

[ eGovernment in ]

# Italy

Italia



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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Italy. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

## Country Profile

### Basic data and indicators

#### Basic Data

**Population (1 000):** 60 626.4\* inhabitants (2011)

**GDP at market prices:** 24 300 million Euro (2010)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):** 100.0 (2010)

**GDP growth rate:** 1.3 % (2010)

**Inflation rate:** 1.6 % (2010)

**Unemployment rate:** 8.4 % (2010)

**Government debt/GDP:** 119.0 % (2010)

**Public balance (government deficit or surplus/GDP):** -4.6 % (2010)

\*= *provisional value*

Source: [Eurostat](#)

**Area:** 301 263 km<sup>2</sup>

**Capital city:** Rome

**Official EU language:** Italian

**Currency:** Euro

Source: [Europa website](#)

#### Political Structure

Italy has been a **parliamentary republic** since 2 June 1946 (following a referendum that abolished the Monarchy).

Legislative power is held by a bicameral [Parliament](#) made up of a [Chamber of Deputies](#) (630 elected members) and a [Senate](#) (321 elected members). The members of the two Chambers are elected for a period of five years. Deputies are elected by universal and direct suffrage; voters must be eighteen years old on the election day, while those eligible for deputies must have reached the age of twenty-five. Senators are elected by universal and direct voting by citizens who are twenty-five years old on the election day, whereas those eligible for senators are citizens who have reached the age of forty.

The Head of State is the [President of the Republic](#), elected by the Parliament (joint session) and by 3 delegates from each of the 20 regions for a seven-year term. The President has a limited but highly symbolic role. He can dissolve the Parliament in times of crisis.

Executive power is exercised by the [Government](#), consisting of the Prime Minister (referred to in Italy as the President of the Council of Ministers) and the Ministers jointly constituting the Council of Ministers. The President appoints the Prime Minister and, upon his/her proposal, the Ministers. The Government has to enjoy the confidence of both chambers and answers to the Parliament. The Prime Minister conducts and is responsible for the general policy of the Government. He ensures the unity of general political and administrative policies, promoting and coordinating the activities of the Ministers.

Italy is made up of 20 regions, five of which are governed according to a special autonomous statute; it includes 109 provinces and 8 101 municipalities. The regions have legislative power together with the

State in matters of concurrent legislation, except for fundamental principles that are reserved to state law. The regions have exclusive legislative power with respect to any matters not expressly reserved to state law. Municipalities and provinces have regulatory power with respect to the organisation and fulfilment of the functions assigned to them.

A constitutional reform promoted by the Government and adopted by the Parliament in October 2005 was intended to significantly extend the powers of the regions (devolution). Italians have rejected this reform by referendum on 25 and 26 June 2006.

The [Constitution](#) of the Italian Republic was adopted on 22 December 1947 and entered into force on 1 January 1948.

Italy was one of the founding members of the European Economic Community in 1957.

**Head of State:** President [Giorgio Napolitano](#) (since 10 May 2006).

**Head of Government:** Prime Minister [Mario Monti](#) (since 16 November 2011).

## Information Society Indicators

**Percentage of households with Internet access:** 59 % (2010)

**Percentage of enterprises with Internet access:** 94 % (2010)

**Percentage of individuals using the Internet at least once a week:** 48 % (2010)

**Percentage of households with a broadband connection:** 49 % (2010)

**Percentage of enterprises with a broadband connection:** 84 % (2010)

**Percentage of individuals having purchased/ordered online in the last three months:** 9 % (2010)

**Percentage of enterprises having received orders online within the previous year:** 4 % (2009)

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 15.9 %, downloading forms 11.3 %, returning filled forms 5.5 % (2010)

**Percentage of enterprises using the Internet for interaction with public authorities:** obtaining information 75 %, downloading forms 72 %, returning filled forms 48 % (2009)

Source: [Eurostat](#)

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

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

## Recent News

### December 2011

Minister for Education, University and Research, Francesco Profumo is appointed by the Prime Minister as Coordinator for Technological Innovation and Information Society.

### November 2011

- ▶ Consip, the Italian Central Purchasing body and the Ministry of Economy and Finance [announce](#) the winners of the 'e-Proc Awards 2011' at a ceremony held in Rome on 18 November 2011. In their fifth edition, the prizes are awarded to the public administrations and companies that made the most efficient use of the central eProcurement system '[Acquistiinrete](#)' in terms of economic, organisational and process benefits. In the 'Public Administration category' of the '**MEPA awards**' there are two ex-aequo winners, namely the [University of Catania](#) and the Local Health Agency 1 of Turin ([I'ASL 1 di Torino](#)).

In another section, the '**Supplier Training Desks awards**' ([Sportelli in rete](#)), a category aimed at assisting companies to enable them to participate in public eProcurement procedures through the national eProcurement portal, the prize went ex aequo to two organisations: [Confcooperative Toscana](#) and Comufficio Milano. A new section in this year's edition was the '**eTenders awards**' (Gare on-line) section. In the 'Public Administration category', two public entities received this prize ex-aequo - namely, the Finance Police ([Guardia di Finanza](#)) and the Public Hospital Corporation Villa Cervello di Palermo.

- ▶ On 9 November 2011, three eInvoices based on specifications of the [PEPPOL](#) project (Pan-European Public Procurement OnLine) are [exchanged](#) by Italian PEPPOL partners and their suppliers. All three eInvoices were received through the Access Point of Intercent-ER, thus proving the capability of the PEPPOL transport infrastructure in several scenarios. Intercent-ER is operating as the PEPPOL Italian Authority for the Transport Infrastructure, and its Access Point will be available to all Italian Public Administrations wishing to participate in the current pilot phase of the project.
- ▶ The update of the [eGovernment National Action Plan 'eGov 2012'](#) is published on 11 November 2011 on the website of the Ministry for Public Administration and Innovation, summarising the status of the different actions implemented by the Department for the Digitisation of the PA together with [DigitPA](#), [Formez](#) and the main responsible Administrations ( Health, Education, Justice, etc.).

### October 2011

The Italian Minister for Public Administration and Innovation [unveils](#) Operation 'Open Government, open data and App'. This initiative is the natural evolution to web 2.0 for Internet and job mobility that the Government began three and a half years ago. To make this possible, a new portal was created, [www.dati.gov.it](#), meant to be a benchmark for open data in Italian Public Administration. To date, there are links for about 150 public databases and their description, made available by the Public Administrations, which were the first to adhere to this project: the data is in fact available to anyone who intends to use it to develop applications for analysis or study purposes, in a complete, quick and readable format from all computers, reusable and easy to find.

## September 2011

With the recent implementation of [Law Decree 150/2009](#), it has become compulsory for doctors of the National Health System (NHS) to forward sick leave certificates to the National Institute for Social Security (INPS) via web. The service aims at reducing the administrative burden for both the private and public employees, the doctors, the employers (both private and public) and the National Institute for Social Security. The main outcomes of this innovative process are: simplified procedures fully respecting privacy and security requirements, consistent cost savings (i.e. € 590 million), productivity gains, better health surveillance and data monitoring, and further developments in the eHealth sector.

## August 2011

The Ministry for Public Administration and Innovation, through a two month online public consultation open to citizens, experts and stakeholders, publishes the updated version of the '[Guidelines for the public administrations websites](#)', as per the [Ministerial Directive n.8/2009](#), in order to result in comprehensive principles able to improve the quality of online information and public services. The 2011 version introduces specific rules for the registration domain 'gov.it', integrations regarding accessibility and content management by the use of Content Management Systems (CMS).

## May 2011

The Italian non-profit organisation *Associazione per il Software Libero* ([ASSOLI](#)) [re-launches](#) the '[Dear Candidate](#)' campaign on the occasion of the elections held on 15-16 May 2011. This awareness-raising initiative has urged all candidates and policymakers to commit to the promotion and dissemination of free software and digital freedom by signing the Free Software Pact. Advocates of free software helped disseminate information about the [campaign](#) by directly contacting candidates and urging them to sign the agreement, or by raising public awareness of the actions provided on the [support site](#). The [Free Software Pact](#) is a document with which signatory candidates could inform the voting public that they understand the implications of free software.

## April 2011

- ▶ On 14 April 2011, Italian Minister for Public Administration and Innovation [unveils](#) the new [portal](#) for Italian citizens. The portal makes it possible for citizens to reach the Public Administration through a single 'virtual door' and benefit from easy-to-use and fast services. The new website will use the back office and the successful experience of '*Linea Amica*', the multimedia contact centre to promote government services. It integrates and combines the expertise of approximately 200 *Linea Amica* experts with the search engine of the Public Administration, the efforts of the transparency and simplification taskforce of the Department of the Public Service and the eGovernment services promoted by the Department of Digitisation and Technological Innovation. The portal was implemented by both the Ministry's Departments ([FormezPA](#) and [DigitPA](#)).
- ▶ In the six weeks of its operation, the [new version](#) of the national Italian eProcurement platform for the purchasing of public goods and services, has [handled](#) over 12 000 orders and posted 2 500 calls for tenders on the MEPA through Requests for Quotation (RfQ), as is announced on 1 April 2011. In addition, 6 500 new users have registered, to complement the nearly 50 000 from the old version of the platform. The new version of the platform, run by [Consip](#), the central purchasing body of the Italian public administrations, was launched in February 2011. Some of the main features are the high level of customisation of services, the extreme flexibility of the platform, its full compliance with new procurement rules and its latest improvements in infrastructure.

## March 2011

New [guidelines](#) are drafted in March 2011 on the processing of personal data contained in administrative records and documents, carried out by public administrations and to be published on the web.

## February 2011

In February 2011, Consip, [launches](#) the new edition of [www.acquistinretepa.it](http://www.acquistinretepa.it), the national eProcurement platform for the purchasing of public goods and services that Consip operates on behalf of the Ministry of Economy and Finance. The platform presents a more efficient performance overall and is completely revamped and enriched with new and more advanced functionalities like: a comprehensive coverage of eProcurement functionalities, a more tailor-made system, a single and integrated eCatalogue, different and multiple eProcurement tools, a more advanced search engine, and an English section.

## January 2011

In January 2011, the administrative region of Emilia Romagna [participates](#) in the first international conference 'OSEPA' (Open Source usage by Public Administration). The OSEPA project establishes a regional network at European level for the promotion and further spread of open source software within public administrations. The project is being implemented by a consortium of thirteen partners across European local and regional public administrations mainly consisting of national associations of municipalities and communities, regions and knowledge organisations.

## News 2010-2001

### 2010

- ▶ On 15 December 2010, at the closing ceremony of the 'eContent Awards 2010 Italy', the [iCarabinieri project](#) of the Italian Military Police [receives](#) the first prize in the eGovernment category. The free-of-charge 'Find us' (*Dove Siamo*) service of the project allows its users to find the nearest to their geographical location military police station, which is automatically detected by the tool.
- ▶ [Cliclavoro](#), a portal [launched](#) by the Italian Ministry of Labour and Social Policy on 22 October 2010, aims to serve as a broker between job supply and demand, and to connect the systems formed by businesses, educational/training bodies and social policy. The portal has a section on job opportunities in the public sector, the databank of those benefiting from income support and an information and communication area.
- ▶ On 3 August 2010, the new version of the '[Italia.gov.it](#)' portal is officially [presented](#) at a press conference as Italy's 'eGovernment search engine' and an intelligent directory of public websites which is able to facilitate and connect via the Internet thousands of digital services and information provided by the Public Administration. Apart from the departments of the [Ministry of Public Administration and Innovation](#), [DigitPA](#), [FormezPA](#) and the [National Research Council \(CNR\)](#) are also involved in this initiative.
- ▶ Following the entry into force, on 19 May 2010, of a decree on the Italian unified passport, based on the European Union's relative Council Regulation (EC) [No 2252/2004](#) of 13 December 2004, the next generation passports, to be [released](#) in Italy by the end of June 2010, would contain the owner's digital facial image and signature, as well as two fingerprints stored on a microchip. Passports for children of less than 14 years-old contain the data of their parents.

A non-profit non-loss national consortium on open source software for business intelligence applications - the [Italian Competence Centre on Open Source](#) – [goes](#) online on 17 May 2010, aiming at fostering the development and adoption of open source software in the Italian public administration.

- ▶ The Ministry for Public Administration and Innovation [announces](#) the availability of the service '[Posta Elettronica Certificata al Cittadino](#)', free of charge, aiming at providing Italian citizens with certified mailboxes for communications with the Italian Public Administration. The service, available since 26 April 2010, enables citizens to exchange messages with the Italian Public Administration in a legal compliant manner, being able at the same time to simplify procedures and enhance efficiency.

- ▶ The Ministry for Public Administration and Innovation, through a two month online [public consultation](#), [invites](#), in *March 2010*, citizens, experts and stakeholders to offer their comments and advice on the [draft version of the "Guidelines for the public administrations websites"](#), as per the [Ministerial Directive n. 8/2009](#).
- ▶ On *19 February 2010*, the Italian Council of Ministers [approves](#) the new version of the eGovernment Code proposed by the Ministry of Public Administration (PA) and Innovation in compliance with the [E-Gov Plan 2012](#).

During the same month, the [Italian Ministry of Environment and Land and Sea Protection launches](#) a new system to monitor the transportation and management of special waste. [SISTRI](#) is launched in the context of a national strategy aiming at increasing the public administration's efficiency by speeding-up the procedures and reducing costs and burdens. At the same time [ISPRA](#), the Superior Institute for Environmental Protection and Research, provides data on waste production and management.

## 2009

- ▶ In *December 2009*, [Decree n. 177/2009](#) establishes '[DigitPA](#)' a new agency for ICT in the Italian Public Administration, placed under the responsibility of the Minister for Public Administration and Innovation. The mission of the new body is to contribute and provide value for citizens and businesses, implementing the eGovernment policies. DigitPA replaces the Italian National Centre for ICT in Public Administration (CNIPA).

During the same month, a new portal, [www.accessibile.gov.it](#), is [launched](#), provided by the Public Administration and dedicated to the Observatory on the Accessibility of Internet services. The two main goals of this initiative are: the constant updating of the national legislation on access, following the adoption of the Web Content Accessibility Guidelines (WCAG) 2.0, and the management of alerts for the citizens experiencing difficulties in enjoying the services provided through public websites.

- ▶ In *November 2009*, the Minister for the Public Administration and innovation publishes its [Directive n. 8/2009](#) for the rationalisation and reduction of the public websites, foreseeing the registration of the public administrations websites under the domain name 'gov.it'.
- ▶ On *9 October 2009*, the Government approves legislative decree [n. 150](#) implementing [the Law on civil service reform and on the efficiency and transparency of public administration](#). The objectives of this reform are: modernisation of the public administration, innovation and digitalisation within PA and the Country, relationship between PA, citizens and business.
- ▶ *In July 2009*, the Minister for Public Administration and Innovation and the President of the Antitrust Authority signs a Memorandum of Understanding for the project '[Mettiamoci la faccia](#)' for the measurement of the citizens/users' customer satisfaction as to public services.

In *July 2009*, the Minister for Public Administration and Innovation and the Rector of the University of L'Aquila [sign](#) a Memorandum of Understanding for the 'Digital University' project. The memorandum is part of the 'School and University' protocol to achieve the objective of the [eGGov Plan 2012](#) (Sector 2-target University), according to which all Italian universities will have advanced services for students, teachers and administrative staff, ranging from a complete Wi-Fi coverage to the availability of VoIP service in all locations, by 2012.

- ▶ In *June 2009*, the citizens of the provinces of Grosseto and Potenza requesting a passport [receive](#) the [biometric passports](#) containing the fingerprints of both their index fingers. The new passport is deemed more secure with regard to counterfeiting and becomes a primary identification tool.

During the same month, '[Reti Amiche](#)' – a project based on the collaboration among Public Administrations and private networks to deliver public services in private sites (banks, tobacconist's, among other sites) without additional costs for the State – starts testing the network among notaries and municipalities.

At the same period, the Minister for Public Administration and Innovation signs the Memorandum of Understanding regarding 'Reti Amiche on the job' with an IT consulting company: the project aims to install an electronic desk through which the company's employees can interact with the Public Administration, either personally or with remote assistance.

The [Cnaipic](#) (*Centro nazionale anticrimine informatico per la protezione delle infrastrutture critiche*), the national cyber crime centre is [unveiled](#) on *23 June 2009*, with the goal of preventing and handling potential cyber attacks conducted against the country's critical infrastructures.

- ▶ In *May 2009*, '[Magellano](#)', the knowledge management web platform of the Italian Public Administration [goes](#) online, aiming to facilitate the work and the collaboration among public authorities through a unique access point to the expertise of the Public Administration.
- ▶ In *January 2009*, the Prime Minister together with the Minister for Public Administration and Innovation officially present the '[eGovernment Plan 2012](#)'. The Plan promotes government innovation, spreading online services and reinforcing the accessibility and transparency of the Public Administration, to bring it closer to the needs of citizens and businesses. The Plan consists of 80 digital innovation projects. Citizens can monitor [online](#) the progress status of each planned project.

## 2008

- ▶ In *November 2008*, the Ministry of Public Administration and Innovation unveils the Government's [Strategic Plan for Innovation](#). The plan provides for 60 joint initiatives structured around the concrete needs of both Central and Local Government.
- ▶ On *29 October 2008*, the Autonomous Province of Bozen/Bolzano - South Tyrol [launches](#) a new online services portal providing access to approximately 900 services offered by the State, municipalities, communities and the health care system.
- ▶ In *May 2008*, the Italian Chamber of Commerce [launches](#) a [new online portal](#) to make its services more readily available to companies, professionals, business associations and members of the public. The portal makes the main databanks of the Chamber available online.
- ▶ In *February 2008*, the Ministry for Reform and Innovation within the Public Administration [launches](#) a nation-wide online consultation for the Italians to put forward their ideas and proposals for simplifying bureaucratic procedures.
- ▶ In *January 2008*, as part of a new law aimed at better managing the influx of non-EU workers into Italy, the Ministry for Internal Affairs [launches](#) an [online service](#) which makes it possible to check the status of an application to hire extra-Community workers electronically.

During the same month sixty of Italy's regional fire services introduce an [online system](#) for answering questions about the prevention of fires.

## 2007

- ▶ In *December 2007*, the 'Public Connectivity and Cooperation System' (SPC), the new network of the Italian Public Administration becomes [operational](#). This broadband network brings together central Public Administrations, as well as hundreds of Italian public bodies across the world.
- ▶ In *September 2007*, the Italian State together with the regions and local authorities, [adopts](#) a series of measures aimed at stimulating the further development of eGovernment services at national and regional levels.
- ▶ Since *1 July 2007*, the use of the eMarketplace of the Public Administration (MEPA) on the eProcurement portal '[Acquisti in Rete](#)' has become mandatory for all central Public Administrations purchasing goods and services below the EU threshold (€ 137 000).
- ▶ The city of Pavia launches a new portal for its citizens in *June 2007*. [ePavia](#) provides information and allows for the online payment of various city taxes and duties.

- ▶ In *February 2007*, the Minister for Reform and Innovation within the Public Administration signs a 'directive' on the interchange of data among public administrations and on the publication of negotiation activities (known as '[Innovation Directive](#)'). Its objective is to give a strong boost to the computerisation of the Italian public offices while contributing to the enforcement of the [eGovernment Code](#) that entered into force on 1 January 2006.
- ▶ In *January 2007*, the Minister for Reform and Innovation within Public Administration, Luigi Nicolais presents the document '[Towards the National eGovernment System: Strategic Lines](#)'.  
In the same month, Italy's standardisation body (UNI) publishes the national standard [UNI CEI ISO/IEC 26300:2007](#), as an adoption of the **Open Document Format (ODF)**.  
On another note, the interactive portal '[PartecipaMi.it](#)' provides citizens of Milan with opportunities for **eParticipating** into the city's political decision-making process.

## 2006

- ▶ The [Public Procurement Code](#) comes into force on *12 April 2006*, introducing provisions relating to eAuctions, dynamic purchasing system, eCatalogues and other electronic means used in public procurement procedures.
- ▶ The [eGovernment Code](#) comes into force on *1 January 2006*. It contains a number of rules, obligations, recommendations and targets aimed at providing a clear legal framework for the development of national eGovernment.

## 2005

- ▶ The [2006 Guidelines](#) for the digitisation of Public Administration are adopted in *November 2005*.
- ▶ Launch of the [Software Re-use portal](#) in *October 2005*. It is intended to provide information and resources for the re-use of software developed by or for the public sector.
- ▶ Adoption of the Legislative Decree on the [eGovernment Code](#) ('*Codice dell'Amministrazione Digitale*') in *March 2005*, aiming at providing a clear legal framework for the development of eGovernment and for the emergence of an efficient and user-friendly public administration.  
During the same period, the Italian business portal [www.impresa.gov.it](#) is officially launched.
- ▶ In *January 2005*, the [2005 Guidelines](#) for the digitisation of Public Administration are adopted, setting operational priorities for that year.

## 2004

- ▶ A decree adopted in *March 2004*, grants registered electronic mail with the same legal status as that of recorded delivery letters.
- ▶ In *February 2004*, the Council of Ministers adopts a decree on the introduction of the [National Services Card \(CNS\)](#), a smart card for accessing eGovernment services.
- ▶ The directive on 'Administrative Transparency and the Management of Document Flows', better known as the '[IT Protocol](#)', comes into force on *1 January 2004*, foreseeing the management and storage of all government documents electronically.

## 2003

- ▶ In *December 2003*, the [2004 Guidelines](#) for the digitisation of Public Administration are adopted, setting operational priorities for that year.
- ▶ In *November 2003*, the unified conference of state, regions, cities and autonomous local entities approves the [launch](#) of the second phase of the Italian local and regional eGovernment programme.

- ▶ A ministerial order (directive) defining the rules and criteria for the development, acquisition and re-use of software by public sector bodies is adopted in *October 2003*.
- ▶ In *July 2003*, the Authority for Information Technology in the Public Administration (AIPA) is replaced by a new structure; the [Italian National Agency for Digital Administration \(CNIPA\)](#), responsible for the implementation of eGovernment plans devised by the Minister for Innovation and Technologies.
- ▶ Publication of a [report](#) on the use of Open Source Software in Public Administrations in *June 2003*, recommending the increase of the use of Open Source Software in Public Administration.

## 2002

- ▶ In *December 2002*, the [2003 Guidelines](#) for the digitisation of Public Administration are adopted, setting operational priorities for that year.
- ▶ The National eGovernment Portal for Citizens [Italia.gov.it](#) is launched in *June 2002*.  
Moreover, the [Government Guidelines for the Development of the Information Society](#) are published.
- ▶ In *April 2002*, a Law (DPR - Presidential Decree [101/2002](#)) introduces the possibility to adopt a new electronic procedure (*gara telematica*) for public procurements above and below the EU thresholds. This law also introduces the possibility to implement a new tool for purchases below EU thresholds, the eMarketplace (*mercato elettronico*).
- ▶ In *February 2002*, the Ministerial Committee for the Information Society approves the Guidelines for the digitisation of Public Administration for 2002 and endorses [10 strategic eGovernment objectives](#) to be met by the end of the legislature (2006).

## 2001

- ▶ In *December 2001*, the Minister for Innovation and Technologies publishes the [2002 Guidelines for the digitisation of Public Administration](#) setting eGovernment priorities for that year.
- ▶ In *July 2001*, the new Government appoints a Minister for Innovation and Technologies, providing political leadership and holding responsibility for the country's ePolicies.

## News 2000 and before

- ▶ The year *2000* marks the approval of an [Action Plan for the Information Society](#), and the adoption of the [eGovernment Action Plan 2000-2002](#).  
The *2000* Budget Law introduces the Programme for the rationalisation of public spending on goods and services. This programme is carried out by the Ministry of Economy and Finance (MEF) and by Consip.
- ▶ In *1997*, the Information Society Forum presents the document 'Promotion of Information Society Development in Italy: a reference scheme', which notably identifies the use of ICT in public services as a key priority.
- ▶ The Information Society Forum composed of representatives from several Ministries, is established in *1996*. Its objective is to promote initiatives for the development of the information society and to support the creation of a favourable regulatory framework.
- ▶ In *1995*, Italy's first information society policy paper is published – 'A Government Agenda for the Development of the Information Society' – which follows the guidelines and principles agreed at international level, within both the European Union and the G7.
- ▶ The Authority for Information Technology in the Public Administration (AIPA) is created in *1993*.

## eGovernment Strategy

### Main strategic objectives and principles

#### Reform of the Italian Public Administration (2009-present)



The new Italian Government took office on 16 November 2011, headed by Senator Mario Monti. The current document does not reflect any changes to the eGovernment strategy as none were defined by the new Government at the time of its publication. Therefore the ongoing areas of intervention listed below are still those supported by the previous Government.

On 9 October 2009, the Government approved the legislative decree [n. 150](#) implementing the [Law n. 15](#) of 4 March 2009 on civil service reform and for the efficiency and transparency of public administration.

The reform is engineered around citizens and their role of stakeholders of the public services acting as drivers of the innovation.

The **objectives** of the reform, in line with the Lisbon Strategy for productivity growth, reduction of administrative burden and enhancement of public services are presented below.

#### Modernisation of the public administration

The reform process aiming at the modernisation of the public administration is focused on:

- merit, with a view to reward the most worthy and skilled employees, thus encouraging commitment;
- a performance assessment system that will help Public Administrations to reorganise their activities targeting an overall enhancement requirement, customer satisfaction, transparency and merit-rewarding;
- an alignment of collective bargaining provisions with the private sector;
- the increased importance of effective management; and
- the simplification of disciplinary proceedings.

The Government will pursue an overall simplification target, with the aim of reaching the EU-wide goal to reduce administrative burden for business by 25 % by 2012.

#### Innovation and digitalisation within PA nationally

The Government has introduced a Multi-annual Plan (['i2012 – Innovation Strategies'](#)) resting on Public Administration (eGovernment) and on economic and social sectors (i-Economy/i-Society).

As far as the eGovernment plan eGov 2012 is concerned, the following priorities have been set out: **schools and universities** (innovation of teaching architecture and communication); **health** (increase of service quality and decrease of expenses); **justice** (digitalisation of proceedings; simplification of notification and access to procedural documents for citizens and lawyers); **dematerialisation** and **reduction of red tape** within PA.

The implementation of the Plan is being constantly monitored and its achievements are made public every three months. Citizens can follow the progress status of each planned project via the dedicated website [www.e2012.gov.it](http://www.e2012.gov.it).

Other **priority areas** of intervention of the i-Economy/i-Society plan are energy efficiency, ICT, media and digital content, infomobility, design and biomedicine. Particular emphasis will be given on measures carried out by the Italian Agency for Technological Innovation ([Agenzia per la diffusione delle tecnologie per l'innovazione](#)), the institutional body for the promotion and dissemination of innovation nationwide.

The Ministry of Public Administration and Innovation updated on 5 July 2010 the package of policy actions in the Innovation field, providing strategic documents on the [Convergence, Reform and Innovation of Public Administration](#); on [the eGovernment Plan \(e-Gov2012\)](#); and on [Innovation Strategies for the support of the business community and citizens \(i2012\)](#).

#### Improving the contact between PA, citizens and businesses

A set of legislative initiatives, alongside a series of existing, fully-functioning projects will improve the relation between PA, citizens and businesses, placing citizens 'at the heart' of the reform process.

The main legislative initiative was the introduction in 2009 of the 'Charter of duties of Public Administration' ([Carta dei doveri della pubblica amministrazione](#)). The Charter helps to enforce citizen's rights and duties of public administrations vis-à-vis citizens and business.

## Initiatives and projects of the Italian Public Administration Reform

#### 'Linea Amica' initiative'

The 'Friendly Line' (*Linea Amica*) initiative, a contact centre network which gathers almost 500 contact structures (*Uffici per le relazioni con il Pubblico* -URP) accounting for over 1 million contacts every week is responsible for existing projects. The postal offers enhanced services by trained URP operators.

Detailed information on the Linea Amica project that has entered its Second Phase in February 2011 can be found at: <http://www.lineamica.gov.it/>.

#### 'Mettiamoci la faccia' initiative

The initiative called '*Mettiamoci la faccia*' (Show your face) is an initiative promoted by the Minister for Public Administration and Innovation, in collaboration with national and local governments aiming to assess in a systematic manner, through the use of emoticons, the satisfaction of citizens and users for services provided at the counter or through other channels (web and phone).

More information is available at: <http://www.innovazionepa.gov.it>.

#### 'Posta elettronica certificata per i cittadini' project

'*Posta elettronica certificata per i cittadini*' (Certified e-mail), aims at expanding the use of digital communications to facilitate contacts among public administration offices, citizens and businesses, and promote efficiency and cost-saving of Public Services leveraging on digitisation of procedures.

#### 'Vivifacile' project

The 'EasyLife' (*Vivifacile* in Italian) project, launched in the spring of 2010, provides an advanced communication channel with public administrations through a single integrated point of access to several digital services, via mobile phone or web. The initiative takes advantage of the Public Connectivity System (PCS) based on technical rules and tools for the integration and interoperability among the public administrations' back offices and a single model to manage the citizen identification process. As for GSM mobile phones, a USSD technology has been developed to offer interactive and real-time services free of charge (e.g. information on culture, education, public health and taxation systems).

## Previous eGovernment Strategies

### Strategic Plan for Innovation (2008-2009)

The [Strategic Plan for Innovation](#) presented in 2008 and amended in January 2009 by the Minister for Public Administration and Innovation, Renato Brunetta, defines a set of 27 digital innovation projects aiming to modernise the public administration and render it more efficient and transparent, improve the quality of services provided to citizens and businesses and reduce costs for the community. The plan thus helped make public administration an asset for the country's economic development.

The Plan aims to promote innovation through: agreements with the central government; agreements with the Regions and the Provinces (local government); infrastructure programmes; special projects, laws and standards (amendments to the eGovernment Code).

In the context of the plan, the Minister for Public Administration and Innovation signed six Memoranda of Understanding (MoU) with several central public administrations in order to promote innovation in the following sectors: education, justice, tourism, youth, labour and economic development. In the same context, the Minister also signed four MoU with Regions, 24 MoU with other local administrations and six MoU with Universities.

The Plan contains two infrastructure programmes: the first one guides the Public Connectivity and Cooperation System (SPC) in order to contain the public expenditure and realise projects that require the interrelation of several Central and Local administrations. The second programme promotes the diffusion of broad band.

Moreover, a couple special projects aim at improving the efficiency of the Public Administration through technological innovation. These projects are called '[Linea Amica](#)' and '[Metiamoci la faccia](#)' respectively.

### 'Innovation Directive' (2007)

In February 2007, the Minister for Reform and Innovation within Public Administration signed a 'directive' (Ministerial Order) on the interchange of data between public administrations and the publication of negotiation activities (known as '[Innovation Directive](#)'). Its objective was to give a strong boost to the computerisation of the Italian public offices and to contribute to the **enforcement** of the [eGovernment Code](#) (*Codice dell'Amministrazione Digitale*).

Among the main provisions of the directive is the **elimination** of the practice of requesting **additional documentation** to citizens and businesses through the use of common databases for authorities. Moreover public authorities are encouraged to allow citizens to **electronically interact** within the administration through a password and a pin code. The directive also stresses the need for the introduction of administrative documents in electronic format and the **elimination** of hard copies. Furthermore provisions are made for the compulsory publication online of calls for tenders relating to goods and services (**eProcurement**). Lastly, the directive calls for the use of **digital signature** and **certified electronic mail** between administrations to guarantee the interoperability of documents' electronic management systems.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

[Decree n. 235 of 30 December 2010-Digital Administration Code \(DAC\)](#)

The new Digital Administration Code (DAC) has been modified so as to include the regulations in line with the ongoing development of technology. Important changes and supplements were recently introduced by Legislative Decree [n.. 235/2010](#), which has further updated the regulatory framework on the subject of digital administration. The new code introduces a group of regulatory changes that will have a concrete impact on the administrations' conduct and practices, as well as on the quality of the services rendered to the public and businesses, guaranteeing greater transparency, timeliness, accessibility and efficiency. The most recent reform went into effect on 25 January 2011 with the phase-in of the initiatives planned for 2012, consistent with the eGovernment Plan. The new DAC endorses new rights for the public and businesses, as well as new opportunities and obligations for the public administrations.

#### [Decree n. 32 of 27 January 2010](#)

The decree acknowledges the European Directive [2007/2/CE](#) establishing an infrastructure for Spatial Information in the European Community (INSPIRE). The decree assigns to the Italian National Register of Spatial data (*Repertorio nazionale dei dati territoriali*, set up by [decree n. 82/2005](#) of the eGovernment Code) the function of national catalogue of metadata. The eGovernment agency, [DigitPA](#), is responsible for the ownership of the Register.

#### [Legislative Decree n. 177 of 1 December 2009](#)

This Decree set up '[DigitPA](#)', an agency for the Digitalisation in the Italian Public Administration, placed under the responsibility of the Minister for Public Administration and Innovation. The decree completes the reform of the Italian civil service launched, in October 2009, by the [law n. 150/2009](#). The mission of the new body is to provide value for citizens and businesses, implementing the eGovernment policies.

#### [Legislative Decree n. 150 of 27 October 2009 on the implementation of Law n. 15/2009](#)

On 9 October 2009, the Government approved legislative decree n. 150 implementing Law n. 15/2009 on civil service reform and the efficiency and transparency of public administration. The reform is engineered around citizens, in their role of stakeholders of the public services acting as drivers of the innovation.

#### [Decree n. 2/09 of 6 May 2009](#)

The Decree adopted by the Government on 6 May 2009 with the agreement of the Joint Conference State – Regions (*Conferenza unificata Stato Region*) defines:

- ▶ the procedures for delivering the certified electronic mailbox ([PEC](#) mailbox) to citizens;
- ▶ the procedures for activating the service via a tendering process, paying particular attention to citizens at risk of exclusion (Article 8 of the [eGovernment Code](#));

- ▶ the use of the service and how to withdraw from it.

#### [Law n. 2/09 \(2009\)](#)

Law no. 2 of 28 January 2009 converts into law the Decree no. 185 of 29 November 2008 which contains measures intended to overcome the economic crisis. Article 16-bis of the Decree stated that all citizens must receive a PEC box upon request and that certified electronic mail is free of charge and equivalent to a notification by regular mail (article 48). Furthermore public administration will use certified electronic mail for the communications and the notifications to its employees.

#### [eGovernment Code \(2006\)](#)

The eGovernment Code (*Codice dell'Amministrazione Digitale*) entered into force on 1 January 2006. It aims to provide a **clear legal framework** for the development of eGovernment and for the emergence of an efficient and user-friendly Public Administration. The Code grants citizens and businesses the right to demand and obtain the use of **electronic means by** public administration bodies, in the **day-to-day transactions with the users**.

To facilitate the implementation of the eGovernment Code and accelerate the computerisation of the Italian public offices, the Minister for Reform and Innovation within Public Administration signed, in February 2007, a Ministerial Order on the interchange of data between Public Administrations and the publication of negotiation activities (known as '[Innovation Directive](#)').

The Code was published as a legislative decree on 13 August 2011, launching the next step towards achieving a new, digital and simplified Administration, in compliance with the [eGov Plan 2012](#). The main **points** of the code regard:

- ▶ the **re-organisation** of the PA through the establishment of a unique office responsible for ICT activities, (*fascicolo elettronico*);
- ▶ the **simplification** of the PA's contact with citizens and businesses through the generalisation and use of the certified electronic mail ('Posta Elettronica Certificata' in Italian - PEC);
- ▶ **security of data exchange**, through the adoption of emergency plans to face possible disasters, so as to ensure the continuity of public service delivery and of Government-to-citizen information exchange.

## Freedom of Information Legislation

#### [Law on Administrative Procedure and Access to Administrative Documents \(1990\)](#)

Chapter V of [Law n. 241/90](#) of 7 August 1990 provides for a **limited right** of access to administrative documents. Public bodies must respond to a request for administrative documents within 30 days. Information can be withheld when it relates to (a) security, national defence and international relations; (b) monetary and foreign exchange policy; (c) public order, prevention and repression of crime; and (d) privacy of third parties. Appeals can be lodged to a regional administrative court, whose decisions can be appealed to the Council of State.

The Law also created a [Committee on Access to Administrative Documents](#) under the Office of the Prime Minister. The Committee monitors the operation of the Law and oversees the principle of transparency of the activities of the Public Administration. The law was lastly amended on 6 September 1997.

## Data Protection/Privacy Legislation

### [Data Protection Code \(2004\)](#)

The Data Protection Code entered into force on 1 January 2004. It replaces the previous Data Protection Law (Law no. 675/1996), as well as a number of other legislative and regulatory provisions.

The Data Protection Code updates, completes and consolidates Italy's data protection legislation (1996) by introducing important innovations and conforming national legislation to European regulations, in particular the Data Protection Directive ([95/46/EC](#)) and the Directive on privacy and electronic communications ([2002/58/EC](#)). The code aims to strengthen the data protection rights of individuals, allowing them to exercise their rights and instigate proceedings more easily. The Code was lastly amended on 4 November 2010.

The [Data Protection Commissioner](#) (*'Garante Privacy'*) is in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaint process, the Commissioner has published a complaints' form on its website.

## eSignatures Legislation

### [Legislative Decree n. 10 on Electronic Signatures \(2002\)](#)

Italy has been among the first EU countries to give full legal value to electronic signatures. [Law no. 59](#) of 15 March 1997 on the simplification of the Public Administration provided in its article 15 that the use of electronic means would be legally valid for administrative procedures. Rules regarding the use of electronic signatures and documents were further detailed in a series of presidential and government decrees adopted between 1997 and 2001. Legislative Decree no. 10 of 23 January 2002 brought the Italian electronic signature regulations in line with the [Directive 1999/93/EC](#) on a Community framework for electronic signatures.

### [eGovernment Code \(2005\)](#)

The eGovernment Code regulates electronic signatures and confirms their full legal validity. The Italian known as *'firma digitale'* (digital signature) is compliant with the 'qualified signature', as in the Directive [1999/93/EC](#).

## eCommerce Legislation

### [Legislative Decree on Electronic Commerce \(2003\)](#)

Legislative Decree no. 70 of 9 April 2003 came into force on 14 May 2003. It regulates the use of electronic commerce means in Italy, as well as the information that eCommerce websites shall compulsorily provide to purchasers. The Decree transposes Directive [2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('Directive on electronic commerce').

## eCommunications Legislation

### [Electronic Communications Code \(2003\)](#)

The Electronic Communications Code entered into force on 16 September 2003. It transposes four of the directives of the [EU regulatory framework for electronic communications](#), the ePrivacy directive being transposed in the Data Protection Code.

### [Decrees on certified electronic mail \(2009\)](#)

The Decree of the President of the Council of Ministers of [6 May 2009](#) set out the provisions relating to the issuance and use of the certified electronic mail box (*Posta Elettronica Certificata* – PEC) assigned to nationals (OJ 25 May 2009, n. 119). The decree grants a free box of certified mail to all citizens who request it, in implementation of Article 8 of the Electronic Administration Code, according to which the State should develop actions to promote computer literacy of citizens, encouraging them to use the telematic services of PA.

## eProcurement Legislation

### [Public Procurement Code \(2006\)](#)

Adopted on 12 April 2006, the Public Procurement Code implements Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors, and Directive [2004/18/EC](#) on the coordination of procedures for the award of public works, public supplies and public service contracts. The Code introduces provisions relating to eAuctions, dynamic purchasing system, eCatalogues and other electronic means used in public procurement procedures.

### [Presidential Decree DPR 101/2002](#)

In April 2002, the Presidential Decree DPR 101/2002 established the framework for an electronic procurement procedure (*gara telematica*) above and below the EU thresholds and the eMarketplace (MEPA) for public procurements below the EU thresholds. The Decree has also tasked the Ministry of Economy and Finance to build and run a centralised eMarketplace accessible to all Italian Public Administrations (*MePA - Mercato Elettronico della Pubblica Amministrazione*). The ministry once again has entrusted Consip to implement and manage the MePA.

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

### [Legislative decree no. 36 \(2006\)](#)

In force since 24 January 2006, this legislative decree has transposed the EU Directive on the re-use of public sector information (Directive [2003/98/EC](#)). The Italian Government drafted an amendment to the [Legislative Decree 24 January 2006, No. 36](#) on the re-use of documents in the public sector that transposes the re-use of public sector information [Directive 2003/98/EC](#) correctly, following controversy on the correct transposition of the Directive on PSI re-use in Italy.

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/ Strategy

###### [Minister of Education, University and Research](#)

The Minister of Education, University and Research is responsible for the strategic management of information technology.

###### [Department for the Digitisation of Public Administration and Technological Innovation, Ministry of Public Administration and Simplification](#)

The Ministry of Public Administration and Innovation is composed of two departments that form part of the Presidency of the Council of Ministers (Prime Minister's Office), namely the Department for the Civil Service and the Department for the Digitisation of Public Administration and Technological Innovation.

The mission of the Department for the Digitisation of Public Administration and Technological Innovation is to provide leadership and assume responsibility for the ePolicies of the Italian Government, including technological innovations for public administrations, citizens and businesses.

###### [Committee of Ministers for the Information Society](#)

The Committee of Ministers for the Information Society is charged with devising and/or endorsing the strategic lines of action pertaining to information society in Italy. This Committee involves several senior Ministers and is chaired by the Minister for Public Administration and Innovation.

###### [DigitPA](#)

DigitPa is the agency for ICT in the Italian Public Administration set up in 2009. It is currently placed under the responsibility of the Minister of Education, University and Research. Its mission is to provide value for citizens and businesses through issuing eGovernment policies. DigitPa is in fact responsible for the issuance of technical rules, standards, guidelines and technical recommendations regarding information society and its development throughout Italy. DigitPA has replaced the Italian National Centre for ICT in Public Administration (CNIPA) that was created in July 2003.

##### Coordination

###### [Minister of Education, University and Research](#)

The Minister of Education, University and Research is in charge of the coordination of the processes of governance and electronic governance of the Italian territory, as well as for the relations with all departments and bodies regarding information society ([Consip](#), [DigitaPA](#) etc.).

###### [Department for the Digitisation of Public Administration and Technological Innovation](#)

The Department for the Digitisation of Public Administration and Technological Innovation is in charge of the coordination of eGovernment tasks at all levels of the Italian administration (central, regional and local). It ensures consistency among digital innovation policies conducted at central and local levels while coordinating projects involving several administrations. The Department also acts as an observatory of the information society and the digital divide monitoring the projects implemented by central and local administrations.

### **Committee of Ministers for the Information Society**

The coordination of the Department for the Digitisation of Public Administration and Technological Innovation is complemented at central level by the Committee of Ministers for the Information Society, which coordinates the actions of various government ministries and agencies.

#### **DigitPA**

DigitPa is responsible for evaluating and monitoring Italian Public Administration ICT activities regarding their compliance with the governmental strategies, the technical adequacy, the economical convenience, and the evaluation of results obtained by ICT projects. Moreover, it defines and manages high innovative ICT projects, such as the [Public Connectivity System](#) (SPC).

### Implementation

#### **DigitPA**

DigitPa is in charge of the implementation of national eGovernment policies and infrastructure projects, among which is the [Public Connectivity and Cooperation System](#) (*Sistema Pubblico di Connettività - SPC*), a set of technical and technological infrastructures aiming to federate government ICT infrastructure to enable the creation of integrated services through common rules.

#### **Government departments and agencies**

Government departments and agencies are responsible for the implementation of departmental eGovernment projects falling within their respective jurisdiction.

### Support

#### **DigitPA**

DigitPa is responsible for the provision of technical support and consultancy for the Italian Public Administrations and the Italian Government.

#### **Department for the Digitisation of Public Administration and Technological Innovation**

The Department for the Digitisation of Public Administration and Technological Innovation provides support to individual administrations with regard to shaping and implementing the re-engineering of administrative processes.

#### **Department for Civil Service**

The Department for Civil Service, which forms part of the Ministry of Public Administration and Innovation, supports the modernisation of the Italian Public Administration. The Department promotes reform initiatives to enhance the efficiency and effectiveness of the Public Administration.

#### **Formez**

*Formez* is a non-profit association established by the State and several local government associations with the aim to develop and deliver training services to public sector staff, in particular, training related to modernisation and ICT-related programmes in order to support the modernisation, competitiveness and efficiency of Public Administration locally, regionally and internationally.

#### **Agency for the Dissemination of Technological Innovation**

The Agency has the task of increasing the competitive capacity of small and medium-sized enterprises (SMEs) and industrial districts through the dissemination of new technologies and their industrial application. It acts under the supervision of the Minister for Public Administration and Innovation and aims to integrate the research system with the industrial system through the identification, enhancement and dissemination of new knowledge, technologies, standards and industrial products, both nationwide and abroad.

## Audit/Assurance

### [Court of Accounts](#)

The role of the Italian Court of Accounts is to safeguard public finance and guarantee the respect of jurisdictional order. The Court pursues these two aims through two functions: the audit function and the jurisdictional function.

## Data Protection

### [Data Protection Commissioner](#)

The Data Protection Commissioner (*Garante per la Protezione dei Dati personali*) is in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaints process, the Commissioner has published a complaints' form on the website.

## Regional & Local eGovernment

## Policy/Strategy

### **Regional governments**

Besides the common policies agreed at national level with the Central Government Ministries and with the other regional Governments, each Italian Regional Government has adopted over the past years a regional information society strategy, almost always comprising a territorial action plan for eGovernment.

## Coordination

### **Standing Committee on technological innovation in regions and autonomous local authorities**

The State regulates the electronic coordination of state, regional and local administration data and lays down the technical regulations necessary to guarantee the security and interoperability of computer systems and data flows for the circulation and exchange of data and for the access to the online services. To reach this objective, the eGovernment Code established the Standing Committee on technological innovation in regions and autonomous local authorities with the function of advising and proceeding preliminary inquiries on agreements and collaboration initiatives promoted by the administrations.

### [Department for the Digitisation of Public Administration and Technological Innovation](#)

The Department for the Digitisation of Public Administration and Technological Innovation is in charge of coordinating eGovernment tasks at regional and local levels of the Italian administration, by ensuring the consistency of digital innovation policies conducted at regional and local levels while coordinating projects involving several administrations.

## Implementation

### **Regional and Local authorities**

The regional and local authorities are responsible for the implementation of regional and local eGovernment projects falling within their respective areas of competence.

## Support

### Regional Competence Centres for eGovernment

The Regional Competence Centres were established following an agreement between the Central Government and the presidents of all 19 Regional and two autonomous provincial authorities in March 2002, renewed through bilateral agreements in 2006. The agreement created a network of expertise providing local public sector bodies with technical assistance, information and training activities, support in their efforts to implement eGovernment, upgrade of their IT systems and reorganisation of both their back-office processes and their service delivery channels.

#### Formez

*Formez*, a non-profit association established by the State and several local government associations, aims to develop and deliver training services to public sector staff regarding modernisation and ICT-related programmes. 13 regions, including their provinces and municipalities, are part of the association offering a full and effective cooperation between the State and local administration.

#### Union of Italian Provinces

The Union of Italian Provinces represents all Italian provinces except the autonomous provinces of Trento, Bolzano and Aosta. It promotes the interests of provinces and provides them with technical and political support in their areas of competence.

#### National Association of Italian Municipalities (ANCI)

ANCI represents Italian municipalities and provides them with technical and political support. In 1987, ANCI created the company [Ancitel](#), dedicated to bringing innovation and modernisation to the Italian municipalities and local authorities. Ancitel has become the main service provider of ANCI supporting and promoting the introduction of new information and communication technologies in municipalities.

## Audit/Assurance

### Court of Accounts - Regional Sections

The Regional Sections of the Court of Accounts are in charge of monitoring and auditing the use of public funds by public sector bodies in the regions.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Francesco Profumo**  
Minister for Education, University and Research

**Contact details:**

**Ministry for Education**

Viale Trastevere 76/a  
00153 Rome

Tel.: +39 06 5849.1

Fax: + 39 06 5849 2057

**Ministry for University and Research**

Piazza Kennedy 20  
00144 Rome

Tel.: +39 06 9772.1

Fax: + 39 06 5849 2057

E-mail: [urp@istruzione.it](mailto:urp@istruzione.it)

Source: <http://www.istruzione.it>

### Head of eGovernment



**Renzo Turatto**  
Head of the Department of Digitisation of Public Administration and Technological Innovation

**Contact details:**

Department for the Digitisation of Public Administration and Technological  
Ministry of Public Administration and Innovation

Via Po, 14 - 00198 Rome

Tel.: +39 06 8456 3427

Fax: +39 06 8456 3316

E-mail: [segreteriaicapodit@governo.it](mailto:segreteriaicapodit@governo.it)

Source: <http://www.innovazionepa.gov.it/>

## eGovernment executives



**Francesco Beltrame**  
President of DigitPA

**Contact details:**

DigitPA  
Viale Marx 43  
00137 Rome  
Tel.: +39 06 85264 1  
E-mail: [francesco.beltrame@digitpa.gov.it](mailto:francesco.beltrame@digitpa.gov.it)  
Source: <http://www.digitpa.gov.it/>



**Raffaele Ferrara**  
President of Consip

**Contact details:**

Consip SpA  
Via Isonzo, 19/E  
00198 Rome  
Tel.: + 39 06 8544 9560  
Fax: + 39 06 8544 9648  
Email: [marialivia.serrecchia@tesoro.it](mailto:marialivia.serrecchia@tesoro.it)  
Source: <http://www.consip.it/>



**Domenico Casalino**  
Chief executive officer of Consip

**Contact details:**

Consip S.p.A  
Via Isonzo, 19/E  
00198 Rome  
Tel.: +39 06 8544 9201  
Fax: +39 06 8544 9293  
E-mail: [webconsip@tesoro.it](mailto:webconsip@tesoro.it)  
Source: <http://www.consip.it/>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

[www.italia.gov.it](http://www.italia.gov.it): eGovernment portal for citizens

The eGovernment portal for citizens - [www.italia.gov.it](http://www.italia.gov.it) - is an intelligent search engine and directory of websites, designed and managed by DigitPA to facilitate the access of citizens, professionals and businesses to digital services and information for the general public.

[Italia.gov.it](http://Italia.gov.it), under the responsibility of the Minister for Public Administration and Innovation, is also an 'engine of change' of all online government services in order to improve their use of digital communication technologies, through the tools of electronic participation, the integration of connecting channels, the monitoring of all updates and the provision of everything new within the digital world.

[www.impresa.gov.it](http://www.impresa.gov.it): eGovernment portal for businesses

The eGovernment portal for businesses - [www.impresa.gov.it](http://www.impresa.gov.it) - was launched in March 2005. It provides a single entry point to information and online services for businesses and entrepreneurs. Users can gain access to all information and services provided online by the Central Government, regions, provinces, and municipalities exceeding 25 000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities and Chambers of Commerce. Access to forms and services online is provided for 3 thematic areas: Companies and Public Administration, Company development, Innovation and training.

A specific section of the portal also allows for a personalised access to a virtual desk of '[integrated services](#)' i.e. services provided by different authorities but relating to a unique goal for the user. Access to the integrated services section requires the use of the National Services Card (CNS), or a smart card whose characteristics comply with the specifications of the CNS, allowing for simplified procedures as well as for a unique transmission of common data and the coordinated communication of the outcome of the procedure.

[www.normattiva.it](http://www.normattiva.it): eGovernment portal for legislation

The portal [www.normattiva.it](http://www.normattiva.it), set up by the Presidency of the Council of Ministers in cooperation with the [Italian Parliament](#), the Supreme Court (*Corte di Cassazione*) and the Government Printing Office (*Istituto Poligrafico e Zecca dello Stato* - IPZS), is the unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75 000 documents) will be provided within the year 2014.

[Cliclavoro](#): eGovernment portal for employment

'[Cliclavoro](#)' went live on 22 October 2010. It is the new portal of the Ministry of Labour and Social Policies designed to promote and improve the intermediation between supply and demand of labor and the interaction among business, education, training and social policies' systems.

Its main objective is to ensure that all operators of the Italian employment system have a simple and immediate access to a comprehensive catalogue providing detailed employment information and services, available in a shared and collaborative information system.

[www.dati.gov.it](http://www.dati.gov.it): eGovernment portal for open data

[www.dati.gov.it](http://www.dati.gov.it), the eGovernment portal for open data intends to be a benchmark for open data in Italian Public Administration. It contains links and descriptions for about 150 public databases, made available by the Public Administrations. The data available any citizen intending to use it to develop applications for analysis or study purposes, in a complete, quick and accessible to all format,

## Network

### [Public Connectivity and Cooperation System \(SPC\)](#)

The Public Connectivity and Cooperation System was the network of the Italian Public Administration. [Operational](#) since December 2007, the SPC replaced the **Unitary Network of the Public Administration (RUPA)**. The SPC was then transferred within the larger infrastructure of the [DigitPa](#), a new agency for ICT in the Italian Public Administration. .

## eIdentification/eAuthentication

### [Electronic ID card](#)

The Italian electronic ID card (EIC) project was launched in 2001. After two phases of testing it started being rolled out across the country and distributed to citizens older than 15.

The Italian eID card comprises a microchip, an **optical memory** and an **ICAO machine readable zone** for the use of the card as a travel document. It contains a set of personal data, including the holder's fiscal code, blood group and fingerprint scans. The personal data, **biometric key** and **digital signature** are only stored on the card. In accordance with data protection legislation, this data is not kept on any central database and can only be released and used if the holder gives his/her permission by inserting a PIN code. The **cardholder's fingerprint template** is stored in both the microchip and the optical memory. The microchip makes **online identification** possible and **enables transactions** between citizens and providers, including ePayments.

### [Certified Electronic Mail \(PEC\)](#)

In 2005, the [Decree \(DPR\) no.68](#) defined the characteristics of a **new electronic delivery service** (*Posta Elettronica Certificata* - PEC) granting it legal value.

PEC ensures the recognition of the sender; the integrity of a sent message (by digital signature); the absence of delivery refusal; the matching between the delivery receipt; and the message sent by the user.

The eGovernment Code introduced the PEC use in government processes. The public administrations are requested to set up and publish at least one PEC address.

### [National Services Card \(CNS\)](#)

In order to enable citizens to **securely access** eGovernment services even before the widespread dissemination of electronic ID cards, the Italian Government has also developed the National Services Card (CNS). It is a smart card allowing for the secured identification of citizens online. The card's only difference from an eID card is that the CNS lacks its additional security elements, such as the laser band, the holograms, etc, therefore not constituting a 'proof of identity' or a travel document.

The card is used to **sign electronic documents** and due to its flexibility in **Administration-to-Citizen (A2C) services**, both at national and local levels.

### Electronic Passport (ePass)

Since 2009 Italy has been gradually entering phase II of the implementation of the European Union's [Council Regulation \(EC\) No 2252/2004](#) of 13 December 2004 on 'standards for security features and biometrics in passports and travel documents issued by Member State'. Already containing the **holder's facial image**, the current version of the passport also contains fingerprints. The police stations and headquarters **collect** the **fingerprints** also contained in the document and store them in encrypted mode on its **invisible microchip**. Once the passport is issued the fingerprints are deleted from the central archive and **remain solely** on the electronic passport. The new passport is hence deemed more secure with regard to counterfeiting. It becomes a primary identification tool since fingerprints are unique and unrepeatable. The fingerprints are collected for all passports' applicants who are above 12 years old.

## eProcurement

### 'Acquistinretepa' portal

The '[Acquistinretepa](#)' portal was developed and managed by Consip, which was delegated in the year 2000 by the Ministry of Economy to develop an eProcurement system and relative tools on behalf of all Public Administrations. Consip's mission is to develop and manage innovative ICT projects for the Ministry of Economy and Finance and to support the Italian Public Administration in the development and use of electronic procurement tools.

The portal is a fully functional **eProcurement platform** aimed at improving public procurement efficiency. The platform facilitates the use of the main tools for public eProcurement: framework agreements, online auctions, dynamic purchasing systems and an electronic marketplace (MEPA). Furthermore, the platform provides all kind of information on eProcurement activities, demo and training sessions both to buyers and sellers, as well as an eCatalogue through which direct orders or requests for quotation to all or part of the registered and qualified suppliers are issued. Since 1 July 2007, the use of the Public Administration **eMarketplace (MEPA)** has been mandatory for all central administrations for the purchase of goods and services valued below the EU threshold. It can also optionally be used by local Administrations.

The experience so far shows that adopting MEPA has afforded SMEs strong innovation leverage. MEPA has encouraged enterprises to become more acquainted with the use of ICT and electronic tools and has resulted in a growing number of public administrations and suppliers using a fully digital procedure. These are some of the reasons for which MEPA was awarded the 2009 European eGovernment Award, in the category 'eGovernment Empowering Businesses'.

### Green Procurement website

'**Green procurement**' is the national website of the European project 'Buy Smart', funded by the European programme 'Intelligent Energy Europe', which provides free consultation and information material on green procurement. The portal has been maintained by the Italian National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA).

## Knowledge Management

### 'Magellano' web platform

A system operational since 8 May 2009, '[Magellano](#)', has been the knowledge management web platform of the Italian Public Administration. The system firstly aims to facilitate the work and the collaboration among public authorities through a virtual community offering a unique access point to the **know-how** and **expertise** acquired within the Italian Public Administration. Secondly, 'Magellano' became a **core**

**resource** for all those providing citizens and businesses with multi-channel information on government services.

'Magellano' intends to enhance the efficiency of the services delivered to citizens while simplifying the Administrations' work. It pursues a two-fold objective: on the one hand, facilitate citizens' access to public services; on the other hand, make the Public Administration provide standardised information on the relevant time frames, responsible authorities and procedures, for each service delivered.

## Other Infrastructure

### [Technical infrastructure for applications cooperation between regional authorities](#)

The development of online administrative services at regional and provincial levels in Italy means that digital information is stored and formatted in various ways. The [ICAR project](#) set up and tested a technical infrastructure for applications cooperation between Italy's regional authorities, using **national standards** defined for the development of the Public Connectivity and Co-operation System (SPC).

As of September 2006, the project incorporated 16 of the country's 19 regions, together with the autonomous province of Trento.

## eGovernment Services for Citizens

### Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### 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:	Central Government, Tax Agency
Website:	<a href="http://telematici.agenziaentrate.gov.it/Main/index.jsp">http://telematici.agenziaentrate.gov.it/Main/index.jsp</a>
Description:	The service allows authenticated users to securely make income tax declarations, payments online and check their tax data.

#### 2. Job search services by labour offices

Responsibility:	Ministry of Labour and Social Policies
Website:	<a href="http://www.cliclavoro.gov.it/Pagine/default.aspx">http://www.cliclavoro.gov.it/Pagine/default.aspx</a>
Description:	'Cliclavoro' provides citizens, businesses and operators access to a list of information and services on employment.

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: <http://www.inps.it/portale/default.aspx?slD=%3B0%3B5773%3B5774%3B5775%3B&lastMenu=5790&iMenu=1&p4=2>

Description: Users can obtain [information](#), download, fill in and submit unemployment benefits forms online.

#### b. Child allowances

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: <http://www.inps.it/portale/default.aspx?itemdir=5790>

Description: Citizens submit their applications for child allowances directly to their employers (forms are available on the INPS website), who then submit the requests to the INPS through the [online services](#). INPS then pays child allowances to employers, who include them directly into the wages of the workers.

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

Responsibility: National Health Service (SSN)

Website: <http://www.salute.gov.it/ministero/sezMinistero.jsp?label=ssn>

Description: In Italy, citizens do not have to request for the reimbursement of medical costs. The National Health Service (*Servizio Sanitario Nazionale* - SSN) is administered by the Regions and is free at the point of delivery.

#### d. Student grants

Responsibility: Regional Government

Website: N/A

Description: Student grants are managed by Regional Organisations for the Right to Study (*Aziende regionali per il diritto allo studio*) for students in the local Universities. Downloadable forms and other services are available on the Universities' websites.

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

#### a. Passport

Responsibility: Central Government, Ministry of the Interior, State Police

Website: <http://www.poliziadistato.it/articolo/1087-Passaporto/>;  
<https://www.passaportonline.poliziadistato.it/help/it/infodocumentazione.html>

Description: Information on passport application process and download of request form. The submission of forms and the passport delivery is made at local police stations.

**b. Driver's licence**

Responsibility: Central Government, Ministry of Infrastructure and Transport

Website: <http://www.mit.gov.it/mit/site.php?p=cm&o=vd&id=270>

Description: Information only. The request and delivery of driving licences is made at local offices of the Ministry of Infrastructure and Transport.

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

Responsibility: Ministry of Transport

Website: [http://www.copycomp.it/DTT/Manuali/STA\\_DTT.pdf](http://www.copycomp.it/DTT/Manuali/STA_DTT.pdf)

Description: In Italy, car registration is provided directly by the car dealers, which are connected by a private network to the Ministry of Transport and the Public Car Register (PRA). The network includes approximately 6 000 desk points across the country. All the desk points are connected to the procedures for car registration by a unified online access point (*Sportello telematico cooperante*).

**6. Application for building permission**

Responsibility: Local Government

Website: N/A

Description: Applications and requests are handled by local authorities.

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

Responsibility: Central Government, Ministry of the Interior (State Police) and Ministry of Defence

Website: <https://www.denunceviaweb.poliziadistato.it/>

Description: The crime reporting service *Denuncia vi@ Web* ('Report a crime vi@ the web') enables the public to report lost or stolen property online.

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

Responsibility: Central Government, Ministry of Cultural Heritage

Website: <http://www.internetculturale.it/>

Description: Launched in March 2005, the 'Cultural Internet' portal provides users with access to the catalogues of 2 300 Italian libraries – offering a total of approx. 15 million documents – through a single, integrated platform.

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

Responsibility: Local Government

Website: <http://www.italia.gov.it/itagov2/node/9>

Description: The national eServices strategy aims at reducing the use of certificates in relationships between citizens and Government, giving citizens the possibility to use self-produced declarations (*autocertificazione*) to substitute official certificates.

### 10. Enrolment in higher education/university

Responsibility: Central Government (Ministry for Education, University and Research )/Regional Government

Website: <http://universo.miur.it/>

Description: Information and online application system for pre-registration on the UNiVerso (Towards University) website, provided by the Ministry of Education and the Inter-University Consortium CINECA.

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

Responsibility: Local Government

Website: [http://www.comune.milano.it/portale/wps/portal/CDM?WCM\\_GLOBAL\\_CONTEXT=/wps/wcm/connect/ContentLibrary/Ho%20bisogno%20di/Ho%20bisogno%20di/residenza%20cittadinanza\\_cambio%20residenza%20o%20indirizzo](http://www.comune.milano.it/portale/wps/portal/CDM?WCM_GLOBAL_CONTEXT=/wps/wcm/connect/ContentLibrary/Ho%20bisogno%20di/Ho%20bisogno%20di/residenza%20cittadinanza_cambio%20residenza%20o%20indirizzo)

Description: Change of address notifications are handled by individual local authorities. Several local websites provide an online address change notification service.

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

Responsibility: Central Government (Ministry of Health)/Regional Government

Website: <http://www.ministerosalute.it/>

Description: Health services are under the responsibility of the regions, but are financed by the Central Government (Ministry of Health). Appointments for care are managed directly by the local health agencies (*Aziende sanitarie locali* - ASL) and by hospitals. Local unified reservation centres (*Centri unificati di prenotazione* - CUP) are available for citizens by telephone and via the Internet. Several major hospitals provide for a direct reservation service online on their website (e.g. [San Raffaele Institute of Milan](#), [Cardarelli Hospital of Naples](#)).

*Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement' report](#), prepared for the European Commission, Directorate General for Information Society and Media, December 2010.*

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

#### 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: Central Government, National Institute of Social Security (INPS)  
Website: <http://www.inps.it/servizi/template/servizionline.asp?ind=3>  
Description: Online submission and payment of contributions for employees (*Invio DM10*).

#### 2. Corporate tax: declaration, notification

Responsibility: Central Government, Tax Agency  
Website: [http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi\\_online](http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi_online)  
Description: Online information and services for companies and professionals (including corporate tax declaration and payment).

#### 3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency  
Website: [http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi\\_online](http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi_online)  
Description: Online declaration and payment of VAT. Some sections of the website are only accessible to holders of the National Services Card.

#### 4. Registration of a new company

Responsibility:	Chambers of Commerce
Website:	<a href="http://web.telemaco.infocamere.it/">http://web.telemaco.infocamere.it/</a>
Description:	The Chambers of Commerce are responsible for the Italian Businesses Register. The 'Telemaco' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

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

Responsibility:	Central Government, National Institute of Statistics (ISTAT)
Website:	<a href="http://www.istat.it/">http://www.istat.it/</a> ; <a href="http://indata.istat.it/">http://indata.istat.it/</a>
Description:	The ISTAT website offers the possibility to download statistical questionnaires. In addition, the 'InData' website allows the collection of statistical data online.

#### 6. Customs declarations

Responsibility:	Central Government, Ministry of Economy and Finance, Customs Agency
Website:	<a href="https://telematico.agenziadogane.it/">https://telematico.agenziadogane.it/</a>
Description:	Fully transactional online system for customs operations.

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

Responsibility:	Local Government
Website:	<a href="http://www.suap.info/">http://www.suap.info/</a>
Description:	Environment-related permits are managed by different administrations. Most municipalities have set up a unified access point to request all permits related to business activities ( <i>Sportello unico delle attività produttive</i> ).

#### 8. Public procurement

Responsibility:	Central Government, Ministry of Economy and Finance, Consip
Website:	<a href="http://www.acquistinretepa.it/">http://www.acquistinretepa.it/</a> ; <a href="http://www.consip.it">http://www.consip.it</a>
Description:	The portal <i>Acquisti in Rete</i> ( <a href="http://www.acquistinretepa.it/">www.acquistinretepa.it/</a> ) provides access to a fully functional eProcurement platform operated by Consip.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement' report](#), prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

## **European Commission - eGovernment Practice**

eGovernment practice ([epractice.eu](http://epractice.eu)) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the [epractice.eu](http://epractice.eu) services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

Contributor: Claudio Celeghin, Projects & Communication Tools, DigiPA.

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