



European  
Commission



# Digital Public Administration factsheet 2021

Liechtenstein



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*Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.*



1

Country  
Profile

# 1 Country Profile

## 1.1 Basic data

**Population:** 38 459 inhabitants (2020)\*

**GDP at market prices:** CHF 6.5 billion (2020)\*\*

**GDP per inhabitant in PPS (Purchasing Power Standard EU-27=100):** Not available

**GDP growth rate:** -0.7%\*\*\*

**Inflation rate:** 0.6%\*\*\*

**Unemployment rate:** 1.9%\*\*\*

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

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

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

**Capital city:** Vaduz\*\*

**Official EU language:** German\*\*

**Currency:** CHF\*\*

Sources:

\*<https://countrysmeters.info/en/Liechtenstein>

\*\*[https://www.llv.li/files/as/liechtenstein\\_in\\_figures\\_2020.pdf](https://www.llv.li/files/as/liechtenstein_in_figures_2020.pdf)

\*\*\*<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 2020](#).

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

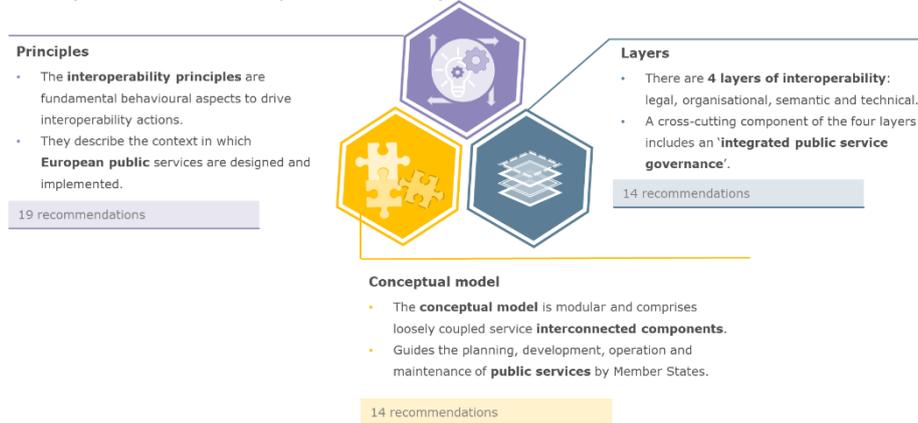
According to the United Nations E-Government Survey, Liechtenstein has the following e-government indicators for 2020:

- **E-Government Development Index:** 0.8359 (2020)  
[Highest score: Denmark 0.9758]
- **Online Service Index:** 0.6588 (2020)  
[Highest score: Estonia – 0.9941]
- **Telecommunication Infrastructure Index:** 1 (2020)  
[Highest score: Liechtenstein – 1]
- **Human Capital Index:** 0.8489 (2020)  
[Highest score: Iceland – 0.9525]
- **E-Participation Index:** 0.6071 (2020)  
[Highest score: Estonia – 1.0000]

Source: [UN E-Government Survey 2020](#)

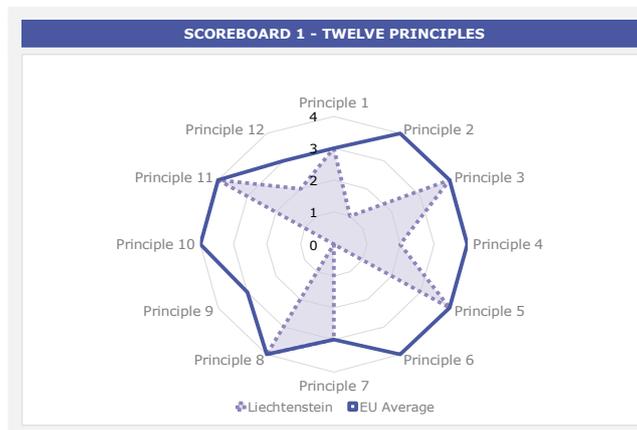
### 1.3 Interoperability State of Play

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 71 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2020

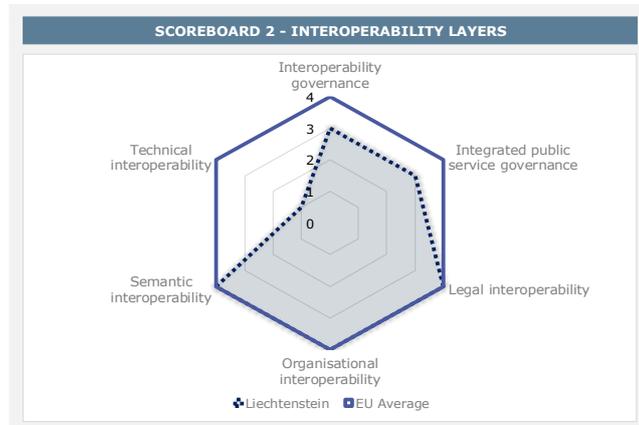
For each of the three pillars, a different scoreboard was created to breakdown the results into their main thematic areas (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for Liechtenstein in 2020.



Source: European Interoperability Framework Monitoring Mechanism 2020

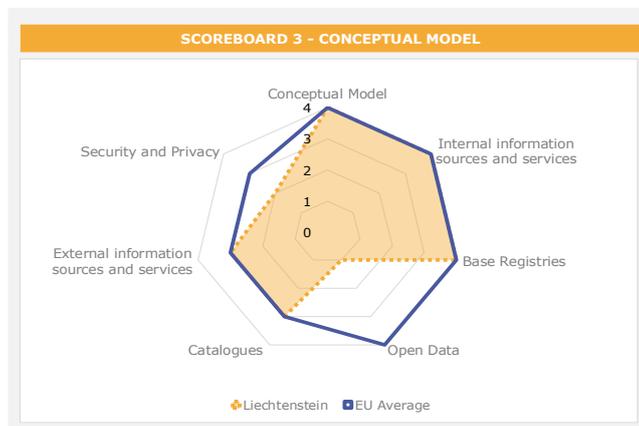
Liechtenstein's results in Scoreboard 1 show an overall fair performance in the implementation of the EIF Principles, despite the lack of data for Principles 6 (User-centricity), 9 (Multilingualism) and 10 (Administrative simplification). Potential areas for improvements concern the implementation of Principles 2 (Inclusion and Accessibility), 4 (Reusability) and 12 (Assessment of Effectiveness and Efficiency) for which the scores of 1 and 2 show lower and lower-medium performances in the implementation of corresponding recommendations. For instance, concerning Principle 2, the publication of the data as open data unless certain restrictions apply (Recommendation 01), the maintenance of a level playing field for open source software while considering the use of open source software (Recommendation 02), as well as the use of open specifications,

taking due account of the coverage of functional needs, maturity and market support and innovation (Recommendation 03) are only scarcely implemented and could be improved to reach scores aligned with the EU average.



Source: European Interoperability Framework Monitoring Mechanism 2020

The results of Liechtenstein in Scoreboard 2 illustrate a fair performance with scores of 3 and 4 in almost all layers. Liechtenstein’s areas of improvement concern the better implementation of the recommendations related to the interoperability governance, the integrated public service governance and the technical interoperability layer. Particularly, Liechtenstein scores 1 in the consultation of relevant catalogues of standards, specifications and guidelines at national and EU level, in accordance with the country’s NIF, when procuring and developing ICT solutions (Recommendation 23) and in the use of open specifications to ensure technical interoperability when establishing European public services (Recommendation 33). The lower performance in the implementation of these recommendations hampers the overall results of Scoreboard 2 for Liechtenstein.



Source: European Interoperability Framework Monitoring Mechanism 2020

Liechtenstein’s scores analysing the Conceptual Model in Scoreboard 3 highlight an overall good performance in the implementation of recommendations associated with the conceptual model, the internal and external information sources and services as well as base registries. However, areas for improvements concern the implementation of recommendations related to open data, and privacy and security. More specifically, Liechtenstein has only marginally implemented all the recommendations related to open data. Furthermore, in the area of security and privacy, the use of trust services according to the Regulation on eID and Trust Services as mechanisms that ensure secure and protected data exchange in public services is only partial and could be improved.

Additional information on Liechtenstein's results on the EIF Monitoring Mechanism is available online through [interactive dashboards](#).

## 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.*



# 2

## Digital Public Administration Highlights

## 2 Digital Public Administration Highlights

### Digital Public Administration Legislation

On 15 December 2020, the [eGovernment Ordinance](#) implemented the eGovernment Act and subsequent amendments by regulating the details of electronic business transactions between public authorities as well as authorities and individuals.

On 1 December 2020, the [law No. 455](#) amended the Data Protection Ordinance by amending the list of third countries and international organisations considered to have an adequate level of data protection.

On 30 September 2020, the Parliament of Liechtenstein adopted the [law No. 359 \(eGovernment Law\)](#) containing amendments to the eGovernment Act. The new law [entered into force](#) on 1 January 2021. While implementing the Regulation (EU) No. 910/2014, the ordinance aims to promote legally relevant electronic communication and to ensure efficient and economical administrative activity through the use of electronic communication media.

On 30 September 2020, the [law No. 414](#) amended the Token and TT Service Provider Act. The new law includes amendments concerning the addition of reasons for exclusion of natural persons from the provision of a Trustworthy Technology Service.

### Digital Public Administration Infrastructure

In February 2021, the public administration's internet presence was put on a new footing with the launch of [serviceportal.li](#). As a first step, [serviceportal.li](#) will be available for private individuals. During 2021, the portal solution will be expanded with an area dedicated to companies as well as other section focusing on personalised services.

On 29 April 2020, the government [introduced](#) the new digital identity website - [eID.li](#). The Office of Information Technology has been dealing with the realisation and introduction of the website since spring 2018. eID.li represents a core element for the secure use of electronic services and, thus, a milestone on the path to digitalisation. eID.li allows natural persons to securely identify and register for electronic services. The eID replaces the previous systems lilog and lisign, which have been supported until the end of 2020.

A close-up photograph of a person's hand in a white shirt cuff, holding a white stylus and touching the screen of a tablet. The person is wearing a dark blue suit jacket. The background is blurred, showing a white pocket square in a jacket. A blue semi-transparent box is overlaid on the right side of the image, containing the number '3' and the text 'Digital Public Administration Political Communications'.

3

Digital Public  
Administration  
Political  
Communications

## 3 Digital Public Administration Political Communications

### 3.1 Specific political communications on digital public administration

#### Digital Agenda – Government Programme

The **Government Programme 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. This 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. In this context, there is also awareness that when official business is conducted via electronic means, data security and privacy must be a high priority.

#### eGovernment Strategy 2019-2023

The **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

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

#### 3.3.2 eID and Trust Services

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

#### 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

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.

On 30 September 2020, the Parliament of Liechtenstein adopted **Law No. 359 (eGovernment Law)** containing amendments to the eGovernment Act. The new law entered into force on 1 January 2021.

On 15 December 2020, the **eGovernment Ordinance** implemented the eGovernment Act and subsequent amendments by regulating the details of electronic business transactions between public authorities, and authorities and individuals.

#### Amendment to the Service of Official Documents Act

In January 2012, the **Amendment to the Service of Official Documents Act (ZustG)** (register number 172.023 and 172.023.1) entered into force. It regulated 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

##### 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. In addition, there are 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 set rules on the openness of meetings of the Parliament, commissions and municipalities. The Information Act is supplemented by the **Regulation on the Information Ordinance (Informationsverordnung)** (register number 172.015.1).

##### Law on the Reuse of Public Sector Information

In 2008, a new **Law on the Reuse of Public Sector Information (Law No. 172/016)**, implementing the Public Sector Information (PSI) Directive, was introduced in Parliament and published in the National Law Gazette on 29 May, 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**

reuse of public sector information (2003/98/EC) into the European Economic Area (EEA) Agreement had entered into force on 1 September 2006.

The Joint Committee Decision No. 59/2017 entered into force on 1 August 2020, incorporating Directive 2013/37/EU amending Directive 2003/98/EC on the reuse of public sector information into the EEA Agreement. Directive 2013/37/EU was implemented into national law through an amendment to the law of 29 May 2008 on the reuse of public sector information and has been legally binding in Liechtenstein since August 2020.

Furthermore, Directive (EU) 2019/1024 on open data and the reuse of public sector information is to be incorporated into the EEA Agreement. However, as the transposition process is still ongoing, Directive (EU) 2019/1024 is not yet legally binding in 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. Furthermore, the Ordinance on Electronic Signature and Electronic Transactions of 9 July 2019 (LGBl No. 2019.180) entered into force in the same month.

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

#### eIDAS Regulation

In April 2018, the government adopted the Consultation Report on the Adoption of a Law implementing the Regulation on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation), 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. The Joint Committee Decision No. 22/2018, incorporating Regulation (EU) No. 910/2014 (eIDAS Regulation) into the EEA Agreement, entered into force on 1 June 2019. Since then, Regulation (EU) No. 910/2014 applies directly in Liechtenstein.

### 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 European General Data Protection Regulation (GDPR), protecting citizens' fundamental rights with regard to the use of their personal data. Afterwards, Law No. 389 of 30 September 2020 amended Article 31(2) of the Data Protection Act.

#### Data Protection Ordinance

The Data Protection Ordinance lays down common rules to implement the Data Protection Act and Regulation (EU) 2016/679. Particularly, the ordinance regulates, among other things, the data processing activities performed by public bodies by outsourcing to or on behalf of third parties, the notification of video surveillance and the

accreditation procedures of certification bodies. On 1 December 2020, Law No. 455 amended the Data Protection Ordinance by modifying the list of third countries and international organisations considered to have an adequate level of data protection.

#### 4.3.4 Interconnection of base registries

##### Central Civil Registration

The Law of 21 September 2011 on the Central Civil Registration (ZPRG) (register number 172.018.2 and 172.018.21) 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 Register

The Commercial Law is the primary legislation for the Commercial Register (*Handelsregister*). The second part of this legal act 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 Register

The Civil Register and the Commercial Register are both covered by the Persons and Companies Act (PGR) of 20 January 1926. In the case of the Commercial Register, the act states that the register contains data considered as facts from the previous trade, cooperative, association, institutional, foundation and property law registers, and other similar registers. The Commercial Register may be kept on paper or by electronic means. The law also regulates 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 Register. 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 register, the content of the cadastral survey, the maintenance of the register, the delivery of cadastral survey statements and reports, the costs, etc.

##### Network Information Centre Register

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

#### 4.3.5 eProcurement

##### eProcurement Regulations

The public procurement sector is under the jurisdiction of the Office of Public Procurement (*Stabsstelle öffentliches Auftragswesen*). 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. 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 Article 49b of the Public Procurement Act (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 Article 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 number 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; register 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.

### Ordinance on File Management

In November 2018, the Ordinance on the Management of Files in the Liechtenstein Land Administration (*LLV-Verwaltungsverordnung*, LGBl; register number 2018.264) was implemented in Liechtenstein.

## 4.5 Emerging technologies

### Blockchain Act

The Law on Tokens and Trustworthy Technology (TT) Service Providers (TVTG) entered into force on 1 January 2020. This law established the legal framework for all transaction systems based on TT. Particularly, the TVTG governs (i) the basis in terms of civil law with regard to tokens; (ii) the representation of rights through tokens; (iii) the transfer of said rights; (iv) the supervision of TT service providers; and (v) the rights and obligations of TT service providers.

The objective of the new law is twofold. Firstly, the act aims to guarantee trust in digital legal communication while ensuring the protection of users in TT systems. Secondly, the law seeks to create excellent, innovation-friendly and technology-neutral framework conditions for rendering services concerning TT systems.

On 30 September 2020, Law No. 414 amended the TVTG. The new law includes amendments concerning the general reform of the insolvency law.



5

Digital Public  
Administration  
Governance

## 5 Digital Public Administration Governance

### 5.1 National

#### 5.1.1 Policy

##### Ministry of General Government Affairs and Finance

The policy and strategy on eGovernment are drawn up by the **Prime Minister** through the **Ministry of General Government Affairs and Finance** (*Ministerium für Präsidiales und Finanzen*) under his responsibility. The Ministry of 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.



**Daniel Risch**  
Prime Minister

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Government Building  
Peter-Kaiser-Platz 1  
PO Box 684  
9490 Vaduz  
**Tel:** +423 236 61 11

**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**  
Head of Business Consulting Digitisation

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**E-mail:** N/A  
**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 (ICTs) 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 Register Office

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

#### National Road Office

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

#### Office of Economic Affairs, Ministry of Justice

The Commercial Register and the Land Register, handling respectively businesses and land data, belong to the **Office of Economic Affairs under the 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. Differently, the Land Register is a means of systematisation of real estate property, and constitutes an important and mandatory procedure for landowners 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 (i) 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 (ii) 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 the authorities. Since 1998, all municipalities have a municipal code tailored to their needs.

As far as eGovernment is concerned, the 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.



```
ACTIVE PRT  
var gapl>window.gapl>window.gapl(0)gapl._btime Date()-getTime(function(){var archis-v  
(return a.call.apply(a.bind(arguments)).b=function(a,b,c){if(!a)throw Error("if(Com  
d:Array.prototype.slice.call(arguments);return a.apply(c)}return function(){return  
Array.prototype.unshift.apply(c,d);return a.apply(c)}return function(){return  
b(function c(){c.prototype.b.prototype.a=a;b.prototype.a=prototype.a;return  
b(function c(){c.prototype.b.prototype.a=a;b.prototype.a=prototype.a;return
```

enter main

### SCALE DATA

```
var gapl>window.gapl>window.gapl(0)gapl._btime  
(return a.call.apply(a.bind(arguments)).b=function(a,b,c){if(!a)throw Error("if(Com  
d:Array.prototype.slice.call(arguments);return a.apply(c)}return function(){return  
Array.prototype.unshift.apply(c,d);return a.apply(c)}return function(){return  
b(function c(){c.prototype.b.prototype.a=a;b.prototype.a=prototype.a;return
```

SETUP  
9 1 0 0 / 3  
E 6 8 2 4 / 2

DOWNLOAD

LOADING

# 6 Digital Public Administration Infrastructure

layer

00000/349645



00/07/0  
00/042  
00/067

BAR OPTION EXIT  
103

ROOM

Shape

EXO	10/0056
SIZE	21/6456
HIGH	52/3426
	72/3436
	94/3246

40.7143528

53.25534



## 6 Digital Public Administration Infrastructure

### 6.1 Portals

#### 6.1.1 National portals

##### LLV eGovernment Portal

In February 2021, the public administration's internet presence was put on a new footing with the launch of [serviceportal.li](https://serviceportal.li). As a first step, [serviceportal.li](https://serviceportal.li) is available for private individuals only. Then, during 2021, the portal solution will be expanded with an area for companies as well as personalised services. The [website](https://serviceportal.li) will be available in German and English.

[serviceportal.li](https://serviceportal.li) provides the basis for an interactive and user-friendly use of information and digital offers of the administration. The new [serviceportal.li](https://serviceportal.li) offers users easy access to information and eGovernment services from the public administration without media discontinuity.

The area for private individuals is structured around 15 life situations, ranging from pregnancy and birth to family, education, construction and housing, mobility, health, residence, death, and inheritance. That way, the search for information or services is faster and clearer for users.

The [serviceportal.li](https://serviceportal.li) for private individuals is only the first step in the renewal of the portal solutions of the State administration. Additional areas are being implemented to expand the new [serviceportal.li](https://serviceportal.li), e.g. works are ongoing to include an area containing information for businesses. The aim is to follow the layout of the private individuals section, structuring the information meant for businesses around situations generally faced by companies. Information about and contact details of offices from the national administration will also be integrated into [serviceportal.li](https://serviceportal.li).

As a further step, the website will provide private individuals and companies the possibility to set up personalised accounts. These accounts will allow users to possess a central, interactive access to personal or company-specific information, while enabling them to initiate and/or pursue official business. Access to the accounts will be secure and simple with [eID.li](https://eid.li).

##### Portal of the Principality of Liechtenstein

In January 2002, the [Portal of the Principality of Liechtenstein](https://www.liechtenstein.li) was publicly launched. The portal provided general information on government, economy, education and tourism.

##### Digital-liechtenstein.li Central Platform

In the fall of 2017, the [Central Platform for Digital Innovation and Networking for Liechtenstein](https://www.digital-liechtenstein.li/) (<https://www.digital-liechtenstein.li/>) was launched with the five topics and action fields of networking and politics, communication, talent, events and start-ups. 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.

##### eID.li

On 29 April 2020, the Liechtenstein government [introduced](https://eid.li) the new digital identity website - the [eID.li](https://eid.li). [eID.li](https://eid.li) represents a core element for the secure use of electronic

services and, thus, a milestone on the path to digitisation, allowing natural persons to securely identify and register for electronic services. This digital identity can be used by all citizens, residents of Liechtenstein and foreign nationals. eID.li replaces the previous means of identification lilog and lisign.

The Office of Information Technology has been dealing with its realisation and introduction since spring 2018. In April 2018, the government commissioned the Office of Information Technology to implement a new electronic identification (eID) system for Liechtenstein, underlining that it was important for the new system to be interoperable with other European eID systems. After the preliminary work and studies, an international tender was carried out in spring 2019. The Office of Information Technology implemented the new eID in two phases. During the first phase, the technical implementation of the new eID.li had to be ensured and the existing online services had to be converted to the new eID.li. Applicants for an eID were identified and registered by the Aliens and Passport Office (APA) at the counter. This phase was completed in spring 2020. During the second phase, the administration set up an alternative procedure for the registration of natural persons. In particular, this meant enabling the onboarding of international clients, for example by means of video identification, as well as the integration of government-related and private web services. This phase was launched in spring 2020.

Following the implementation of the new eID.li, the government started a project for the integration of the service with private parties. An example is the use of eID.li to access eBanking.

### 6.1.2 Subnational portals

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

## 6.2 Networks

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

## 6.3 Data Exchange

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

## 6.4 eID and Trust Services

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

## 6.5 eProcurement

### eInvoicing

The eInvoicing infrastructure was implemented in 2018 based on Commission Implementing Decision (EU) 2017/1870.

## 6.6 ePayment

### Paymentwall

Based on the Digital Agenda of Liechtenstein of March 2019 and the subsequent eGovernment Strategy Liechtenstein of April 2019, the [Office of Information Technology](#) was commissioned by government resolution BNR 2019/458 to take over the implementation of the technical services from the eGovernment strategy. This will be implemented as part of the eGovernment applications from the Information Technology Strategy 2019-2023.

The ePayment project (Paymentwall) allows users (natural persons and legal entities) of the National Administration Liechtenstein services to use electronic means to pay the

fees and charges. Paymentwall will be set up as a basic service and made available to the entire administration for integration by the end of 2021.

## 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, including AIA, FATCA and ASTA.

## 6.9 Base registries

### Interconnection with EU Registers

Liechtenstein connected its registers with the EU registers on vehicles and driving licenses, and takes part in the exchange of social security and insurance data.

### National Register of Persons

Liechtenstein is in the process of redesigning the [ZPR](#). The ZPR is a central register which includes data about natural and legal persons, in particular identity, address and civil status data. It 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.

## 6.10 Emerging Technologies

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



7

## 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 SMEs, 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.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Sylvan Fux (Office of Information Technology).



*The Digital Public Administration Factsheets are prepared for the European Commission by [Wavestone](#)*

## An action supported by Interoperable Europe

The ISA<sup>2</sup> Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA<sup>2</sup> programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the [Digital Europe Programme](#).

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