

Italy

In Italy, the Sistema Pubblico di Connettività e Cooperazione (SPC) - Public Connection and Cooperation System is a complete system, including technical communications infrastructure, services, a registry and rules and guidelines for connecting. These rules and guidelines are captured in approximately 30 documents. SPC has reached a mature stage and is still being improved. It is fully mandated by the Law on Digital Administration (Codice dell'Amministrazione Digitale - CAD).

The aims of the SPC, as reflected in Article 77 of CAD are (summarised):

- Provide a set of common, shared connectivity services for administrations;
- Ensure interaction of central and local administrations with any other persons connected to the Internet, promoting the provision of quality services for citizens and business;
- Provide a central communications infrastructure;
- Provide services to administrations who wish to connect to the infrastructure;
- Drive a multi-vendor delivery model for the implementation;
- Ensure data security, confidentiality and privacy on SPC systems, as well as respect the autonomy of information assets of the administration.

SPC governance is fully described and laid down in the CAD. It employs a multi-layer model. The concept of SPC is introduced in the CAD and ratified by Italian Parliament. The overarching Enterprise Architecture model and compliance rules are updated by decree of Minister for Public Administration and Innovation. The core of SPC, the documents, guidelines and standards, are maintained by the SPC board working group and CNIPA. The board contains representatives from all layers of government.

The maintenance of the reference documents, guidelines and standards is driven by the National Centre for Informatics in Public Administration (Centro Nazionale per l'Informatica nella Pubblica Amministrazione, CNIPA), Agency under direction of the Ministry for Reforms and Innovation in Public Administration. CNIPA has a legal mandate to drive the creation and maintenance of these guidelines and standards, using a bottom-up approach involving many parts of government (central, regional, local) and other experts.

CNIPA governs the implementation of the SPC guidelines and standards in multiple ways:

- By overseeing the implementation of the national SPC communications infrastructure (including public tendering) and associated services (such as identity management);
- By evaluating IT projects in governments beforehand and afterwards, including a certification program to validate eServices that connect to SPC.

Through the involvement of CNIPA in various projects to create/connect services on SPC, experience in various layers of administration is gained and best practices are captured and shared. Standards lifecycle and framework change management processes are defined and in-place.

The supporting infrastructure of SPC is comprehensive. SPC certification is done through a set of automatic tests, that are also published on the CNIPA website. There is a registry of compliant services and a directory of the Italian public administration along with their services. On the CNIPA website there are multiple collaboration and discussion options.