

[ eInclusion in ]

# Italy

Italia



ICT & Ageing

Geographic Digital Divide

eAccessibility

# eInclusion

Cultural Diversity

Inclusive eGovernment

Digital Literacy & Competences

Country Profile

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### **Disclaimer:**

This document is not intended to be exhaustive. Its purpose is to give an overview of the general eInclusion 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):** 60 045.1 inhabitants (2009)

**GDP at market prices:** 1 520 870.0 million Euro (2009)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100):** 101.8 (2008)

**GDP growth rate:** -5.0 % (2009)

**Inflation rate:** 0.8 % (2009)

**Unemployment rate:** 7.8 % (2009)

**Government debt/GDP:** 115.8 % (2009)

**Public balance (government deficit or surplus/GDP):** -5.3 % (2008)

*Source: Eurostat*

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

**Capital city:** Rome

**Official EU language:** Italian

**Currency:** Euro

*Source: Europa website*

#### Information Society Indicators

**Percentage of households with Internet access:** 53 % (2009)

**Percentage of households with broadband connection:** 39 % (2009)

**Percentage of individuals regularly using the Internet:** 42 % (2009)

**Percentage of individuals using the Internet for uploading self-created content:** 17 % (2009) \*

**Percentage of individuals using the Internet for reading online newspapers/magazines:** 23 % (2009)

**Percentage of Individuals using the Internet for finding information about goods and services:** 33 % (2009)

**Percentage of Individuals using the Internet for seeking health-related information:** 21 % (2009)

**Percentage of individuals using the Internet for looking for a job or sending a job application:** 9 % (2009)

**Percentage of individuals using the Internet for doing an online course:** 3 % (2009)

**Percentage of individuals using the Internet for seeking information with the purpose of learning:** 32 % (2009)

**Percentage of: individuals using the Internet for interaction with public authorities:** obtaining information 15.1 %, downloading forms 11.0 %, returning filled forms 5.4 % (2009)

Source: *Eurostat*

\* Source: *Digital competitiveness report*

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

## eInclusion History

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

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

### Recent News

#### March 2010

- ▶ On 22 March 2010, the simplified **multiplatform** *'Vivifacile* - the public administration for you' (*Vivifacile – La Pubblica Amministrazione per te*) was available online. Through a unique registration, the platform gave the user access to diverse groups of services such as education, health, social security, justice, revenue and mobility related services. Users have been able to access 'MySchool' (*Scuolamia*), the school on-line services and communications among the student parents, the teachers and the school administrative offices. The convergence has been implemented among the mobile operators (Telecom Italia, Vodafone, Wind, and H3G).
- ▶ On 9 March 2010, the Minister for Public Administration and Innovation **launched** an online consultation on the future guidelines for the public administration websites. The **Guidelines** aimed at improving accessibility of the web sites of the public administration, removing the obstacles to access the information and the tools of Information Society. The preliminary version '[Guidelines for the public administrations' websites](#)' has been published on the web site.

#### February 2010

The project 'Disability and Social Exclusion' (DSE), coordinated by the Institute for Social Affairs (*Istituto per gli Affari Sociali*, IAS) and co-financed by the European Commission within the 'PROGRESS' programme, started in January 2009. The project's goal has been to improve the **social inclusion** of people with disabilities, with particular focus on overcoming prejudice and stereotypes, enhancing experiences, identifying and promoting the development and implementation of good practices, disseminating information through concrete local, regional and national initiatives, and creating a network among key stakeholders. The bilingual (Italian and English) [project website](#) was launched on 19 November 2009. The website has been operating as an observatory on social inclusion policies dedicated to disability and good practices nationwide. Numerous activities were carried out in the past 14 months, including round tables in the Region of Calabria, Parma and Castel Sant'Angelo, as well as a conference in Parma. Coface Handicap, a project partner, has prepared a research report on disability in Calabria based on a survey conducted with families of children with a disability, elderly people and women. 18 best practices have been identified and disseminated. Project results will be presented at the Public Administration Forum (*Forum PA*), to be held in Rome on 17–20 May 2010.

### News 2009 and before

#### 2009

- ▶ In *December 2009*, the new [portal](#) Observatory for the accessibility of PA services (*Osservatorio per l'accessibilità dei servizi erogati delle PA, Accessibile*) was launched. There were two main goals in this initiative:
  - to update the national legislation on access, following the adoption of the Web Content Accessibility Guidelines (WCAG) 2.0;

- to manage alerts for those citizens experiencing difficulties in enjoying the services provided through public websites.
- ▶ In *October 2009*, the **Ministry of Labour, Health and Social Policies** (*Ministero del Lavoro, salute e delle Politiche Sociali*, LPS), together with the Institute for Social Affairs (*Istituto per gli Affari Sociali*, IAS) and the Municipality of Turin organised the 3<sup>rd</sup> National Conference on the disability Policies (*Tutti uguali, tutti unici*). The **results of the Working Group** on Environment, accessibility and new technologies re-expressed the need for implementing measures in favour of accessibility with a mainstreaming approach and a special attention to spread the Universal Design concept through education and training courses in the Universities and professional orders.
- ▶ In *July 2009*, the Minister for Public Administration presented the results of the first six months of the 'Linea Amica' activity, a network of contact centres whose mission is to **promote**, through various channels, eGovernment or mobile government services. 'Linea Amica' has exceeded 100 000 contacts, opened more than 51 000 offices, and resolved 98 % of the requests it received.

## 2007

- ▶ In *December 2007*, the 'Public Connectivity and Cooperation System' (*Sistema Pubblico di Connettività*, SPC), the new network of the Italian Public Administration became operational. This **broadband network** brought together central Public Administrations, as well as hundreds of Italian public bodies across the world. The next step was to turn the SPC into a federated network by making it compatible with regional and local networks. Its objective was to increase interoperability between the different levels of national and local public administrations, which would share common databases and procedures.
- ▶ In *October 2007*, the Italian Communication Regulatory Authority (*Autorità per le garanzie nelle comunicazioni*, AGCOM) passed a resolution bringing 'dispositions for phone services on easy terms reserved to disabled clients'. Those measures safeguarded disabled users and provided, among other, 50 free SMS each day for deaf users and 90 free hours of Internet connection each month for blind users.
- ▶ In *July 2007*, the online ICT and foreign language courses offered by the Italian Government to its citizens through its eGovernment portal [www.italia.gov.it](http://www.italia.gov.it), proved to be extremely popular. The course was available, free of charge, through the '**On-line Training**' section of the portal. This section notably comprised courses on the European Computer Driving Licence, as well as a range of ICT courses.
- ▶ On *30 March 2007*, the Italian Minister for Social Affairs subscribed the UN Convention on the Rights of Persons with Disabilities.
- ▶ In *March 2007*, the Minister for Public Administration Reform and Innovation issued the 'Strategic guidelines for eGovernment implementation', where eInclusion was one of the seven goals to be achieved through promoting eDemocracy, intensifying the actions to **overcome digital divide** and **ensuring** the quality and **accessibility** of central and local public administrations' portals and websites.

## 2004

On *9 January 2004*, the **Law No 4** on eAccessibility was based on the Constitutional principle of equality. It was followed, in 2005, by the implementation of technical requirements and methodologies, a regulation to verify the different levels of accessibility to Internet websites and the assisted evaluation programmes.

## 2003

- ▶ In *December 2003*, the Parliament unanimously approved a law aiming to facilitate access to information and communication technologies (ICT) for people with disabilities. Among other, it mandated all Italian Government agencies to make their websites **fully accessible to disabled people**.
- ▶ A [white paper](#) on eAccessibility (PDF, in Italian) was presented during the Conference 'Technologies for disabilities: a society without exclusions', in Rome.
- ▶ A Permanent Inter-ministerial Committee at the Department for Innovation technologies was created. The tasks of the committee included the proposal, implementation and monitoring of necessary actions, such as the participation of all interested parties, be they public, private, research, NGOs, etc. The Committee prepared the document 'Guidelines on the technical, regulatory, and monitoring initiatives for accessibility of public websites, public hardware and software conformity'.

## 2002

Budget law 292, article 27: funding for the Department of Innovation technologies to **reduce the digital divide** through the project 'Fly on the Internet' (*Vola con Internet*) (special conditions for young people to buy PCs).

## 2001

Directive No. 3/2001 by the Ministry of Civil Service: 'Guidelines for the organisation, usability, and accessibility of Public Administration Web Sites'.

## eInclusion Strategy

### Main strategic objectives and principles

The Italian eGovernment Action Plan for the period 2009-2012, named 'E-Government Plan 2012' (e-gov 2012) – agreeing that **greater eInclusion** can generate systemic innovation, new business models and new modalities for service delivery – reaffirms the commitment for the reduction of 50 % of the digital divide of social disadvantaged groups and regions, mainly through projects fostering innovation in government and governance.

It comprises:

- ▶ policies for the expansion of broadband also through the provision of innovative, inclusive, user-friendly public services (enhancing accessibility and usability);
- ▶ policies contributing to mainstreaming and increasing innovation in the different training sectors; namely, university, school, health and justice;
- ▶ policies in enhancing skills and competences in Public Administration and among teachers, doctors and justice operators.

### Universal Service

The concept of 'Universal Service' relates to the provision of essential **services to areas difficult to reach**. 'Universal Service' plays an important role for ensuring eInclusion and it is still the main instrument to grant an affordable access to all citizens – regardless of geographical, physical or other limitations in use – and to prevent social exclusion.

In March 2010, the [Italian Communications Regulatory Authority](#) (*Autorità per le garanzie nelle comunicazioni*, AGCOM) contributed to the European consultation on universal service principles in eCommunications.

AGCOM considers that the actual scope of 'Universal Service' could be redefined as a consequence of recent technological developments and competitive market conditions: in particular, AGCOM strongly supports the potential extension of the scope of universal service obligations to **broadband services**, either through the ADSL technology, or through wireless access (for those customers located in particularly remote or isolated areas, such as rural and mountains areas). This ensures that all users benefit from new communication technologies at an affordable price, significantly reducing, or even eliminating the digital divide, still affecting considerable parts of the national territory. Moreover, AGCOM considers that social facilities, in favour of very low-income individuals and disabled users, should also be extended (in EU law) to broadband services with the aim to realise a complete **social inclusiveness**. The Italian model adopted by AGCOM has supported the deaf (50 free SMS per day) and the blind (90 hours per month of free Internet use) since 2007.

## eInclusion Legal Framework

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

#### eAccessibility Legislation

*e-Accessibility Law No. 04/2004 (Disposizioni per favorire l'accesso dei soggetti disabili agli strumenti informatici, Legge 9 gennaio 2004, n. 4)*

The [Italian legislation on accessibility](#) includes specific measures towards the improvement of eAccessibility. [Law No. 04/9-1-2004](#) entitled 'Provisions to support the access to information technologies for the disabled' (also known as 'the Stanca Act'), assigns the duty to **monitor** the enforcement of the Law to the Presidency of the Council of Ministers (Department for Innovation and Technology) and to CNIPA (currently, DigitPA). This especially applies to central public agencies. These two agencies must also trace the accessibility criteria for the development of IT systems in public administration and introduce the issues relating to accessibility in public personnel training programmes.

On the other side, the regions, the autonomous provinces and municipalities are responsible for the enforcement of the provisions of the law by the local authorities. Many regions are now establishing their own competence centres in order to support the effectiveness of the Law at local level through **positive actions** and **training programmes**.

During 2006, 15 major procurement projects (worth € 71 million) were assessed to evaluate or improve their compliance with the Laws on accessibility. These projects, carried out by 10 different central administrations, were mostly related to web sites and hardware procurement.

Previous directives on accessibility of public websites:

- ▶ March 2001 – Directive No. 3/2001 by the Ministry of Civil Service: 'Guidelines for the organisation, the usability and the accessibility of Public Administration Web Sites'.
- ▶ September 2001 – Circular Letter by the Authority for Informatics in Public Administration: 'Criteria and instruments to improve the accessibility of websites and computer programmes for disabled people'.
- ▶ May 2002 – Directive by the Presidency of the Council of Ministers: 'Information on the use of the ".gov.it" domain'.

[Decree No. 75 on Implementation Regulations for Law No. 4/2004 \(Decreto del Presidente della Repubblica, 1 marzo 2005, n. 75 - Regolamento di attuazione della legge 9 gennaio 2004\)](#)

On 1 March 2005, the Presidential Decree No. 75 was issued. This decree regulates the implementation of the eAccessibility law (the Stanca Act) through the definition of accessibility principles, evaluation inspection and implementation responsibilities within the Italian Public Administration.

[Ministerial Decree, 8 July 2005 on the Technical Rules of Law No. 4/2004 \(Decreto Ministeriale 8 luglio 2005 - Requisiti tecnici e i diversi livelli per l'accessibilità agli strumenti informatici\)](#)

On 8 July 2005, a Ministerial Decree of the Minister for Innovation and Technology laid down the technical requirements and levels of accessibility of computer tools. This decree has addressed, among other, the accessibility requirements, methodology and criteria for the accessibility assessment of Internet technology-based applications. It has also described the technical accessibility requirements for software and hardware, the Accessibility logo, etc.

## eGovernment Legislation

**eGovernment Code** (*Decreto Legislativo del 7 marzo 2005, n.82 - Codice dell'amministrazione digitale*)

Adopted as a legislative decree on 7 March 2005 and published in the Italian Official Gazette on 16 May 2005, the eGovernment Code entered into force on 1 January 2006.

It aims to provide a clear legal framework for the development of eGovernment and the emergence of an efficient and **close to the citizen public administration**. By laying down a number of rules, obligations, recommendations and targets to promote the use of ICT in the public sector, it is intended to contribute to removing obstacles to further eGovernment development, such as 'cultural discrepancies' and 'obsolete norms'.

The Code mandates inter alia that Public Administrations must:

- ▶ share relevant information by electronic means in order to make life easier for citizens and businesses;
- ▶ make a minimum set of contents and services available on their websites, including a comprehensive organisation chart, an email directory, a list of eServices, the possibility to download forms and details on administrative procedures;
- ▶ communicate by email, namely for the exchange of documents and information;
- ▶ accept online payments from citizens and businesses (starting in June 2007);
- ▶ use the electronic ID card and the National Services Card, as a standard means of granting access to online services (put into effect on 1 January 2007).

The Code furthermore grants citizens and businesses the right to demand and obtain that public administration bodies use electronic means in their day-to-day contact with the users.

The main novelties of the code regard the **simplification of the relationship between public administrations and citizens / companies**.

**Decree of 6 May 2009 on the implementation of Law No. 2/09 (DECRETO DEL PRESIDENTE DEL CONSIGLIO DEI MINISTRI 6 maggio 2009 Disposizioni in materia di rilascio e di uso della casella di posta elettronica certificata assegnata ai cittadini)**

The Decree adopted by the Government (DPCM) on 6 May 2009 with the agreement of the Joint Conference State – Regions, 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 regard to the citizens at risk of exclusion (Article 8 of the eGovernment Code);
- ▶ the use of the service and how to withdraw from it.

## eCommunications Legislation

**Electronic Communications Code** of 31 July 2003 (*Decreto Legislativo 1 agosto 2003, n. 259 "Codice delle comunicazioni elettroniche"*)

Adopted as a Legislative Decree on 31 July 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 (recently redefined, in December 2009, and under implementation in Italian law); The

Decree addresses the needs of all groups of people with potentially limited access to eCommunications (e.g., in Article 5, 13, etc.). Among the provisions of the decree is the **equal access to communication services** in terms of availability, quality and price.

## Social Security Legislation

The Ministry of Labour and Social Policies undertakes the **protection** of all **disadvantaged** or **excluded** social categories:

- ▶ Physical disabilities
- ▶ National fund for social policies
- ▶ Immigration
- ▶ Poverty and social exclusion
- ▶ Childhood and adolescence
- ▶ Monitoring and evaluation of social policies
- ▶ Social responsibility of enterprises
- ▶ Volunteering

Extensive information on the legal framework applied in the area of responsibility of the Ministry can be viewed (in Italian) at: [www.lavoro.gov.it/Lavoro/Strumenti/normativa/](http://www.lavoro.gov.it/Lavoro/Strumenti/normativa/).

## eInclusion Actors

### Main roles and responsibilities

#### National eInclusion

##### Policy/Strategy

#### **Ministry of Public Administration and Innovation** (*Ministero per la pubblica amministrazione e l'innovazione*)

Among other remits, the Ministry is tasked with the definition of the Italian eGovernment strategy and the coordination of the technological innovation related to the development of the Information Society for the public administration, the citizen, and the enterprises with special reference to the online services and the dissemination of digital knowledge.

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

The Committee of Ministers for the Information Society is charged with devising and/or endorsing the strategic action lines pertaining to Information Society in Italy, including the strategy to combat all types of exclusion. This Committee involves several ministers and is chaired by the Minister for Public Administration and Innovation.

#### **Department for the Digitisation of Public Administration and Technological Innovation** (*Dipartimento Digitalizzazione e innovazione tecnologica*)

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](#) (*Dipartimento Funzione Pubblica*) 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 the provision of inclusive eGovernment services and eInclusion policies.

#### **Department for Equal Opportunities of the Presidency of the Council of Ministers** (*Dipartimento per le Pari Opportunità*)

The Minister without Portfolio for Equal Opportunities attends matters relating to the promotion of human rights, equal opportunities and the fight against discrimination. Among other, the Department promotes and coordinates Government actions related to equal rights in all life aspects, as well as in information and communication.

##### Coordination

#### **Department for the Digitisation of Public Administration and Technological Innovation** (*Dipartimento Digitalizzazione e innovazione tecnologica*)

The Department for the Digitisation of Public Administration and Technological Innovation is in charge of ensuring the coordinated implementation of related policies and strategies at all levels of the Italian administration (central, regional and local). Among other tasks, the Department ensures consistency among the digital innovation policies conducted at central and local levels, while coordinating projects involving several administrations.

In connection with the relevant administrative authorities, the Department also develops and promotes the diffusion of digital innovation policies aimed at improving the access of citizens and businesses to online services, including personal identification systems. The Department furthermore 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 work 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 towards the elimination of exclusions of all types.

### **Agency for the Digital Public Administration (DigitPA)**

The decree n. 177/2009 set up 'DigitPa', a new agency for ICT 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 Public Administration launched, in October 2009, by the law n. 150/2009.

The mission of the new body is to contribute to the provision of value for citizens and businesses, implementing the eGovernment policies. DigitPa is in charge of:

- ▶ technically supporting and consulting the Italian Public Administrations and the Italian Government;
- ▶ issuing technical rules, standards, guidelines and technical recommendations;
- ▶ evaluating and monitoring the Italian Public Administration ICT activities on their compliance with the governmental strategies, technical adequacy, economic convenience and evaluation of results obtained by ICT projects;
- ▶ defining and managing high innovative ICT projects, such as the '[Public Connectivity and Cooperation System](#)' (*Sistema Pubblico di Connettività, SPC*).

DigitPA replaced the Italian National Centre for ICT in Public Administration (CNIPA), which was created in July 2003.

### **Broadband Committee (*Comitato Banda Larga*)**

This Inter-ministerial committee for the spread of broadband in the Italian territory was created on 20 December 2006. It is composed of the Minister for Communications, the Minister for Regional Affairs and Local Autonomies, and the Minister for Public Administration and Innovation. The strategic objective of the Committee is to ensure access to broadband for everyone, independently of one's location, by the end of the legislature 2006-2011. To this end, the Committee is in charge of the coordination and monitoring of initiatives already undertaken in this field.

### **Italian Communication Regulatory Authority (*Autorità per le garanzie nelle comunicazioni, AGCOM*)**

AGCOM is an independent authority, established by Law No. 249 of 31 July 1997. Independence and autonomy constitute its landmark aspects featuring both its activity and its decision-making. AGCOM is a 'convergent' authority, i.e., it is both a regulatory and supervisory body in telecommunications, audiovisual, press and publishing sectors.

The Authority supervises the competition in the electronic communications market, safeguarding the citizens' opportunity to access the increased possibilities offered by competition; in this sense, AGCOM is in charge of supervising the protection of users' rights. In particular, in the telecommunications sector, a greater number of offers introduced into the market shall not be associated to a worse quality of the services offered. AGCOM can directly intervene in disputes between citizens and operators. In addition to that, it ensures that essential services are provided to all users, even to those living in areas more difficult to reach (Universal Service).

## Implementation

### **Agency for the Digital Public Administration (DigitPA)**

DigitPa is tasked with defining and managing high innovative ICT projects. It is also in charge of the implementation of national eGovernment infrastructure projects, among which is the '[Public Connectivity and Cooperation System](#)' (*Sistema Pubblico di Connettività, SPC*), the network of the Italian Public Administration.

### **Ministry for Education, University, and Research** (*Ministero dell'Istruzione, dell'Università e della Ricerca, MIUR*)

The Ministry is responsible for the eInclusion matters related to education, and more particularly with the government activities against the digital divide. Actions in this direction include the signature of a Memorandum of Understanding on behalf of the Italian State with Microsoft in 2009. The portal '[Innovascuola](#)', managed in collaboration with the Department for the Digitisation of the Public Administration and Technological Innovation, offers a catalogue of multimedia educational contents and a collaborative platform for teachers and schools.

### **Ministry of Labour and Social Policies** (*Ministero del Lavoro edelle Politiche Sociali, LPS*)

The Ministry of Labour and Social Policies is mainly responsible for the bridging of the geographical digital divide and the promotion of ICT for the elderly and the disabled. These goals are included in the Ministry's social policy targets. The General Directorate for inclusion, social rights and enterprises' social responsibility is the entrusted entity supported by the Institute for Social Affairs (IAS). IAS coordinates the '[DSE project](#)', co-financed by the European Commission.

### **Government departments and agencies**

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

## Support

### **Agency for the Digital Public Administration (DigitPA)**

The Agency is committed to give support and make proposals to the Central Government, administrations and communities of ICT professionals in the innovative use of ICT. DigitPA issues technical frameworks such as guidelines and recommendations for the implementation and management of administrative information systems as well as security, interoperability and service delivery. Furthermore, the Agency supports the administrations in the definition of technical rules in specific sectors (e.g.: health care, justice, accessibility etc).

### **Department for the Digitisation of Public Administration and Technological Innovation** (*Dipartimento Digitalizzazione e innovazione tecnologica*)

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 with the aim to provide an accessible Public Administration to the citizen. It is in charge of the implementation of the innovation projects in the school, health and justice sectors: '[innovascuola](#)', '[ICT4University](#)'; '[Scuolainnovazione](#)', '[Scuolamia](#)' and '[Online medical certificates](#)'.

### **Formez PA**

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. The mission of Formez has been re-centred and broadened to support the modernisation, competitiveness and efficiency of Public Administration (at local and regional levels in particular), as well as the internationalisation, quality content and information to citizens.

### **Institute for Social Affairs** (*Istituto per gli Affari Sociali, IAS*)

The Institute for Social Affairs (IAS) conducts research, provides strategic consultancy, as well as technical and training assistance in the field of social policies. It is also a key player in the implementation of the coordination process involving central, regional and local authorities as the policies

come into effect. IAS operates under the oversight of the Ministry of Labour and Social Affairs. The institute has also developed competencies in awareness raising and in the analysis of social inclusion policies that target the various needs of people experiencing poverty and social exclusion.

## eInclusion Who's Who

Main eInclusion decision-makers and executives

### Ministers responsible for eInclusion



**Renato Brunetta**  
Minister for Public Administration and Innovation

**Contact details:**

Ministero per la Pubblica Amministrazione e l'Innovazione  
Corso Vittorio Emanuele, 116  
00198 Roma  
Tel: +39 06 68 997 553  
E-mail: [r.brunetta@governo.it](mailto:r.brunetta@governo.it)  
Source: [www.innovazionepa.gov.it](http://www.innovazionepa.gov.it)



**Mariastella Gelmini**  
Minister for Education, University and Research

**Contact details:**

Ministero dell'Istruzione, Università e Ricerca  
Viale Trastevere, 76/a  
00153 Roma  
Tel: +39 06 58 491, +39 06 58 492 377  
E-mail: [uffstampa@istruzione.it](mailto:uffstampa@istruzione.it)  
E-mail: [urp@istruzione.it](mailto:urp@istruzione.it)  
Source: [www.governo.it](http://www.governo.it)



**Mara Carfagna**  
Minister for Equal Opportunities

**Contact details:**

Presidenza del Consiglio dei Ministri  
Dipartimento per le Pari Opportunità  
Largo Chigi, 19  
00187 Roma  
Tel: +39 06 67 791, +39 06 67 792 435  
E-mail: [serep@pariopportunita.gov.it](mailto:serep@pariopportunita.gov.it)  
Source: [www.pariopportunita.gov.it](http://www.pariopportunita.gov.it)



**Maurizio Sacconi**  
**Minister of Labour and Social Policies**

**Contact details:**

Ministero del Lavoro e delle Politiche Sociali  
Via Veneto, 56  
00187 Roma  
Tel: +39 06 46 831  
Ufficio stampa: +39 06 48 161 451-2  
E-mail: [ufficiostampa@lavoro.gov.it](mailto:ufficiostampa@lavoro.gov.it)  
Source: [www.lavoro.gov.it](http://www.lavoro.gov.it)



**Ferruccio Fazio**  
**Minister of Health**

**Contact details:**

Ministero della Salute  
Lungotevere Ripa, 1  
00153 Roma  
Tel: +39 06 59 941  
E-mail: N/A  
Source: [www.governo.it](http://www.governo.it)

## eInclusion executives



**Renzo Turatto**  
**Head of the Department for the Digitization and Technological Innovation**

**Contact details:**

Department for the Digitization and Technological Innovation  
Via Po, 14  
00198 Roma  
Tel.: +39 06 84 563 427  
E-mail: [r.turatto@governo.it](mailto:r.turatto@governo.it)  
Source: [www.innovazionepa.gov.it](http://www.innovazionepa.gov.it)

## eInclusion Areas

### Riga Declaration Priorities

#### ICT & Ageing

##### Status in ICT & Ageing

According to Eurostat, 73 % of Italians aged 55-74 have never **used a computer** and only 21 % has used one in the past 12 months (2009). In comparison, the EU-27 average is 52 % and 42 % respectively, which leaves Italy in the 21st position within the EU Member States.

Regarding **Internet usage**, 76 % of Italians, aged 55-74, have never used the Internet and only 19 % of them has used it in the past 12 months (2009). In comparison, the EU-27 average is 59 % and 38 % respectively.

##### Actions to support ICT & Ageing

Initiatives are mainly implemented at regional and local levels, or through NGOs aiming to increase participation, access to public services and ICT literacy in senior citizens. Indicative initiatives follow:

- ▶ **'Framework Agreement for the elderly and welfare in the Information Society'**, Liguria region - the intervention aims at the **training of the elderly** in the Region of Liguria (that is the Italian region in which the percentage of elderly people is the highest) to increase their awareness in the use of the Internet, in particular to services for people of their age.
- ▶ The project is part of a wide spectrum of initiatives devoted to elderly people in the region of Liguria.
- ▶ **'GeronAccess'** - project of Marche region together with the National Institute of Health and Science on Ageing (*Istituto Nazionale di Ricovero e Cura Anziani*, INRCA) and Camerino University with the objective of overcoming digital divide. The Project schedules the creation of a web-portal that is accessible for various categories of marginalised people, such as the elderly and the disabled.
- ▶ **'WebOver 60'** Project of Piemonte region to **spread computer culture** among ageing population (Presentation of WebOver60 project on Forum P.A. website). Two main activities are designed in this project: 'lessons' and 'persistence'. Ten lessons are scheduled and each one lasts two hours. 'Persistence' means the availability of infrastructure equipped with free Internet connection PCs to be used by the participants.
- ▶ The **'Everybody on the Internet' (*Tutti su internet*) initiative** of the Municipality of Rome - a wide range of activities promoted by the **'Digital World Foundation' (*Fondazione Mondo Digitale*)** - aimed to overcome the digital divide and to teach informatics to the citizens of Rome, starting with the groups that are more vulnerable to exclusion.
- ▶ Evaluating the success of Italian initiatives in the fight against digital divide, the Italian Computer Association (*Associazione Italiana per l'Informatica ed il Calcolo Automatico*, AICA) has supported since 2006 four Italian regions (Lazio, Friuli-Venezia Giulia, Valle d'Aosta and Emilia Romagna) by **promoting** the use of ICT. This was achieved through awareness-raising initiatives and training courses mainly aimed at citizens over the age of 45 and with a low level of education, unemployed people, women and immigrants.
- ▶ All the projects are based on the e-Citizen programme, focused on the use of the Internet and e-mail, as well as on the main eGovernment, eBanking and online purchasing systems. Up to now approx. 10 000 citizens have attended the training courses and approx. 30 % has received the e-Citizen certification, developed by the ECDL Foundation.

- ▶ AICA, in cooperation with the four regions, is actually implementing a survey on a sample of approx. 2 000 citizens involved in the projects to assess the benefits of the education initiative quantitatively: i.e. to verify the increase in the use of public and private on-line services.
- ▶ The non-profit European organisation 'ELDY' is the first easy to use, free of charge software, designed for the **elderly**. It allows seniors to use computers and to take part in the Internet revolution. It does this by providing software that allows easy access to all the most important functions: e-mail, chat, web browsing, weather, text editing, streaming and much more. In Italy, it was officially adopted in the web sites of the Lombardy and Friuli regions.
- ▶ **Ambient Assisted Living technologies (AAL)**
- ▶ Some of the most important pilot projects and research/demonstration initiatives in Italy in the field of Ambient Assisted Living technologies can be found in the following application fields:

- **Gerontotechnics**

Many devices for **helping elderly** people at **home** in everyday life have already been produced. **Innovative solutions** are being studied by research centres and many solutions for the disabled can also be useful for the elderly.

An example of innovative system for elderly people is the artificial visual system 'Probabilistic Maps Classifier of people Posture' (ProMaCoP), developed at the Imagelab Laboratory at the University of Modena for automatic control of elderly people at home and for recognising potentially dangerous behaviours (e.g. a fall) that may require a remote alarm.

A similar fall detection system has been developed by the Cultural Institute of Trentino (*Istituto Trentino di Cultura*, ITC).

- **Health Care/Wellness**

Some tele-care systems for **monitoring health conditions** are already available, but many innovations are ongoing in this field. An important research centre for health care technologies is the Laboratory of Biomedical technologies TBMLab at the Technical University of Milan.

Research activities concern **tele-care** and **tele-rehabilitation systems**; analysis of movement, breathing and position; technological innovation in surgery and radiotherapy; ergonomics; man-machine interface; and, ambient intelligence.

A project of the public university institute '*Scuola Superiore S. Anna*' of Pisa called 'Equality' improves assistance by means of information technologies (tele-rehabilitation therapies for patients with speech impairment).

- **Smart Home**

The Laboratories on Ambient Assisted Living applications are devoted to **develop innovative solutions** for smart homes, among them:

- *Laboratorio di Domotica di Modena* (ProMo, Democenter, Research Centre of Capri (*Centro Ricerche di Carpi*), Enea, Quasco, ICIE, and others).
  - *Laboratorio Imagelab* at the University of Modena and Reggio Emilia.
  - *Laboratorio di Domotica (Politecnico di Milano Foundation and Merloni Elettrodomestic)*.
  - *Laboratorio di Domotica* at the ISTI CNR (Pisa).
  - Intelligent building EDO (ENEA Casaccia - Roma).
  - Other relevant research centres on Ambient Assisted Living are: TBM-Lab Bio-medical technologies Laboratory at the Technical University of Milan, public university institute '*Scuola Superiore S. Anna*' of Pisa and Institute on Construction Technologies (ITC CNR).
- ▶ The **ITC CNR** is involved in **construction technologies** for hospitals, nursing homes and houses for elderly people and people with disabilities including various building solutions with different levels

of services and care facilities, as well as new home automation and communication technologies providing support for a safer and more comfortable life. In a broader perspective, the Institute is involved in the topic of the Universal Design of a built environment for the largest number of user groups, regardless of age, abilities or physical/sensorial limitations.

▶ (Source of this section: *Ambient Assisted Living Country Report – Italy*, by MSTA)

## Geographic Digital Divide

### Status of Common Access to Electronic Content and Services

**Broadband penetration as a percentage of population** is increasing. 19.8 % of Italians have a broadband connection, however the upward trend in broadband penetration slowed down in 2009: the increase was 1.6 percentage point (pp), compared to 2 pp in the previous year.

**Broadband penetration** in Italy is lower than the EU average, while DSL coverage is somewhat above. Only 53 % of the households have an Internet connection, but 74 % of the connections are broadband, which is a significant improvement compared to the previous year's 66 %.

(Source: EUROSTAT and 2010 Digital Competitiveness Report-Country Profile Italy)

Almost all subscriptions are DSL-based with little competition from other technological platforms.

Italy is a leading country in terms of 3G take-up, with more than 12 % of the population currently using 3G internet services.

(Source: *i2010 Annual Report - Country Sheet*)

In education, 69 % of Italian schools have a broadband connection. There is a large variation between school types: even though only 63 % of primary schools have a broadband Internet connection, the penetration is the highest among upper secondary schools (78 %) and vocational schools (82 %). There is also some variation with regard to broadband access between urban and rural areas: 78 % of schools in densely populated areas have broadband access compared to 55 % of schools in thinly populated areas.

(Source: *Empirica Study for Information Society and Media Directorate-General*)

### Actions to support Common Access to Electronic Content and Services

#### The Plan for Broadband Networks

This initiative aims to have new generation networks throughout the country by 2013. It can make a decisive contribution to Italy's economic, technological and infrastructural development, by adding 1.5–2 percentage points to GDP.

These allocations are in addition to the funds set aside as part of the 'Programme for infrastructural broadband coverage' 2007-2009, activated by the Government in coordination with Italian regions.

More precisely, agreements with the regions of Emilia Romagna, Umbria, Lazio, Marche, and Lombardia have already been signed, whilst those with Liguria, Sardegna, Calabria, Campania, Veneto and Toscana are still to be defined. In addition, Sicilia, Abruzzo, Molise, Basilicata, and Valle d'Aosta are in the process of participating in the same co-financed project.

The Italian mobile market is still the largest in EU. In this context and in order to **sustain broadband penetration** through wireless technologies, in 2008, the Ministry of Economic Development and Communications - currently **Ministry of Economic Development** (*Ministero dello sviluppo economico*) - concluded the procedures to assign the rights of use for UWB applications (WiMax). In this manner, many new operators could enter the market of broadband services. It is important to note that 21 of them operate at local level, since one of the principal aims of the bid has been the **reduction of digital divide**.

In the framework of the National Plan for Broadband, the Vice-minister for Economic Development delegated to Communications and the President of the Union of Italian provinces have recently signed the MoU to promote development, information, education and awareness activities for the implementation of broadband networks and the reduction of digital divide. According to the Ministry, this project aimed to make the Internet available to 3.2 million Italians in 2010.

### Public Access Centres

All the regions in the South of Italy have ongoing projects aiming at innovating Public Access Centres with broadband connection granting citizens with access to services.

**Broadband for everyone and everywhere in Trentino** (Province of Trento): € 100 million to create a broadband network with 700 km of optical fibres and 92 nodes, as well as a wireless network of 750 sites and 1600 access points.

**Territorial services centres** (CST) addressed to municipalities with less than 5 000 inhabitants, where the digital divide is high enough (funds approx. € 40 million) to support aggregation of small municipalities.

eGovernment services on **Digital Terrestrial Television** (€ 7 million to co-fund 25 municipal projects).

### Public & Private partnerships to bridge the digital divide:

The Minister for the Public Administration and Innovation within the framework for the Industrial Plan for Innovation signed a number of MoU with industrial and finance partners, as well as associations representing industry and commerce stakeholders in order to bridge diverse aspects of the digital divide.

The MoUs and their content are available [online](#).

## eAccessibility

### Status of eAccessibility

The **Italian Workers' Compensation Authority** (*Istituto Nazionale Assicurazione contro gli Infortuni sul Lavoro*, INAIL) is the national institute against injuries at work and professional diseases. Circular No. 54 of 28 July 2000 recognises technology tools not only as assistive technologies, but also as means of social and work inclusion. INAIL supplies its members with personal computers.

### Newsletters and portals

There are two web portals addressing eAccessibility subjects:

- ▶ **'Superabile'** from INAIL is an integrated contact centre/on-line newsletter on disability with daily updating of regulation, best practices, technologies and tools on disability.
- ▶ [www.superando.it](http://www.superando.it) is an **on-line newsletter** on disability promoted by the Italian Federation for Overcoming **Handicap** (*Federazione Italiana per il Superamento dell'Handicap*, FISH) and managed by EmpowerNet Srl.

### Actions towards eAccessibility

#### **Observatory on the accessibility of the public administrations web services (*Osservatorio per l'accessibilità dei servizi erogati delle PA, Accessibile*)**

This **portal**, promoted by the Department for the Digitisation of the Public Administration and Technological Innovation and managed by **Formez PA**, and the Agency for Digital Public Administration (DigitPA), gives the opportunity:

- ▶ to the citizen to point out difficulties/obstacles in using a public service;
- ▶ by using the Help-desk (backed up by a back-office unit) to assist the public administration in eliminating the encountered hurdles;

- ▶ to involve the citizen, the disabled and the disability associations in the evaluation of the usability of public services.

The Working Group for the revision of the accessibility requirements in order to update the present national regulation ([Stanca Law 4/2004](#)), following the new international recommendations on eAccessibility and the new technological developments since the DM of July 2005, has been responsible for:

- ▶ updating the technical annex containing 22 requirements, which were inspired by WCAG 1.0 and Section 508;
- ▶ coordinating the participation in Working Groups of the main stakeholders (disabled associations, industry associations, public administration representatives, eAccessibility experts, standardisation bodies, IWA, W3C);
- ▶ creating the official translation in Italian of the WCAG 2.0 guidelines.

Directive No. 8/2009 of the Minister for the Public Administration and Innovation to rationalise the public administration websites, was published on 26 November 2009 (previous one on 30 May 2002) in order to:

- ▶ select, reduce, update the public administration websites and eliminate obsolete content;
- ▶ obtain and monitor a homogeneous quality level;
- ▶ publish 'Guidelines for the public administration websites' and a *Vademecum* (annually reviewed);
- ▶ introduce the '.gov.it' domain registration;
- ▶ clearly identify the website responsible ([www.sitename.gov.it/responsabile](#));
- ▶ encourage thematic communities among central and local public administrations;
- ▶ organise an annual conference on the quality of public websites and offer a prize for the best public website.

'eInclusion Lab' (eILab) at the '[Nello Carrara](#) Institute of Applied Physics (*Istituto di Fisica Applicata 'Nello Carrara'*, IFAC CNR), in Florence, can be cited in the eAccessibility area for the activity carried on in this field for several years.

An in-depth analysis of the research activities connected to the 'Design for All' approach has been carried out in the IST Coordination Action 'Design for All for eInclusion - DfA@eInclusion'. Moreover, the new '[Research and development in Accessible and Assistive ICT](#)' (CARDIAC) project has recently started aiming at monitoring and proposing research activities relevant for eInclusion.

## Best Practices

### Integr@bilità

A 'Social Connectivity' Laboratory has recently been inaugurated in the municipality of Apricena, in the southeast of Italy (Puglia region). The Laboratory will **promote tele-working** as a tool to facilitate the professional inclusion of people with disabilities. The Laboratory is an initiative of the social co-operative 'The Smile' (*Il Sorriso*). It was funded by the department for social solidarity of the Puglia region under the framework of the Project 'Sax - B Advanced Systems'.

### Other significant projects

Several other projects have demonstrated successful implementations related to eInclusion. The most significant ones include the Emilia Romagna '[Sportello Accessibilità Web dell'Emilia-Romagna](#)' (Sp.Ac.ER) project, the accessibility website of [Piemonte](#), the accessibility initiatives of the '[Tuscan regional computer network](#)', the Lombardy - School Directorate 'Portepaertesulweb' project, and the CNR – [ITD ESSEDIQUADRO](#) Portal.

## Digital Literacy and Competences

### Status on Digital Literacy and Competences

There are different ways to establish a measurement for **digital literacy** and **eSkills'** competences. Eurostat provides a set of indicators related to **basic computer skills** and **basic internet skills**. Sufficient acquaintance (scoring a mark of 5 or 6 out of maximum 6) with basic computer skills is claimed by 23 % of Italians, while the percentage falls to 9 % when considering basic Internet skills.

### Actions towards stimulating Digital Literacy and Competences

The Italian Government central administration, through the Department for Digitisation of the Public Administration and Technological Innovation (*Dipartimento per la digitalizzazione della pubblica amministrazione e l'innovazione tecnologica*) is mainly committed – together with the competent ministries – to specific targets: education (pupils, students and teachers), health (doctors and hospital operators), justice and public administration. Notable activities include, the '**ICT4University**' programme, the '**School of innovation**' prize, the '**MySchool**' (*scuola mia*) website, and the '**Sickness certificates**' online service.

Following the European e-Competence Framework standard (EUCIP) and in coordination with the main stakeholders (industries, trade unions, associations and local authorities), it provides support to eLearning systems and to awareness campaigns directed to young people to encourage them towards ICT careers.

#### The '**Smart Inclusion**' project

The Ministry for Public Administration and Innovation (*Ministero per la pubblica amministrazione e l'innovazione*), Telecom Italia and CNR sponsored a project that enables young long-term patients at the paediatric onco-haematology department in hospitals to **enjoy social life**, connect with school, home and play games.

The initial implementation was performed by ISOF-CNR and Telecom Italia at the Bologna University Hospital Authority St. Orsola - Malpighi Polyclinic (*Policlinico S.Orsola-Malpighi dell'Istituto Comprensivo*), n.6 Hospital in Bologna. A fully integrated Linux-based technology platform combines distance learning with entertainment and medical data management and allows long-term younger patients an easy and immediate access to the outside world, while at the same time offering healthcare staff advanced tools for the treatment of their young patients.

Following recommendations from the Ministry for Public Administration and Innovation, supervision by CNR-ISOF and technology support/funding from Telecom Italia, Smart Inclusion will be rolled out to the following six hospitals: the *Azienda Ospedaliera Mayer* in Florence, *Azienda Ospedaliera* in Padua, *Ospedale Infantile Regina Margherita* in Turin, *Fondazione IRCCS Policlinico San Matteo* in Pavia and the *Ospedale Pediatrico Istituto G. Gaslini* in Genoa. More information can be found at: [www.almanacco.rm.cnr.it](http://www.almanacco.rm.cnr.it) and [www.telecomitalia.it/media](http://www.telecomitalia.it/media).

#### RAI Educational programmes

A television programme, called 'It's never too l@te' (*Non è mai troppo tardi*), went on air on 6 February 2004 and has been one of the first initiatives undertaken to turn the commitment of the Government for an information society from which no one is excluded.

Following this programme, **RAI Educational channel** is now providing a series of **TV training programmes** for digital literacy diffusion.

#### Hi! Tech - Innovation Festival

A four-day event was held by Lazio region Technology Innovation (LAit) to make citizens aware of opportunities offered by innovation. The **first edition** took place in Rome on 7–10 June 2007.

#### The National Award 'OPEN P.A.'

**Objective:** to gather and promote experiences of public administrations which encourage and support the access of disadvantaged people to public services. The event has been organised annually since 2003.

#### **Employability project (Lombardia region)**

The project addresses the use of technology to support training and access to labour market for disabled people. This intervention aims at identifying methods and models that use the technology to support the training of disabled people, especially improving their access to the labour market.

The project is carried out in cooperation with associations that specifically work in the field of training the disabled.

## **eInclusion and Cultural Diversity**

### Actions towards eInclusion and Cultural Diversity

Several initiatives have recently been developed at regional level. At that level, it is possible to implement initiatives that can be tailored to the local specific requirements and easily receive feedback. At the same time, the scale of intervention is sufficiently large to have impact at the policy level.

#### **'Network of Informative point for the immigrants' (Toscana region) TRIO project**

'TRIO Project for Foreigners' is a training project aimed to provide foreign nationals (in particular immigrants) living in Tuscany with tools that can improve their integration in the community in which they live. The project offers several free e-learning courses in the TRIO's training centres or at local associations, partners of the project. The project is promoted by the Ministry of Labour and Welfare, and the region of Tuscany.

#### **Portal for access to information and services for Immigrants (Veneto region)**

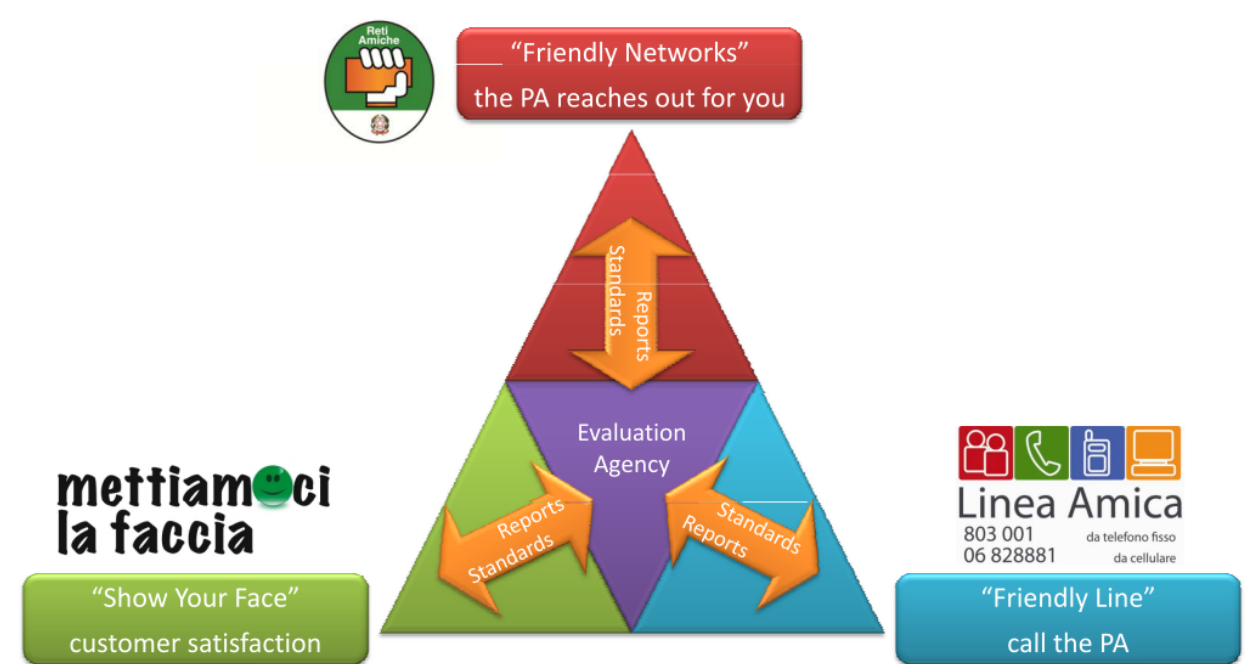
The project aims at promoting the integration of immigrants providing information and services related to administrative procedures (specific for them, like the request of Residence Permit), and to their social integration.

## **Inclusive eGovernment**

### Status on Inclusive eGovernment

Several special projects aim at a more inclusive eGovernment improving the **efficiency** and the **transparency** of the public administration through technological innovation. These projects are 'Linea Amica', 'Mettiamoci la faccia', and 'Reti Amiche'. They focus on the citizens' needs aiming at providing greater efficiency, savings and higher-quality services; they recognise the e-citizens' new rights and opportunities; they are also thought in a legislative framework in which such rights can be fully exploited.

Actions towards Inclusive eGovernment



**Figure 1:** Initiatives of the Ministry for Public Administration and Innovation to improve the relationship between Public Administration and citizens.

**Project 'Linea Amica' (Contact Centres Network)**

The special project 'Linea Amica' is run in collaboration with the contact centres of all the Italian Public Administrations. It aims to **disseminate** the services **delivered remotely** to the customers of the public administration and to make these services more effective.

'Linea Amica' intends to improve the quality of the Administration-to-Citizen relationship while enhancing citizens' trust. The degree of citizens' satisfaction has been collected and made public by theme and by geographic location.

The network provides weekly reports on the use of the contact centres and the customers' satisfaction.

'Linea Amica' seeks to **homogenise** the **delivery** of public services, of the highest quality, thus overcoming the limits imposed to public administrations due to insufficient or inadequate (financial, human and technological) resources.

'Linea Amica':

- ▶ **answers** the citizens' phone enquiries (directed to the free phone number 803 000, from Monday to Friday between 9:00 am and 5:00 pm);
- ▶ **promotes** all the Government services delivered by phone or online;
- ▶ **assists** citizens with limited IT literacy to access and fully enjoy government services from the comfort of their home;
- ▶ **provides** support to those with disabilities in their everyday contact with the public administration;
- ▶ **gathers** citizens' feedback as to the services provided by the public administration;
- ▶ **aims** to introduce citizens to the solution of issues identified in public services.

Detailed information on the 'Linea Amica' project can be found at the '[Linea Amica](#)' official website.

### Project 'Mettiamoci la faccia'

This initiative promotes customer satisfaction using emoticons (smileys) to collect in real-time the **citizens-customers' assessment** of the public services they have used.

Emoticons have the following advantages:

- ▶ for **citizens**: to be able to judge the service used in an easy and immediate manner;
- ▶ for **Public Administration**: to have a simple and clear measure of the perception of services by their users. By measuring the quality of services, as they are perceived by the citizens, the public administration can act on critical issues and improve services.

Citizens can moreover express their satisfaction via the same channel used to deliver the service: kiosks, the Internet, or telephone. For those services provided through kiosks, the citizens can choose the right emoticon (green, yellow, or red smiley) using a touchpad.

The opinion can be expressed only once by the customer who has just received the service. Manipulations by the operator are not possible. More information can be found at the '[Mettiamoci la faccia](#)' official website.

### Project 'Reti Amiche'

This initiative aims to improve the multiplatform delivery of public services by **multiplying the access points** and by reducing the waiting time. The project is based on the collaboration among public administrations and private networks delivering public services in private sites (banks, tobacconist's, etc) without additional costs for the State.

'Reti Amiche':

- ▶ provides fast and innovative access to government information and services for citizens who do not use the Internet;
- ▶ makes different levels of government services available in a single point;
- ▶ creates a large government services distribution network in the country;
- ▶ reduces the cost of public administration;
- ▶ adopts different technologies to deliver a public service in a private network;
- ▶ facilitates the moving of public services' users to other channels, so that the public administration has the time and space to deliver new services.

The project partners include, among other: Italian Post (*Poste italiane*), banks, [tobacconists](#) and notaries.

The Minister for Public Administration and Innovation produces monthly reports with news about the 'Reti Amiche points' and the 'Reti Amiche new services'. Additional details on the special project may be found at the [Ministry's website](#) and the [e-Government Plan follow-up website](#).

### Project 'Vivifacile'

'Vivifacile - The public administration for you' (*Vivifacile – La Pubblica Amministrazione per te*) is a simplified **multiplatform** with (fixed line, mobile and on-line) access to the services of the public administration through a unique registration. The platform will give the user **access** to the **diverse** groups of **services** including education, health, social security, justice and revenue services.

Presently, users can have access to '*Scuolamia*', the school on-line services and communications among the students' parents, the teachers and the school administrative offices.

The convergence has been implemented among the mobile operators.

## The Future of eInclusion

### Research in Practice & Future Challenges

#### Research in Practice

##### Italian NGOs and Research Centres

Italian NGOs and Research Centres have always been very active participating in the calls for proposal related to eInclusion research topics since the TIDE programme.

Italy has actively participated in the article 169 'Ambient Assisted Living' (AAL) Initiative presented by the Commission for the seventh Framework Research Programme (2007–2013) through the support of the [Ministry for Education, University and Research](#) (*Ministero dell'Istruzione, Università e Ricerca*, MIUR).

##### Research Programme on 'Infrastructure and Broadband and Ultra-broadband Services' (*Infrastrutture e servizi a banda larga e ultra larga*, ISBUL)

In 2009, the Directorate studies, research and training of the Communication Regulatory Authority (*Autorità per le garanzie nelle comunicazioni*, AGCOM) promoted the 'Infrastructure and Broadband and Ultra-broadband Services' (*Infrastrutture e servizi a banda larga e ultra larga*, ISBUL) research programme with the assistance of major Italian universities (Milan Polytechnic and Bocconi University, Naples, Federico II University of Rome (LUISS, Roma Tre, Sapienza, Tor Vergata), University of Siena, Turin Polytechnic) and the Imperial College of London.

The programme, worth € 700 000, consists of three projects (technological, economic and legal) and 14 Subprojects (Work Packages), to be completed during 2010 with the aim of laying down the foundations for a **permanent empowerment** of AGCOM. This programme focuses on technological matters, regulatory and economic aspects related to the infrastructure of the Next Generation Networks (NGN), broadband, ultra wideband in order to create benefit for all communities and assist the promotion and development of NGN networks.

#### Future Challenges

##### 'Design for All'

The concept of 'Design for All' is of **utmost importance** for eInclusion. It was implicitly mentioned in the Riga Declaration in 2006: "Particularly important in this context is to ensure that the needs of users with disabilities are fully taken into account in the review of the electronic communications framework presently taking place document". It was also explicitly mentioned (as Universal Design) in the 'Convention on the Rights of Persons with Disabilities. The Optional Protocol', [United Nations](#), was signed by the European Community on 30 March 2007. The DfA@eInclusion Coordination Action has produced relevant documents on the 'Design for All' approach with reference to the development of the Information Society as an **ambient intelligence environment**. The AAL environment is a subset of the general environment considered in the project.

The concept of the 'Design for All'/'Universal Design' approach was extensively reaffirmed in the Conclusions of the 3rd National Conference on the disability Policies, '*Tutti uguali, tutti unici*'. The Conference was organised in Turin on 2 October 2010 by the Ministry of labour, Health and Social Policies (*Ministero del Lavoro, salute e delle Politiche Sociali*), the Institute for Social Affairs (*Istituto per gli Affari Sociali*, IAS), and the Turin Municipality.

##### Planned legislative initiatives

A set of planned [legislative initiatives](#) aim to improve the relation between the public administration and the citizens. The intention is to streamline the dialogue between citizens and the public administration in order to overcome – on a regular basis – administrative malpractices and red tape for the benefit of the most disadvantaged social groups (the disabled and their families). The aim is to design a new digital administration – a PA 2.0 – capable of helping its 'clients' by involving them in decision-making

processes. Such a new idea of democratic participation will put citizens 'at the heart' of the reform process.

The main legislative initiative regards the introduction of the '**Charter of duties of Public Administration**'. The Charter will help to enforce citizen's rights and duties of public administrations vis-à-vis citizens and business. This, in turn, will boost cooperation and mutual understanding. The initiative follows a process of renewal of the public administration-citizens relation, which is already consolidated within the framework of two legislative milestones: the Italian Constitution and the EU law.

## **European Commission - eInclusion Practice**

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

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

The eInclusion factsheets are produced and updated once a year.

The eInclusion practice is an initiative of the Directorate General for the Information Society and Media, European Commission.

Contributor: Benedetta Rivetti, PCM – Department for Digitization of the PA and Innovation, International Affairs Office, Italy.

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