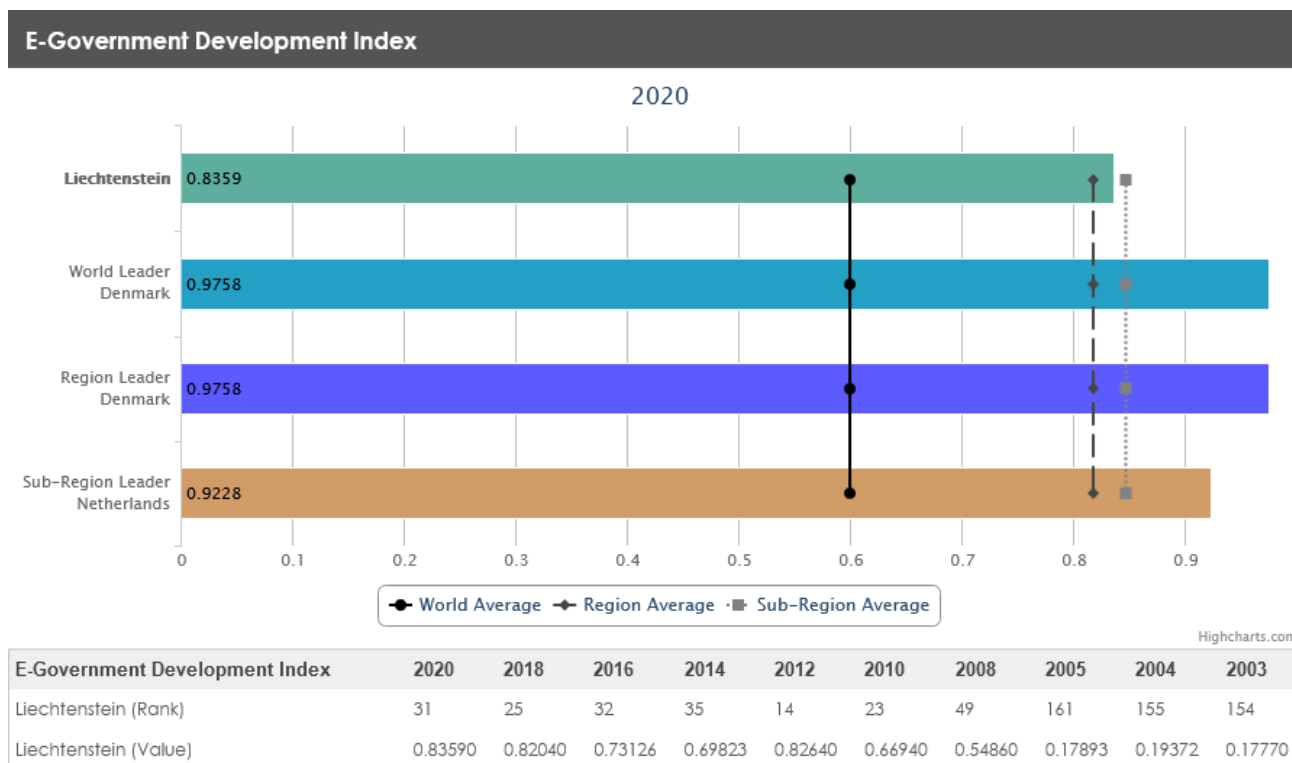


# Digitalisation in the public sector

**LIECHTENSTEIN**

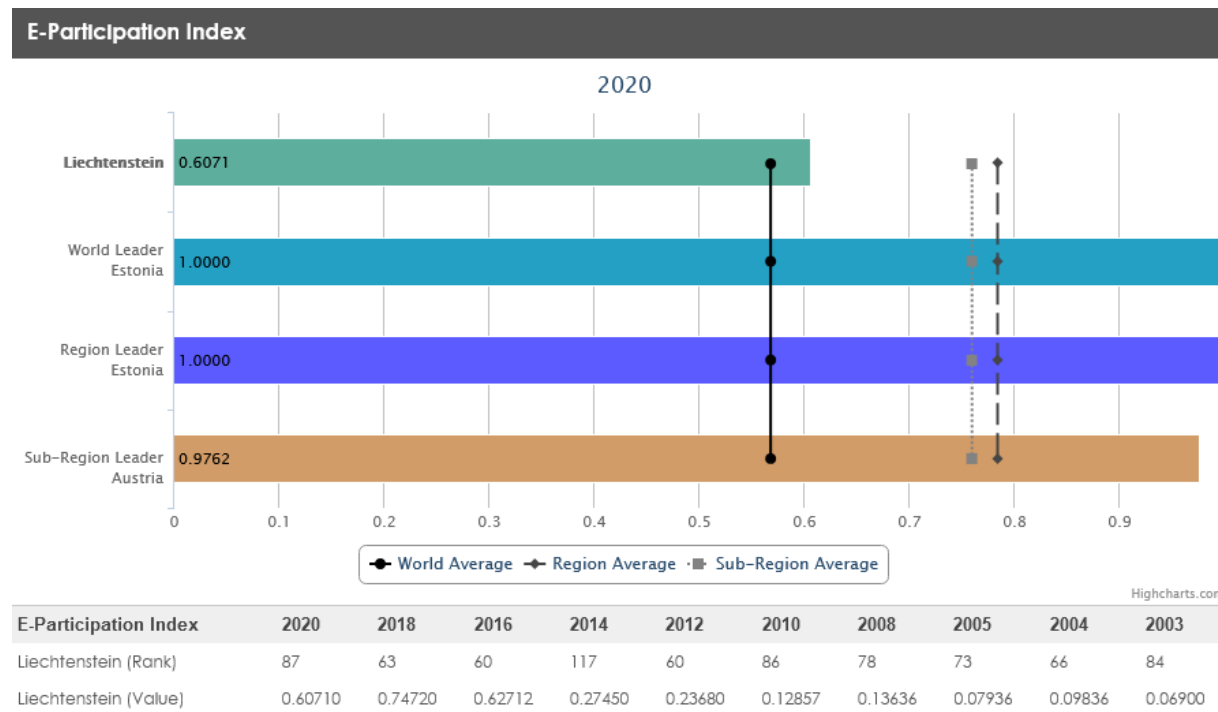
Christian Frommelt/ Thomas Milic  
Liechtenstein Institute

# Digitalization trends in international comparison: UN EGDI



Source: <https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/98-Liechtenstein>

# Digitalization trends in international comparison: UN EGDI



Source: <https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/98-Liechtenstein>

# Digitalization trends in international comparison: UN EGDI

Country	Group	Rating Class	Rank 2020	EGDI 2020	MSQ
 Germany	VHEGDI	V3	25	0.8524	
 Uruguay	VHEGDI	V3	26	0.8500	
 Ireland	VHEGDI	V3	27	0.8433	
 Canada	VHEGDI	V3	28	0.8420	
 Kazakhstan	VHEGDI	V3	29	0.8375	
 Israel	VHEGDI	V2	30	0.8361	
 Liechtenstein	VHEGDI	V2	31	0.8359	No*
 Argentina	VHEGDI	V2	32	0.8279	

Source: <https://publicadministration.un.org/egovkb/en-us/Data/Country-Information/id/98-Liechtenstein>

# Digitalization trends I

- Liechtenstein is a digitally rather advanced country. The government itself prides Liechtenstein to be among the world leaders in eGovernment. More realistically, the ranking position depends on how digital development is measured. Moreover, Liechtenstein's position is often lacking in international comparisons (OECD, DESI), which makes it tough to identify Liechtenstein's exact position compared to other states.
- A few recent milestones:
  - On the 1st of February 2019, Liechtenstein signed the declaration 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.
  - The GDL service was launched in 2018. In 2018, a service consisting of digital exchange for cross-border services from Citizens and Businesses with administrative government (GDL) was launched.
  - In April 2020, the electronic identity (eID) was launched. The (eID) is intended to create secure and user-friendly identification for electronic business transactions with the national administration. The new solution will presumably also be made available to private companies in the future.
  - In the fall of 2017, the digital-liechtenstein.li central platform was launched with the five topics and action fields of networking and politics, communication, talent, events and start-ups. This is a central platform for digital innovation and networking for Liechtenstein.

## Digitalization trends II

- Liechtenstein has the fastest broadband network in the world with an average speed of 229.98 megabits per second.
- In August 2020, around 15,600 households and companies, or almost 75% of all usage units in Liechtenstein, were connected to the fiber optic network. This puts Liechtenstein in a top position (behind some Asian countries).

# Digital public services

- Below some digital public services on high demand:
  - Not surprisingly, the eTax-system is very popular among Liechtenstein residents.
  - The driving license can also be appointed online.
  - A new online application to open a business and start company has been launched recently. This “national Point of Single Contact” is intended to bring together information on procedures and services to those intending to establish a business in Liechtenstein.
  - A new platform enables VAT-registered businesses (eVAT) to file their annual VAT returns by electronic means. Taxable persons benefit from an online summary of previously electronically submitted VAT and can always view the detail.

# E-participation

- While Liechtenstein is a leading digital business location, there are yet no active efforts to introduce electronic voting or electronic collection of signatures for initiatives and referendums at present.
- One should, however, take into consideration that Liechtenstein has a very efficient postal voting system. Thus, the trade-off between e-voting and the existing postal voting is not as big as between e-voting and “classic” voting (in polling stations).
- All the bills and draft acts can be accessed through <https://www.gesetze.li>.
- The Landtag’s meetings can also be followed electronically on <https://www.landtag.li>.
- Quite recently, the Hereditary Prince Alois asked for a “Legislature of Digitization”. It remains to be seen whether that includes e-voting as well.



# Governance of public sector digitalisation I

- 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.
- The Office of Information Technology is responsible for the coordination of all eGovernment activities, including the National Administration Portal of Liechtenstein (<https://www.llv.li/onlineschalter>).

# Flashpoint: COVID-19

- In April 2020, a Swiss medtech company launched a bracelet (originally used to measure women's fertility) to test whether it might detect corona infections before even the first symptoms appear. The results of the study were published in March 2021 and the test was extended to the Netherlands.
- Liechtenstein did not develop their own tracing app, but rather used other national apps (like the SwissCovid app or the Austrian variant). Interestingly, the German Corona app was launched in Liechtenstein first before being introduced in Germany. However, the app was rather unsuccessful (low coverage, data privacy issues, low awareness)
- Registration for vaccination is also done digitally at <https://www.impfung.li>



# Flashpoint: e-ID

- In spring 2020, Liechtenstein launched a new e-ID.
- To use that ID, citizens had to register in person at the Liechtenstein Passport Office. With the registration, state-verified personal data such as surname, first name, date of birth and others were inseparably linked to the e-ID.
- The e-ID is available free of charge and is available to Liechtenstein residents. It can be downloaded in the Google Play and Apple Store.
- As of February 2021, roughly 900 people used the new e-ID.



# Conclusions

- Liechtenstein is a leading digital business location, internet coverage is very high and public service is digitally advanced - also due to the introduction of the e-ID.
- E-voting (or e-collecting for that matter), however, is still at the very beginning. Then again, postal voting is widespread and highly functional. Thus, no immediate need for e-voting.
- The Covid-19 pandemic has shown some digital limitations (also depending on the meanwhile quite outdated Swiss reporting system).