices (no extra hardware is needed for user authentication).

The [national Point of Single Contact](http://www.eu-go.li) ([www.eu-go.li](http://www.eu-go.li)) brings together information on procedures and services to those intending to establish a business in Liechtenstein. The new online application for company foundation <http://www.llv.li/#/20/444/unternehmensgruendung-und-dienstleistungserbringung-in-liechtenstein> lightens the process for founders.

The introduction of the [criminal records service](http://www.llv.li/#/20/421/strafregistrauszug-bestellung) (<http://www.llv.li/#/20/421/strafregistrauszug-bestellung>) and the [execution register](http://www.llv.li/#/20/422/pfandungsregistrauszug-bestellung) (<http://www.llv.li/#/20/422/pfandungsregistrauszug-bestellung>) brings integrated-services to citizens. This new services show a seaming less consistency. In addition to the online application also notifications are done electronically via email and pdf-download from a secure platform.

## News 2012-2001

### 2012

From November 2012, the online forms of the state government can be completed in a faster way by using 'lisiin' electronic identification and signature solution. Once logged in with lisiin (by inserting the card and entering the PIN) the user's personal and communication data will automatically appear in the forms. Thanks to the electronic identity card 'lisiin' it will be easier for its holders to carry out their administrative transactions with the Liechtenstein National Administration. Citizens will not only be able to sign applications electronically, quicker and safer, but also identify themselves online and use the new services.

### 2011

- ▶ The eGovernment Act (eGovG), the Amendment on Official Documents (ZustG), and the Act on the National Register of Persons (ZPRG) passed the second reading in the Parliament and will become law on *1 January 2012*.

The existing solution for small and medium enterprises for electronic submission of payrolls has been extended to a general secure interface that allows even large companies to transmit their data to the IT-systems of the tax administration.

- ▶ The Government of Liechtenstein approves the consultation report on amending the law on the publication of legal acts at its meeting on *19 April 2011*. The Official Gazette in Liechtenstein has been produced throughout the years on electronic storage media. Since 2006, besides the paper edition, the Official Gazette has also been available and updated daily in electronic form on the Internet, at the homepage of the Government Legal Services (*Rechtsdienst der Regierung - RDR*). In the future, the mere electronic publication of legislation on the Internet will become legally binding. The international trend will thus be taken into account.

## 2010

- ▶ The 2010 census is offered on *December 2010*, based on services according to the IT and eGovernment strategy 2011, for the first time in electronic form. Its electronic form was used by more than 30 % of the survey participants and received a very good feedback.
- ▶ On *8 November 2010*, the Ambassador of the Principality of Liechtenstein, Her Serene Highness Princess Maria-Pia Kothbauer and the Section Chief of the relative Austrian Department Dr. Mathias Vogl sign a cooperation agreement for the development and operation of an infrastructure for passports and residence permits containing biometric data. Its aim is to achieve synergies for the development of the necessary systems through the increased use of biometrics for the reliable identification of persons.
- ▶ The Prime Minister of Liechtenstein, Dr Klaus Tschütscher announces, on *24 June 2010*, that the Austrian Federal Government has created the bases upon which the '[lisiin](#)' electronic identification and electronic signature solution of Liechtenstein can be legally recognised in Austria. This will allow the '[lisiin](#)' owners to use in the future the Austrian eGovernment services in addition to the ones provided by Liechtenstein.
- ▶ Launched on *19 May 2010* by the Government of Liechtenstein, the [klimacode.li](#) portal aims to raise awareness on energy efficiency and climate change. The platform serves as a social network and a useful tool for citizens to calculate online their own carbon dioxide (CO<sub>2</sub>) emissions and eventually have a personal view on how the choices of their daily lives can impact on climate change. The platform also offers potential CO<sub>2</sub> reduction measures which do not compromise citizens' quality of life. Its aims at establishing a low-carbon world economy on a global scale by joining all efforts, involving both individuals and large industries.

## 2009

On *13 February 2009*, the European Network and Information Security Agency (ENISA) publishes a first edition of comprehensive Country Reports on the status of Network and Information Security (NIS) in 30 European Countries (EU-27, Iceland, Liechtenstein and Norway), including mapping of stakeholders and trends. The Country Reports are an assessment of the ongoing and planned activities of NIS in the countries involved. Although Institutions and responsibilities vary substantially from one country to another, general trends were identified, namely, the most important actors for defining NIS policies are: Governmental Organisations and Bodies, Public Network and Information Security Bodies, CERTs.

## 2008

- ▶ In *November 2008*, Liechtenstein joins the European Council's Convention on [Cybercrime](#) and revises its legislation to align it with the provisions of this agreement. The Convention on Cybercrime, created by the Council of Europe, came into force in 2004; it is to date the only international treaty against Cybercrime. Accession to this Convention is also open to non-members of the Council of Europe. This treaty aims to combat crimes relating to modern information technologies and seeks to harmonise national laws in this area. Liechtenstein focuses on **penal code legislation** concerning **Cybercrime-related offences**, such as copyright violations, computer fraud, child pornography and security violations of electronic networks.

- ▶ In the parliamentary session of *September 2008*, the Parliament of the Principality of Liechtenstein adopts a **partial revision** of the **Data Protection Act** bringing the law in line with EU agreements. According to the revised law, data protection will be under the jurisdiction of the Principality's Parliament, which will also elect the Data Protection Commissioner. This lays emphasis on the independence of data protection from the Executive and underlines data protection's main role to ensure the protection of personal rights, as well as the respect for privacy.
- ▶ The Parliament during a public session adopts, on *29 May 2008*, the IT and eGovernment strategy 2011 (BuA 47/2008). The report and motion (BuA) put to Parliament, analyses the current eGovernment status in Liechtenstein and provides detailed presentations both of strategy implementation and of individual projects. It explains the goals and the underlying needs for eGovernment. The aim is to have created a wide range of user-friendly basic services by 2011.

## 2007

- ▶ In *October 2007*, Liechtenstein's [Data Protection Office](#) issues the '[Guidelines on Video Surveillance by the Authorities](#)'. The document is intended to support authorities' decisions related to the application of video surveillance measures. Video surveillance is considered to be an intrusion of privacy; freedoms of assembly, expression and movement are also affected. Video should, thus, be installed only in cases that the risks are serious enough to justify its use. Otherwise, suggested alternatives are to be taken into account: eliminating blind corners; improving street lighting; installing movement sensors and alarms; hiring wardens or stepping up police patrols; putting in meeting points phone booths; and promoting neighbourhood social work.
- ▶ In *June 2007*, the Newsletter Service of the [National Administration Portal of Liechtenstein](#) is enhanced to provide information on government reports, applications to the Diet, Diet protocols and draft legislation. In addition, the newsletter now provides information in the areas of workplace, health promotion and on the hiking trails' network in Liechtenstein.
- ▶ The Principality of Liechtenstein launches, in *April 2007*, a new on-line tax declaration service. The new service-[www.steuererklaerung.llv.li](http://www.steuererklaerung.llv.li)-will be available to private individuals and legal entities for the electronic calculation of taxes due and, the submission of tax declarations. The system automatically calculates totals and deductibles, transfers all data from supplementary forms to the main one and works out the tax due. The results are electronically archived for future reference.
- ▶ In *January 2007*, the new electronic telephone book service introduced features online search for the internal telephone numbers of the Public Administration. The service offers various search methods and provides an easy and quick way to locate the desired information. Online data and PDF documents are subjects of respective, daily and weekly updates by the Office of Human and Administrative Resources, guaranteeing the provision of accurate and up-to-date information.

## 2006

- ▶ On *26 October 2006*, Liechtenstein starts issuing biometric passports (ePass). The new passports look the same as the conventional ones and contain an extra thin electronic microchip inclusive antenna. The owner's personal data printed on the passport are also stored on the microchip, including a passport photograph in digital format.

- ▶ In *February 2006*, the country's [Data Protection Act](#) is supplemented by a [regulation](#) (register number 235 111) on the use of personal data by the police for cases related to terrorism, national security and crime prevention.

## 2004

In *September 2004*, the substantially revised [National Administration Portal of Liechtenstein](#) (LLV eGovernment Portal) becomes operational. Its new structure facilitates the clear presentation and convenient retrieval of information. The portal is divided into four main areas: 'Life topics', 'Online counter', 'Authorities' and 'Portal Services'. Further highlights include a sitemap enabling a quick overview over the portal, and a section where administration-related vocabulary is coherently explained.

## 2003

In *January 2003*, the official [National Administration Portal of Liechtenstein](#) (LLV eGovernment Portal) becomes operational. The portal covers all matters of citizens-state and businesses-state interaction. Besides others, it provides public access to geographic information declared as public by law.

## 2002

In *January 2002*, the public launch of the [portal of the Principality of Liechtenstein](#) takes place.

## 2001

- ▶ In *November 2001*, Liechtenstein develops a special 'eLiechtenstein Plan', as part of a strategic report on eGovernment published by the Government. The plan foresees the realisation of an Internet portal, aiming at presenting the principality in a comprehensive manner, and providing political, economic, cultural, historical and tourist information.
- ▶ In *July 2001*, the Government decides to participate in a project for an Internet portal ([www.liechtenstein.li](http://www.liechtenstein.li)) launched by the Prince of Liechtenstein. The Government also provides a legal framework for eCommerce.

# eGovernment Strategy

## Main strategic objectives and principles

### IT and eGovernment Strategy (2008-2011)



Building upon the success achieved up to date, Liechtenstein's IT and eGovernment Strategy 2011 aims to address future challenges with the best possible efficiency.

In particular, the strategy has the following three main goals:

#### **Establish a modern Public Administration and transform the country into an attractive business location**

The eGovernment strategy 2011 acknowledges the importance of efficient eGovernment services for a modern information and knowledge-based society, and considers them essential for Liechtenstein to be a modern state and an attractive business location. eGovernment services shall be fast and easy to understand while public and users' participation shall be possible without the need of an advanced technical background.

The provision of advanced eGovernment services shall be based upon a set of comprehensive and versatile basic services, called one-for-all services, aimed to provide fundamental functionalities to eGovernment applications. The basic services will constitute a solid foundation, upon which single applications may be based. Their versatile usage shall allow achieving the highest possible efficiency, exploiting synergy effects and enabling the long term use of services. An eGovernment-related example of a basic service is the implementation of a solution for the creation of generic public administration eForms, which could be customised to meet the requirements of more specialised application-fields.

#### **Fulfil external requirements**

There are several situations, where the country has to comply with a broad spectrum of IT and eGovernment-related requirements, which originate from external institutions. Those requirements are namely those set by the EU within the framework of the '[i2010](#)' initiative, or those relating to the implementation of EU directives.

A concrete project in this area has already been successfully completed. It concerned the implementation of the updated EU directive regarding disclosure requirements in respect of certain types of businesses. To this end, the Electronic Register of Corporations (*elektronisches Öffentlichkeitsregister*) was put in place and became operational on 1 January 2007.

Another project, currently in development, concerns the implementation of the [EU directive on services in the internal market](#), which highly affects both the Information Technology and eGovernment, as it aims to overcome bureaucracy burdens and facilitate cross-boundary services while promoting process transparency and the use of electronic procedures.

The IT and eGovernment Strategy 2011 focuses on the fast and efficient implementation of such projects, as they constitute a major prerequisite for implementing Pan-European Public Administration services and for solving related interoperability, identity management and authentication issues.

### Meet users' needs

Online surveys, which were held at the end of 2005 and 2012, clearly showed that users were highly satisfied with the quality of the [www.llv.li](http://www.llv.li) portal services. At the same time, the respondents wished to enhance interactivity.

The IT and eGovernment Strategy 2011 aims at addressing users' needs in the most comprehensive manner and at achieving an open-minded, customer/user-oriented and progressive Public Administration, which would set an example of innovation and quality for both the public and private sectors.

## Previous eGovernment Strategies

### Initial eGovernment Strategy

#### Background

The development of eGovernment in Liechtenstein, affected by its campaign to enhance its image, started in 2001. To this end, the **Image Liechtenstein Foundation** group was set up in March 2002, constituted by the Government, state agencies and leading trade associations, and chaired by Otmar Hasler, the Prime Minister at that time. The foundation proceeded on two parallel tracks: assessing domestic and foreign attitudes in Liechtenstein to pinpoint weaknesses and define what messages should be conveyed. By May 2003, recommendations were ready. The principality's Internet website, previously an assemblage of administrative data, was re-launched as an attractive illustrated source on a wide range of information from finance to tourism, culture and history. In November 2004, the Image Liechtenstein Foundation group held a competition to select a consultancy to translate its new positive messages into graphic form, thereby creating a 'brand' defining Liechtenstein. The new national logo unveiled in July 2004, is called the 'democratic crown' and features on government and official documents, as well as on material from private sector bodies.

#### Aims

The initial eGovernment Strategy of Liechtenstein, approved by the Government in October 2001, constituted the basis for the further development of the information society in the country. The strategy aimed at simplifying Public Administration procedures, reducing bureaucracy and ensuring quick response time to user's requests. In particular, the strategy aimed to:

- ▶ increase the flow of information and improve the quality and the quantity of Public Administration services (**efficiency**);
- ▶ facilitate access to public services as well as their customisation to better meet the needs of the various users' categories (**flexibility**);
- ▶ provide users with a clear view of responsibilities and business processes in the public sector (**transparency**);
- ▶ promote users' participation in political processes (**participation**).

The main carrier for achieving the aforementioned objectives was the [National Administration Portal of Liechtenstein](#) (LLV eGovernment Portal). Thereby, four major stages in the development of its services were envisaged:

- ▶ **Publishing** - supply of static content (e.g. texts, pictures)
- ▶ **Interaction** - supply of dynamic content (e.g. contact information), which the citizens can use for electronic communication

- ▶ **Transaction** - correspondence between citizens and administration in a standardised form (e.g. eForms) and electronic transmission
- ▶ **Integration** - comprehensive illustration and treatment of administrative processes.

Within this framework, the Electronic Register of Corporations (*elektronisches Öffentlichkeitsregister*) was implemented and went on production on 1 January 2007, aiming to provide compliance with the updated EU directive regarding disclosure requirements, in respect of certain types of businesses.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment

### eGovernment Legislation



#### Current status

In autumn 2011 the Parliament adopted various laws that are of critical importance for the development of eGovernment. These are the **eGovernment Act (eGovG)** (register number 172.018.1 and 172.018.11), the **Amendment on Official Documents (ZustG)** (register number 172.023 and 172.023.1), and the **Act on the National Register of Persons (ZPRG)** (register number 172.018.2 and 172.018.21). All the mentioned legal bases took effect on 1 January 2012.

The [eGovernment Act](#) mainly includes provisions focused on electronic communication, identification and authentication in electronic commerce and electronic records management. In accordance with this act, the existing Act regarding the Service of Legal Documents will be extended to electronic delivery.

The Act of the National Register of Persons regulates the operation of the Register and the use of the Personal Identification Number (PEID) by various agencies.

### Freedom of Information Legislation

#### [The Information Act](#)

This Information Act (*Informationsgesetz*) entered into force in January 2000. It allows any citizen to obtain files from the State and Municipal bodies, as well as from private individuals who conduct public tasks. Responses have to be given in a 'timely' manner. It does not apply to documents under preparation. There are exemptions for protecting decision-making, public security, disproportionate expenditure, privacy and professional secrets. 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 Act (*Informationsverordnung*), register number [172.015.1](#).

### Data Protection/Privacy Legislation

#### [Data Protection Act](#)

The Data Protection Act of 14 March 2002 provides for the rights and obligations of private individuals and State authorities, implementing into national law the EU Directive [95/46/EC](#) on the protection of individuals concerning the processing of personal data and the free exchange of data. The Act (register number [235.1](#)) was supplemented by two regulations in July 2002 (register number [235.11](#) and February 2006 (register number [235.111](#)). The latter concerns the use of personal data by the police for cases related to terrorism, national security and crime prevention. In September 2008, the Parliament adopts a **partial revision** of the Data Protection Act bringing the law into line with EU agreements

regarding the connection to European database systems, such as the Schengen Information System (SIS), or the Eurodac service. The revised law focuses on the independence of data protection from the Executive and underlines its main role in ensuring the protection of personal rights and the respect for privacy.

## eSignatures Legislation

### [Law on Electronic Signatures](#)

The current legislation on eSignatures (*Signaturgesetz*; SigG, registry number 784.11) has been in force since September 2003. Among other, the law implements the European Directive [1999/93/EC](#) on a Community framework for Electronic Signatures. It has been supplemented by the regulation on Electronic Signatures of June 2004 ([SigV](#), registry number 784.111).

## eCommerce Legislation

### [Law on eCommerce](#)

The Law on eCommerce (*E-Commerce-Gesetz*; ECG, register no. 215.211.7) came into effect in June 2003. Among other, this law implements the 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).

## eCommunications Legislation

### [Law on Telecommunications](#)

The Law on Telecommunications of 20 June 1996 is the centrepiece of the country's legal framework in this area. In 1998, important steps towards deregulation were initiated along the same lines as in other European Countries. In 1999, the postal contract between Liechtenstein and Switzerland covering regulatory aspects of telecommunication was replaced by a new contract with the Swiss OFCOM (Office of Communication).

### [Law on Electronic Communication](#)

The [Office of 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.

Despite the adoption of the Law on Electronic Communication, Liechtenstein has not yet fully implemented and applied the 2002 EU regulatory framework on electronic communications. Significant implementation gaps remain and a number of implementing ordinances, identified as necessary to ensure full compliance, have still not been adopted by the Government. For instance, the Liechtenstein authorities have not commenced the crucial review of the State's effective competition in the telecommunications markets.

## eProcurement Legislation

### 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 is committed to the implementation of the European public procurement directives [2004/17/EC](#) and [2004/18/EC](#).

## Re-use of Public Sector Information (PSI)

### [Law on the Re-use of Public Sector Information](#)

In 1998, a new Law of Information was introduced in Parliament and published in the National Law Gazette as the [Law on Information](#) (July 1999) and the Regulation on Information (November 1999). The main objective is to promote an open information policy for the 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.

# eGovernment Actors

## Main roles and responsibilities

### National eGovernment

#### Policy/Strategy

##### **Ministry of General Government Affairs**

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 the planning of the public information strategy based on the principles of timeliness and balance.

#### 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).

#### 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.

#### 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.

#### Audit/Assurance

##### **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.

## Data Protection

### **Data Protection Unit**

The Data Protection Unit 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.

## **Regional & Local eGovernment**

### Policy/Strategy

#### **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.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Adrian Hasler**  
**Prime Minister**

**Contact details:**

Government Building  
Peter-Kaiser-Platz 1  
PO Box 684  
9490 Vaduz

Tel.: +423 236 60 07

Fax: +423 236 60 28

Contact: N/A

Source: <http://www.regierung.li/regierungsmitglieder/adrian-hasler/>

### eGovernment executives



**Sven Lässer**  
**Head of Specialised Unit for e-Government**

**Contact details:**

Office of Information Technology (AI)  
Kirchstrasse 9  
9490 Vaduz

Tel.: +423 236 66 57

Fax: +423 236 66 70

Contact: [sven.laesser@llv.li](mailto:sven.laesser@llv.li)

Source: <http://www.llv.li/>



**Gerhard Gassler**  
**Head of Portal Management**

**Contact details:**

Office of Information Technology (AI)  
Kirchstrasse 9  
9490 Vaduz

Tel.: +423 236 74 16

Fax: +423 236 66 70

Contact: [gerhard.gassler@llv.li](mailto:gerhard.gassler@llv.li)

Source: <http://www.llv.li/>

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [National Administration Portal of Liechtenstein](#) (LLV eGovernment Portal, [www.llv.li](http://www.llv.li))

In April 2014 the central national e-Government Portal [www.llv.li](http://www.llv.li) was relaunched with a completely new responsive design which now makes the content available on mobile devices also. The portal has been introduced back in 2004.

The new 2014 design has its focus on usability. The most used content is automatically presented on the top of the Index page and content is unified over all agencies. A new search function presents data in groups and drastically reduces the time needed for getting to information. There are also new apps on the page which provide citizens with read access to government data about themselves. For the very first time there are integrated services available which deliver online private certificates like the execution-report and the criminal record report. And last, but not least there is new feedback feature which inspires users to get in contact with the specialized unit for e-government. With this new user driven suggestion-system and a very fast implementation cycle the portal has become a flexible, living platform.

The administrative portal became operational on 4 September 2004. Its 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 other legal matters and legislation texts, employment, taxation, all forms of 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, namely:

- ▶ [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](http://www.regierung.li). That section provides comprehensive information on the organisation and responsibilities of the various governmental departments, as well as information on the members of government.

Online services offered by the portal were enhanced in January 2007 by a new electronic telephone book service, featuring online search facilities for the internal telephone numbers of the Public Administration. The service offers up-to-date online information (updated on a daily basis). In June 2007, the Newsletter Service of the [National Administration Portal of Liechtenstein](#) 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 the hiking trails network in Liechtenstein.

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 important, strategic project with technical and content-related components, as well as central versatile usable basic services. In 2009 the integration of the applicant's signature and the complex business logic was implemented, as planned in project 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 provides, amongst other, general information on government, economy, education and tourism.

## Network

### Current status

Public sector bodies participate in a communication network based, among others, on fibre optics technology, interconnecting authorities spread over 32 distinct locations in the country.

## eIdentification/eAuthentication

### Current status

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. Part of the new infrastructure, among other, are the electronic certificates by means of electronic identity cards (June 2009). To this end, the National Electronic ID-card with a qualified electronic certificate is the primary document for identifying citizens and residents. The ID-card is to be used in any form of business, governmental or private communications (identification document), as well as a travel document. Issued by the [National Immigration 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 is 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 'Basic Access Control' infrastructure.

Practical obstacles in start-up procedure and mobile use of the electronic ID-card 'lisiin' lead to the decision to introduce an alternative solution named 'lilog' for secure authentication only in August 2013. It is based on username and password without hardware token and is activated online by the holder after the approval process by the [National Immigration and Passport Office](#). The increasing number of 'lilog' holders (about 5% of the inhabitants own a lilog by end of November 2014) shows the suitability for daily use.

## eProcurement

### Current status

There is no specific infrastructure on eProcurement apart from online information and a number of downloadable forms.

## Knowledge Management

### [National Archives \(http://www.e-archiv.li\)](http://www.e-archiv.li)

The National Archives collection provides facilities to search online and obtain document related to history and documentation related to the principality's history and documentation.

### [Law Database LILEX \(http://www.gesetze.li/\)](http://www.gesetze.li/)

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

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

### The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

### 1. Income taxes: declaration, notification of assessment

Responsibility: Tax Authority

Website: [www.stv.llv.li](http://www.stv.llv.li)

Description: There are complete information on all types of tax and online-forms available. An online tax declaration service in kind of a [software-application](#) for windows, mac and Linux automatically calculates totals and deductibles, transfers all data from supplementary forms to the main one and works out the tax due. Future plans foresee the online submission of tax declarations.

### 2. Job search services by labour offices

Responsibility: Central Government, Office for Economic Affairs, Employment Agency

Website: <http://www.amsfl.li/ams/startseite>  
<http://www.llv.li/#/1789/freie-lehrstellen>

Description: Online services for employers and job-seekers.

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Office for Social Affairs, Office for Economy

Website: <http://www.llv.li/files/onlineschalter/Dokument-442.pdf>  
<http://www.llv.li/#/139/arbeitslosenversicherung-av>

Description: Information.

#### b. Child allowances

Responsibility: Office for Social Affairs, Liechtenstein's AHV-IV-FAK foundations

Website: [www.familienportal.li/](http://www.familienportal.li/)  
[www.ahv.li](http://www.ahv.li)

Description: Information

#### c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Office of Public Health

Website: <http://www.ag.llv.li/>

Description: Information, online-forms and leaflets to download.

#### d. Student grants

Responsibility: Office of Education

Website: <http://www.llv.li/#/12228>

Description: The [scholarship account system](#) (Ausbildungskonto) facilitates the application process for scholarships and provides an overall view of applications and student loans.

### 4. Personal documents: passport and driver's licence

#### a. Passport

Responsibility: Immigration and Passport Office

Website: <http://www.apa.llv.li>

Description: Information and online-forms, enabling citizens to start the procedure in order to obtain a passport.

#### b. Driver's licence

Responsibility: Office of Motor Vehicles

Website: <http://www.llv.li/#/12486/fuhrerschein>

Description: Information enabling citizens to start the procedure in order to obtain a driver's licence and to register online for relative appointments.

## 5. Car registration (new, used, imported cars)

Responsibility: Central Government, Office of Motor Vehicles

Website: <http://www.llv.li/#/12096/fahrzeuge>

Description: Information enabling citizens to start the procedure in order to register a motor vehicle.

## 6. Application for building permission

Responsibility: Office of Construction and Public Property Administration

Website: <http://www.abi.llv.li/>  
<https://formulare.llv.li/hba/>

Description: Information and forms to start the procedure in order to obtain a building permission. Applications are to be submitted to the municipalities.

## 7. Declaration to the police (e.g. in case of theft)

Responsibility: Office of National Police

Website: <http://www.landespolizei.li/>

Description: Information only.

## 8. Public libraries (availability of catalogues, search tools)

Responsibility: Liechtenstein National Library

Website: [www.landesbibliothek.li](http://www.landesbibliothek.li)

Description: The online catalogue service of the National Library gathers together approximately 180 000 titles from 20 different libraries. Users are able to conduct detailed searches in the database, check the availability of books and perform reservations online.

## 9. Certificates (birth, marriage): request and delivery

Responsibility: Office of Civil Registration

Website: <http://www.zsa.llv.li>

Description: It provides information on the necessary procedures in order to obtain a birth or a marriage certificate, and related online-forms.

**10. Enrolment in higher education/university**

Responsibility: Office of Education

Website: [www.sa.llv.li](http://www.sa.llv.li)

Description: It provides general information about enrolment in higher education and universities.

**11. Announcement of moving (change of address)**

Responsibility: Local authorities

Website: [www.ruggell.li](http://www.ruggell.li), [www.schellenberg.li](http://www.schellenberg.li), [www.gamprin.li](http://www.gamprin.li), [www.eschen.li](http://www.eschen.li),  
[www.mauren.li](http://www.mauren.li), [www.schaan.li](http://www.schaan.li), [www.planken.li](http://www.planken.li), [www.vaduz.li](http://www.vaduz.li),  
[www.triesenberg.li](http://www.triesenberg.li), [www.triesen.li](http://www.triesen.li), [www.balzers.li](http://www.balzers.li)

Description: Information only

**12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**

Responsibility: Office of Public Health

Website: <http://www.ag.llv.li/>

Description: It provides basic information on the organisation of the ministry and the availability of hospitals.

# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

### The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

### 1. Social contributions for employees

Responsibility: Liechtenstein's AHV-IV-FAK foundations  
Website: <http://www.ahv.li/>  
Description: Information and Application.

### 2. Corporate tax: declaration, notification

Responsibility: Fiscal Authority  
Website: <http://www.llv.li/#/110933/juristische-personen>  
Description: There are complete information on all types of tax and online-forms available. An online tax declaration service in kind of a [software-application](#) for windows, mac and Linux automatically calculates totals and deductibles, transfers all data from supplementary forms to the main one and works out the tax due. Future plans foresee the online submission of tax declarations.

### 3. VAT: declaration, notification

Responsibility: Fiscal Authority  
Website: <http://www.llv.li/#/112192/emwst>; <https://mwst.llv.li>  
Description: The e-VAT platform (<https://mwst.llv.li>) enables VAT-registered businesses to file the Annual VAT returns electronically. Taxable persons benefit from an online summary of previously electronically submitted VAT and can always view the details.

#### 4. Registration of a new company

- Responsibility: Office of Economic Affairs
- Website: <http://www.llv.li/#/12144>
- Description: The national Point of Single Contact (<http://www.llv.li/#/110693/einheitlicher-ansprechpartner-eappoint-of-single-contact-psc>) brings together information on procedures and services to those intending to establish a business in Liechtenstein. The new online application for company foundation <http://www.llv.li/#/20/444/unternehmensgruendung-und-dienstleistungserbringung-in-liechtenstein> lightens the process for founders.

#### 5. Submission of data to statistical offices

- Responsibility: Statistics Office
- Website: <http://www.as.llv.li/>
- Description: Information and online-forms. The latest statistics can be obtained via email using the newsletter service.

#### 6. Customs declarations

- Responsibility: Office for Economy ([www.avw.llv.li](http://www.avw.llv.li))
- Website: <http://www.llv.li/#/1974/zoll-und-ursprung>
- Description: Information on the customs' procedures, but no forms to download.

#### 7. Environment-related permits (incl. reporting)

- Responsibility: Office of Environmental Protection ([www.au.llv.li](http://www.au.llv.li))
- Website: [www.au.llv.li](http://www.au.llv.li)
- Description: Detailed information on procedures to be used.

#### 8. Public procurement

- Responsibility: Public Procurement Unit
- Website: <http://www.faw.llv.li>
- Description: Information and forms to download regarding public procurement requirements. A newsletter service informs on updated forms and legal changes.

### **European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

Jounup is a joint initiative by the Directorate General for Informatics (DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

### **Why ISA?**

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

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### **More on the programme:**

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Contact ISA:  
[isa@ec.europa.eu](mailto:isa@ec.europa.eu)