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DIGITAL AGENDA ITALIA

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e-Gov
Report Italy

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| FOREWORD |

SINCE THE BEGINNING of its mandate, the Italian Government has faced an important challenge: upgrade the quality of the Public Administration by 2012 so as to fully meet the expectations and needs of a society that is undergoing momentous changes. Thus the “2012 e-Government Plan” was launched with a twofold and ambitious goal: on the one hand, thanks to the adoption of the new technologies, initiate a reorganization and renewal process aimed at reshaping the Public Administration so that it would embody the criteria of efficacy, efficiency and cost-effectiveness which are the primary characteristics of public action, and on the other, initiate a virtuous cycle that will spill over from the public administration to the rest of the system involving citizens, businesses and institutions.

Such a complex and articulated undertaking was guided, immediately, by the key principles that inspired the drafting of this Italy e-Gov Report by the Standing Committee on Innovation for the Regions and Local Authorities.

First of all, in order to “act” – and above all to “act effectively” – knowledge is mandatory. Setting aside the European rankings and international classifications that have often offered a picture of Italy that has not always been wholly truthful, this Report intends to tell us where we stand, what results have been achieved thus far, and what is happening in the Country two years into the implementation of the e-Gov Plan.

We must further bear in mind that a concrete and valid strategy for change and innovation cannot ignore the local level. Practice, behaviours, cultures, fruition modalities, organizational rationales, and projects are all firmly rooted in the economic fabric which is the recipient of the administrations’ work.


It is with this awareness that this Report, which is the outcome of cooperation between Central Government, Regions and other stakeholders, provides a snapshot and an analysis of the state of progress of the application of e-Gov in Italy and at the level of the local communities. The aim of this “atlas” is to reconstruct and map the changes which are underway in order to gather, measure and make visible the results (that are at times scattered or insufficiently known) and the innovation processes accomplished by the whole of the public administration, especially the local administration.

The method is based on taking pictures at the “local level” in order to understand what can be expected – immediately and by everyone – thanks to an accountable administration which, by going against the traditional idea of bureaucracy, puts itself actively at the service of citizens and businesses. An analysis is made of the components that make up the local level in order to learn from local success stories, understand how and where to get value for money, and focus commitment on all those actions that are capable of ensuring, from North to South, a convergent and unifying development.

Only in this way, and only thanks to the contribution of all the players who operate locally, is it possible to imagine a transparent, dynamic and credible administration that is worthy of a leading democracy, the ideal place for an exchange of ideas and innovative solutions, interpreter of the needs of a society that urges its governors to respond more effectively to the challenges posed by current changes.

Renato Brunetta

| INTRODUCTION AND MAIN FINDINGS |

 FOR YEARS THERE HAS BEEN a substantial convergence of opinions as to the need to “accelerate the modernization of the public administration”. Indeed everyone agrees on the need of putting in place policies capable of renewing a Public Administration (PA) that is often perceived as being expensive, slow and inefficient.

Innovation of the public administration is a driver of transformation and development for the Country not only because it means offering citizens and businesses new and better services, but above all for the cultural changes and higher expectations it triggers. Starting down this path makes it possible to achieve at least two goals at one and the same time. On the one hand, as a result of the adoption of the new technologies, the PA can be reshaped based on criteria of efficacy, efficiency and cost-effectiveness, while on the other, a virtuous cycle can be triggered whose effects will spill over from the PA to the local communities involving citizens, businesses and all other institutions, thus creating an environment that is conducive to innovation.

Immediately after being sworn in, the Government formulated a programme, that was later included in the 2012 e-Gov Plan, designed to bring about a PA that works, simplifies and speeds up procedures.

The actions for modernizing the PA, initiated with the approval of the Plan, are part of a broader European strategy (Europa2020) aimed at getting Europe on track for smart, sustainable and inclusive growth promoted by the Commission with the approval of the new European Digital Agenda designed to maximise the social and economic potential of ICT.

The e-Gov Plan clearly sets out the priorities to be pursued at the various levels of government and defines a set of digital innovation projects designed to modernize, make more transparent and more efficient the entire public administration (in both the North and South, in the central and peripheral areas of the Country), improving the quality of services delivered to citizens and businesses and cutting costs for the community.

Once the strategy was defined, actions were taken. Major improvements have been achieved in improving the relationships between PA and its “customers”, by endowing citizens with a certified e-mail service free of charge with which it can interact with all the sectors of the PA, by setting up Linea Amica (Friendly line) a Help-line service, a network of PA contact centres, by providing user-friendly networks to multiply the channels providing access to various types of public services.

Major initiatives have been taken in the education sector where the Department for the Digitization of the PA and for Technological Innovation (DDI) has distributed over 3,300 Multimedia Interactive Blackboards and as many laptop computers to some 1,100 schools, which come to add to those distributed by the Ministry for Education, Universities and Research (18,000), and by the Regions (around 900). The ScuolaMia Portal provides digital services to the families such as online school reports, notifications to parents through short message service (SMS)s on mobile telephones, electronic booking of parent-teacher interviews and requests

for certificates. In a matter of a few months, over 2800 schools of all levels and orientations across the Country spontaneously joined this initiative.

In the universities, initiatives have been taken to increase WIFI coverage, and online services have been introduced in 55 universities, reaching out to a total of some 90% of the whole student population. Moreover, in the universities the digitization and administrative simplification process has been stepped up with the introduction of services such as Online enrolment and electronic recording of exams, electronic student records, digitization of information flows, and the adoption of VoIP services.

And finally, in the Health sector major interventions have been made to simplify and digitize the basic services (online prescriptions and online sickness certificates, booking medical examinations via web) and create infrastructure for offering health services that are closer to the needs of citizens while at the same time improving quality for money.

Why an “atlas” on e-Gov in Italy

The encouraging results obtained during these years suggest that the direction we are moving in is right. However, we don't have a precise picture of the changes under way. And this is all the more negative if one considers that the Country – especially in this area – presents major inequalities which often go beyond the traditional classifications by macro-areas, by region and in general by geographic categories.

It is therefore necessary to take a magnifying glass, go down to the community level and analyze and classify the various experiences, local solutions and best practices. And this should not (or not only) be done because we want to offer models capable of being inclusive, but in order to take into account and give visibility to the many local experiences, sensitivities and innovative cultures that the Country is expressing in the North as in the South, at the centre as in the periphery.

At the heart of this “atlas” therefore there is the local dimension of e-Government: a snapshot of the solutions that the PA has achieved at the local level, in the local administrations, and in the decentralized offices of the central PA. This explains why, in this first Report, albeit being aware of the importance of the systems related to the great platforms for taxes, social security and business demographics, it was decided to focus on analyzing the other themes to which the e-Government plan attaches priority.

Structure of the Report and Main Results

The Report consists of two parts.

By retracing the priority actions for developing e-Gov in Italy, the first part gives a snapshot of the changes under way, describing the renewal process that is involving the PA across the Country. The second part contains 21 fact sheets or progress reports of the Country's 21 Re-

gions showing the progress achieved in each thematic area.

Below a summary is given of the main information described in detail in the nine Chapters that make up the first part of the Report.

The first Chapter analyzes the levels of deployment /use of the new services and of the new technological-organizational solutions aimed at improving relations between public administrations, citizens and businesses.

The use of the new technologies aimed at improving the dialogue between the public administration and the citizens has seen the emergence in recent years of a set of instruments and services that are spreading rapidly.

After a long period of stall, Certified Electronic Mail (Italian Acronym PEC, “Posta Elettronica Certificata”) is starting to rapidly spread across the PA, trebling in a matter of a few months the accounts registered with the IPA (Public Administration Index) which now lists some 20,000 PEC addresses. At the local level, over 40% of Municipalities have a PEC box, with peaks of 90% in Umbria and 75% in Friuli Venezia Giulia, but with percentages that are still low (short of 20%) in Calabria, Abruzzo, Basilicata and Sardinia. More than half the Municipalities publish – as envisaged by law – their PEC address on their website, but also in this case the differences at local level are large and range from 15%, in the Autonomous Province of Bolzano, to 80% in Umbria. In the Provincial Administrations the diffusion of certified mail is nearing completion, with more than 90% of the Provinces being endowed with a PEC account. On the other hand, the process is slower in the Local Health Units (less than 60%) and in the schools and educational institutions (35%). Among citizens the `Postacertificata@` service is steadily spreading with over 450,000 requests in just a few months.

An analysis of the presence of local PAs on the web shows that the sites are proliferating (some 13,000 web sites are active, registered by 98% of local bodies – Regions, Provinces and Municipalities), but there are shortcomings in the quality of the online information. Consequently there is a need to start a rationalization process, called for by many quarters and recently confirmed in the Guidelines for the websites of public administrations issued by the Minister for Public Administration and Innovation. Just a few data: less than 50% of the websites of the Municipalities “comply” with the fundamental requirements (more than 60% are compliant in Piedmont, but less than 20% in Trentino-Alto Adige). Major differences are also found in the sections meant to provide essential information whose aim is precisely that of giving citizens clear and direct information; more than 50% of the sites have a Transparency section, but less than 40% have a Public Relation Office - PRO). Another area that needs to improve is the transactional degree of online services. Indeed, on the whole, only 7% of the Municipalities delivers at least one full transactional service.

An instrument that is proving to be quite successful locally is the Friendly Line (“Linea Amica”), which sees the participation of more than 600 bodies, and which provides information and assistance in relating to the PA. The networks process more than 200,000 queries per day. Decentralization of the PA, thanks to the User-friendly networks (“Reti Amiche”), reaches

out to more than 60,000 front-desks, mostly post offices, tobacconists, lottery offices and bank branches. Thanks to this network only during the first four months of 2010 almost 400,000 transactions were carried out of which 330,000 applications for residence permits (through post offices) and 40,000 payments of social security contributions for domestic helpers (at tobacconists and bank branches). At the local level, the Regions in which this system has reached highest deployment are Lazio and Sardinia for the payment of social security contributions for domestic helpers, and Molise for the payment of pensionable redemption of university years.

Among the initiatives promoted by the Minister for Public Administration and Innovation, the project “Mettiamoci la faccia” (Show Your Face) has made it possible to systematically record user satisfaction for PA services. During the first 20 months, some 4.5 million opinions were collected in more than 1500 front-desks (80% of the opinions were positive), with a rate of participation of users at the front-desk of 15% and via phone and web of 4%. At the local level, the Regions where the initiative was best received are Basilicata, Molise, Umbria and Piedmont.

The second Chapter presents a picture of the e-health sector to which in recent years the central and local administrations have devoted most of their resources, attributing a top role to the new technologies as a means for improving quality and access to care. The outcome of these initiatives is in many respects controversial. The picture that emerges is that electronic health proceeds at different speeds across the Country with major differences at the local level. From the digitization of Local Health Units (Italian acronyms ASLs) and hospitals (with special reference to clinical processes) to regional “infrastructuring” processes (health population Register, Single Booking Centres for health services (Italian acronym CUP), cards with microchips for workers and users, etc.), to the networks of workers (family doctors, pharmacies, hospital physicians, and so on), the situation is very uneven.

In all Regions major projects have been launched like the Electronic Health Record, the Single Booking Centres, the network of doctors. But the diffusion of services for users/patients is not even, as for instance online booking medical services, paying for the services, and receiving the medical reports online.

Some Regions like Lombardy, Emilia-Romagna and the Autonomous Province of Trento are leaders in Europe in this area, while other Regions are lagging behind in a manner, it is worth noting, that is independent of the North-South gap.

This situation however is not static, but is rapidly evolving. Various factors are accelerating the dissemination of e-Health instruments across the Country, from the recent obligation for doctors to forward sickness certificates only via the web, to the guidelines that have been issued for major implementations (e.g. the Electronic Health Record).

Chapter Three describes progress achieved in the deployment and use of ICT technologies both at school and in the universities with special reference to issues such as IT enabled learning (e-teaching) in the classroom, the willingness of teachers to use the new technologies, the diffusion in the schools and universities of innovative administrative and communication instruments, the simplification and digitization processes underway in

Italian universities (online enrolment of students, electronic recording of exam marks and the “student personal record”).

The picture that emerges indicates the presence of basic technologies (like broadband, which is present in almost all schools, and the Multimedia Interactive Blackboards present in more than 50% of schools), even though there are still areas where not all students are reached. The classrooms that have Internet connections are just over 10% at the national level whereas students who have Multimedia Interactive Blackboards in the classroom are around 4%. An area where much needs to be done is the involvement of teachers in the digitization process of teaching and developing IT enabled learning, for both teacher training and actual use in everyday practice (only 25% of Italian schools appear to be using digital teaching materials).

Also because of the different choices made at the local level, the status of digitization of Italian schools is not homogeneous. Regarding the use of the Multimedia Interactive Blackboards, the most advanced experiences are found in Sardinia, Basilicata and in the Autonomous Province of Trento. As regards the knowledge, understanding and use of innovative teaching technologies by the teachers, the most advanced regions are Liguria, the Autonomous Province of Bolzano and Basilicata. As to the availability of online school enrolment services the leading Regions are Lombardy and Piedmont. Finally certified electronic mail (CEM) is widely used in the schools of the Abruzzo and Molise Regions.

On the whole, the technologically most advanced schools are found in Lombardy, Liguria, Emilia-Romagna, Piedmont and in the two Autonomous Provinces, where regional projects, and networks of schools, have been under way for years and have clearly produced good results. The cases of excellence that exist at the local level indicate on the one hand that there are models of good practice that can be imitated, and on the other hand they bear witness to the fact that coordination between national and local levels is wanting and needs to be improved. Moreover, the initiatives carried out in recent years are a major contribution to the development of a national school system capable of ensuring homogeneous and uniform levels of service across the Country.

As to the dissemination and use of ICT technologies in the universities, the data obtained from the ICT4University programme, which involves most Italian universities, show that the WI-FI network and Online enrolment projects are in an advanced stage of implementation, while the projects for the online recording of exam results and for the creation of student records are still in progress. The leading Regions in the use of ICT technologies in the universities are Lombardy, Veneto, Emilia-Romagna, Liguria, Tuscany, Marche and Sardinia.

Chapter Four deals with the implementation of ICT and IT services in the area of civil law courts: queries on the status of proceedings access by workers (clerks of the court, judges and legal professionals involved in judicial actions), queries on the status of proceedings as per court records and access to the virtual files concerning court procedures; communications and notices, filing of deeds and documents, payment of registry duties, accessing information made available on specific portals for citizens and professionals.

Faced with a digitization process that is now well underway in almost all sectors across the

Country, the analyses show that different situations can be found in individual districts as to the degree of implementation; this bears witness to a very dynamic picture which ranges from near saturation, in the case of access to the Registers of Ordinary Cognition and to the Registers of Individual and Collective Creditor Action Enforcement (National Polisweb) to lower levels of access to the Polisweb-Electronic Civil Proceeding (ECP). In the area of e-filing, the diffusion is different in dependence of the technological and organizational facilities available at the start in the 26 Districts of the Italian judicial system.

Chapter Five describes the issue of infomobility. On the basis of available evidence this type of service is widespread especially in medium-large towns, even though interesting implementations have been made in some medium-sized towns.

The analysis of municipalities that are the capital towns of Provinces shows that on the whole information technology in support of urban mobility is not widespread. In just over thirty capital towns of Provinces citizens can find public transport timetables online or plan their journey online. Under 50% of these towns have electronic tickets and electronic season passes. Even fewer are the towns providing the users with updated information. Only 7% of the capital towns provide information on the waiting time for public transport in real-time via the internet or cellular phone.

Almost two-thirds of the capital towns have electronic gates equipped with cameras to Limited Traffic Zones (LTZ), but only in 8% of cases can users apply for access to the LTZ via the Internet or cellular phone. Similarly in some 40% of capitals parking fees can be paid via prepaid smart cards, but only in 3% of urban centres can the smart cards be recharged online. Italian cities however appear to be endowed with the necessary technology that can offer “smart” mobility but the services for the users based on these technologies are still limited.

The distribution of these services is not uniform across the Country: while the services offered by the Regions in the North are on the whole quite advanced (the capital towns of Liguria, Emilia-Romagna, Umbria and Friuli Venezia Giulia are the most active), in many areas of the South these same projects do not seem to be able to take off (in particular in Calabria, Sicily, Sardinia and Basilicata). It is worth pointing out that in some cases the diffusion of these services is mostly due to the presence of regional projects that act as booster for the dissemination of services across the regional territory, as in the case for instance of Region-wide timetables and integrated tickets for public transport available in Liguria and Marche (single timetable) and in Campania and Emilia-Romagna (integrated ticket).

Chapter Six offers an analysis of the level of deployment and use on a local basis of digital services for businesses and labour that constitute an important instrument for simplifying the relationship between PA and the business world. The picture that emerges describes a situation that is still unsatisfactory. At the present time, just over one third of Italian Municipalities offer online services addressed to businesses. In the case of the One Stop Shop for Production Activities (Italian acronym SUAP), which is important because in 2011 the electronic channel will become compulsory, the Municipalities that have prepared the ground

for online access are less than one third of all Italian Municipalities. Those that do make the service available are the Municipalities of capital towns with some 40% that have an online SUAP. It must be pointed out that transactional services are not very common and are available in differing degrees.

Differences at the local level are quite marked: considering the services offered not only by the Municipalities, but also by the Provinces and the Regions, the areas in which local policies prompting the preparation of access via web have been adopted are also those in which these services are most widespread (Piedmont, Veneto, Friuli Venezia Giulia, Tuscany and Sardinia). On the other hand, in the areas where such local coordination actions have been “weak” – as in the case of the Autonomous Province of Bolzano and in the Lazio Region – the diffusion of digital services for businesses and for the labour system is much slower.

As to the services for labour, generally made available at the Provincial level, extremely different local initiatives have determined a presence on the territory of a variety of “IT systems for Labour” articulated according to different modalities (i.e. with a different degree of regional centralization or uniformity among provincial systems). In this sector various coordination initiatives (Central Government-Local Authority institutional agreements, technical meetings for standardization and interoperability) and subsidiarity initiatives (central authority makes available to the Regional and Local Bodies platforms for issuing the services envisaged by the law), have been successfully undertaken with the aim of enabling actions to be taken to fully digitize procedures across the Country in the short term.

As a rule, the obligation for users to fulfil labour duties via the web is a stimulus to innovation, especially if it is accompanied by coordination actions that involve also intermediaries. After the implementation of labour reporting procedures and the single report for setting up a company, the focus is now on the SUAP procedures, for which paper forms will no longer be accepted starting from 2011. All reports and statements will have to be submitted electronically.

Chapter Seven offers a description of the level of availability, interoperability and use of central or local, centralized or federated public databases that gather, in a standardized manner, information about issues of national interest such as for instance personal identity details, geographic data, taxes, Land Registries.

As regards the situation of the main public databases (population register, Land Registry, taxes), the picture is on the whole sufficiently sound, albeit with scope for improvement for the more advanced services.

On the basis of the data that have been gathered, it can be stated that there is a good degree of basic digitization both at central level and at local administrations level: population registers and tax management are almost entirely computerized in all Municipalities and advanced technology systems are sufficiently widespread and present also in medium-sized Municipalities. At municipal level the availability on the web of information for users is quite common: more than 50% of Municipalities provide online information and services from

the databases that were analysed. Services involving a higher level of interactivity (issuing of birth certificates, identity cards, etc., local housing tax, urban waste disposal tax, etc.) are not sufficiently widespread.

Connections between local bodies and central databases is very common: almost 100% of Municipalities indeed is connected to the INA-SAIA system (National Index of Resident Registry Records – Resident Registry Record Access and Exchange System) and 92% subscribe to the service providing for the sharing of land registry data. There are still some problems concerning the updating and use of such databases: 85% of Municipalities have updated the INA-SAIA database during the last three months and only 70% makes regular use of online land registry data. Instead as regards the technical modalities for accessing the databases, access via the web is the most widespread method.

However, thanks to the initiatives taken by the Regions, more efficient modalities are being introduced based on applications cooperation.

Chapter Eight deals with the Public Administration's level of IT deployment and connection to the web. On the basis of the data gathered, the overall evaluation is positive, even though the many areas where the gap is wide must not be overlooked.

The Municipalities are largely computerized: all, or almost all, Municipalities have an IT registration system for incoming and outgoing documents, Internet connection and IT instruments for human resources (HR) administrative management purposes. Also broadband connections and digital signature are quite widespread. On the contrary, Intranet and VoIP connection are not, and the computerization of some specific areas is fairly slow.

There are large territorial differences. In various Regions the Municipalities have reached 100% digitization, with quite remarkable performance, like the digitization of HR management in Sardinia, the management of administrative documents in Marche, the availability of Intranet and broadband connections in Trentino-Alto Adige, digital signature in Tuscany, the IT registration system for incoming and outgoing documents in Umbria, the VoIP in Emilia Romagna. Nevertheless there are some delays as for instance, the computerization of HR management in Campania, Intranet in Valle d'Aosta, digital signature in Calabria.

As regards connections with the PA networks and in particular the Public Connectivity System (SPC), its deployment has started to spread throughout the local administrations albeit mainly for transport services; interoperable services are very few.

Finally the last chapter of this Report is devoted to describing the degree of territorial coverage of broadband connectivity. While the general situation in the larger towns is in line with the situation in other European countries, there are major differences in the areas where population density is lower. This gap is being bridged thanks to investments by private operators and above all thanks to the national broadband plan of the Ministry for Economic Development – Communications Department, which, since 2009, has brought broadband services to 2.2. million Italians, a number that is expected to increase by a further million during the first half of 2011.

Indeed, totally the digital divide affects 8.4% of the Italian population, as against 13% in 2009, for both wired and wireless broadband services. However, in some areas of Italy the digital divide is particularly large, as in the case of Molise (where the digital divide is almost 35%), Basilicata (above 20%), Veneto and Umbria (17%). The disadvantaged situations are however reported for very specific places: among the Provinces that are at highest disadvantage, mention can be made of Rieti, Asti, Udine and Alessandria with the digital divide affecting more than 25% of the population.

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1. Relationships between citizens and the PA	<ul style="list-style-type: none"> - Presidency of the Council of Ministers – Civil Service Department - Ministry of the Economy and Finance - CISIS - Formez PA - ANCI (National Association of Italian Municipalities) - UPI (Union of Italian Provinces) - Veneto Region*
2. Health	<ul style="list-style-type: none"> - Ministry of Health - Emilia-Romagna Region* - Piedmont Region*
3. Schools & universities	<ul style="list-style-type: none"> - Ministry of Education and Research - CRUI (Conference of Italian University Rectors) - Campania Region* - Piedmont Region* - Veneto Region* - INVITALIA
4. Infomobility	<ul style="list-style-type: none"> - ANCI - UPI - Campania Region* - Liguria Region* - Piedmont Region*
5. Services for businesses and services for labour	<ul style="list-style-type: none"> - Ministry of Labour and Social Policies - ANCI - UPI - Campania Region* - Liguria Region*
6. Public Databases	<ul style="list-style-type: none"> - Ministry of the Economy and Finance - ANCI - Campania Region* - Emilia-Romagna Region* - Lombardy Region* - Piedmont Region*
7. Technological equipment, networks and infrastructural services of the PA	<ul style="list-style-type: none"> - Ministry of the Economy and Finance - ANCI - UPI - Campania Region* - Lombardy Region* - Piedmont Region* - Tuscan Region*

(*) Appointed by CISIS

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PART I



Relationship between citizens and public administration



| 1. | THE RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

 “COUNTRIES that score high on public-sector openness and efficiency and eGovernment readiness are also top on the economic performance and competitiveness scoreboards¹”: on the basis of this awareness, through its eGovernment Action Plan in the framework of the i2010 Initiative (now renewed by the ten-year Digital Agenda), the European Commission has prompted the accomplishment of three major goals in order to meet the challenges of the future. First of all enable all citizens to have access to innovative and qualitatively better services, promote transparency and security, remove red tape to be more efficient, facilitate participation and ensure user satisfaction in accordance with Open Government principles.

Within this framework Italy has promoted projects and initiatives aimed at supporting the advent of a “digital administration” thanks to a program for the reform and renewal of the PA which, as an indispensable precondition for the modernization of the entire system will lead to the construction of a modern, well organized, technologically advanced, credible and factual institution in its delivery of information and service provisioning to citizens and businesses.

The action plan based on the widespread use of the new technologies aims at shaping an innovative public administration that will improve the instruments whereby it interacts with users, that promptly reacts to the needs of the community and that offers clear information and high quality services. A Public Administration capable not only of meeting the needs of its “customers”, but also capable of learning to evaluate itself, and capable of taking into account the judgments expressed by citizens and businesses through innovative customer satisfaction measurement tools.

| 1.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter presents the state of the art of all the ICT technological and organizational solutions adopted by the PA aimed at:

- upgrading the efficacy of the communication system within and outside the administration;
- facilitating the simplification of administrative procedures;
- facilitating access to services and to key information for citizens and businesses;
- optimizing the time it takes to respond to users’ queries;
- improving the quality of services also through customer satisfaction evaluations.

The analysis, which is structured into two parts, describes the e-Government instruments and the level of services they offer from the PA side and from the side of the citizen, focusing on:

¹ European Commission, The i2010 eGovernment Action Plan - Accelerating eGovernment in Europe for the Benefit of All, Brussels, 25 April 2006.

- 1) Certified Electronic Mail (Italian acronym PEC. Posta Elettronica Certificata), a means of communication that gives an e-mail the same legal value as a document sent by the traditional registered mail with acknowledgement of receipt, thus speeding up the exchange of information with costs that are virtually nil and with high security levels;
- 2) digital signature for public operators, an essential instrument for the generation of electronic documents having the same validity as the originals (contracts, medical reports, etc.);
- 3) the National Services Card (NSC), an operational instrument for electronic identification enabling citizens to have access online to the services of the PA throughout the national territory;
- 4) the web site of the PA, a fundamental channel for communication via web and for providing information and services to the citizen;
- 5) “Linea Amica (Friendly Line)” (help line), a remote system that integrates and enhances with ICT solutions the contact centers and the Public Relations Offices (PRO) of the PA;
- 6) “Reti Amiche” (User-Friendly networks), a service that exploits existing infrastructural networks so as to offer users multiple front-deks from which to access the services and resources of the PA;
- 7) “Mettiamoci la Faccia” (Show your face), a system that provides ongoing and immediate information on the perceived quality of PA services.

| 1.2 | THE PUBLIC ADMINISTRATION ON THE WEB

This first section presents the state of the art of the technical solutions, the set of instruments and innovative services adopted by the PA to improve relations with citizens by using the web in an interactive manner

| 1.2.1 | Certified Electronic Mail in the PA

Certified Electronic Mail (Italian acronym PEC, Posta Elettronica Certificata) is an e-mail system which allows to dispatch electronic documents that have legal value and which confirms the dispatch and delivery of electronic documents.

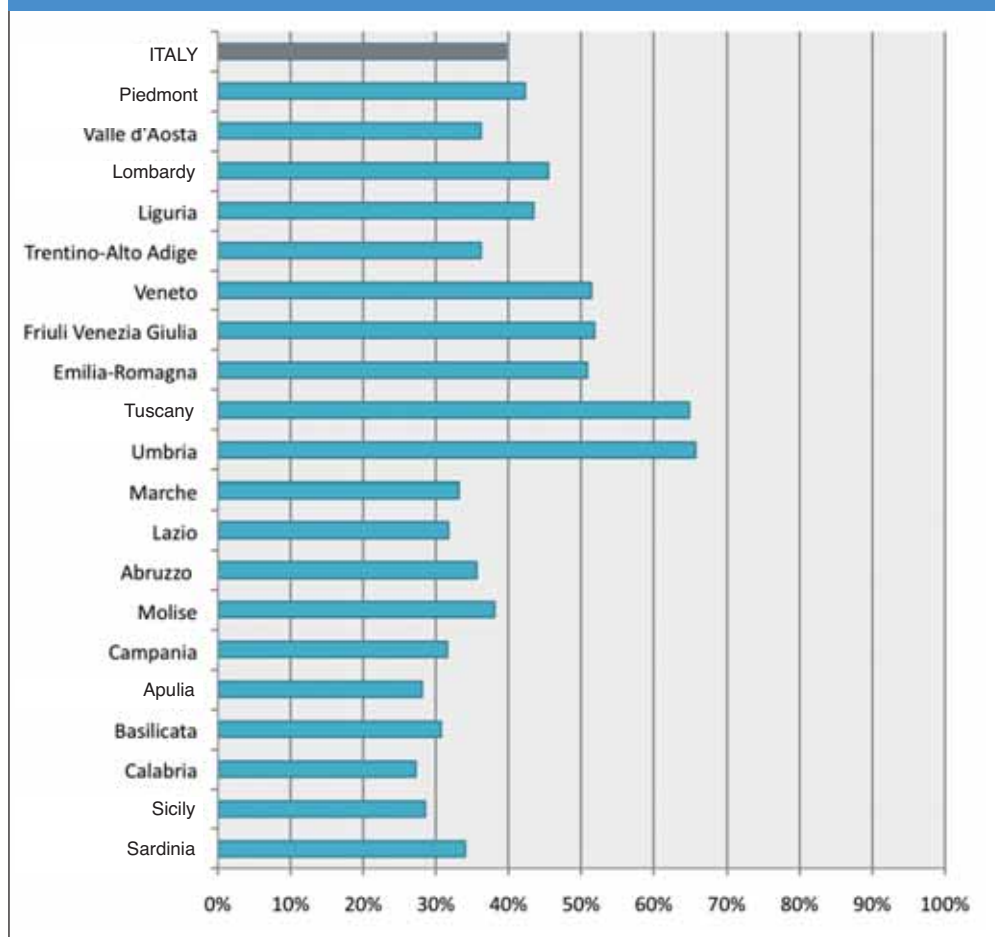
Besides the rapidity of electronic dispatching, PEC offers the possibility of entirely replacing the traditional registered mail with acknowledgement of receipt, since it has the same legal value and constitutes evidence that a document has been dispatched and received. PEC is therefore a privileged instrument that citizens, businesses, professionals and other administrations can use to exchange information with the PA.

According to the Digital Administration Code², all administrations must register their PEC address with the Index of Public Administrations (IPA) managed by DigitPA. So far some 20,000 certified mail boxes have been registered. Such registration ensures that citizens, businesses and professionals can reach the PA via PEC.

² The Index of Public Administrations according to Article 57 of Law Decree n° 235 of 30 December 2010 “indicates the organizational structure, the list of services offered and information on the extent to which they are used, the e-mail addresses to be used for communicating and exchanging information and for dispatching documents for all legal intents and purposes between administrations and between administrations and citizens”.

At the local level the data show that PEC is spreading throughout the PA. So far the largest proportion of administrations that comply with the regulations are concentrated in the Centre North of Italy. In particular Tuscany and Umbria have reached levels of PEC endowment exceeding 60% (Fig. 1.1).

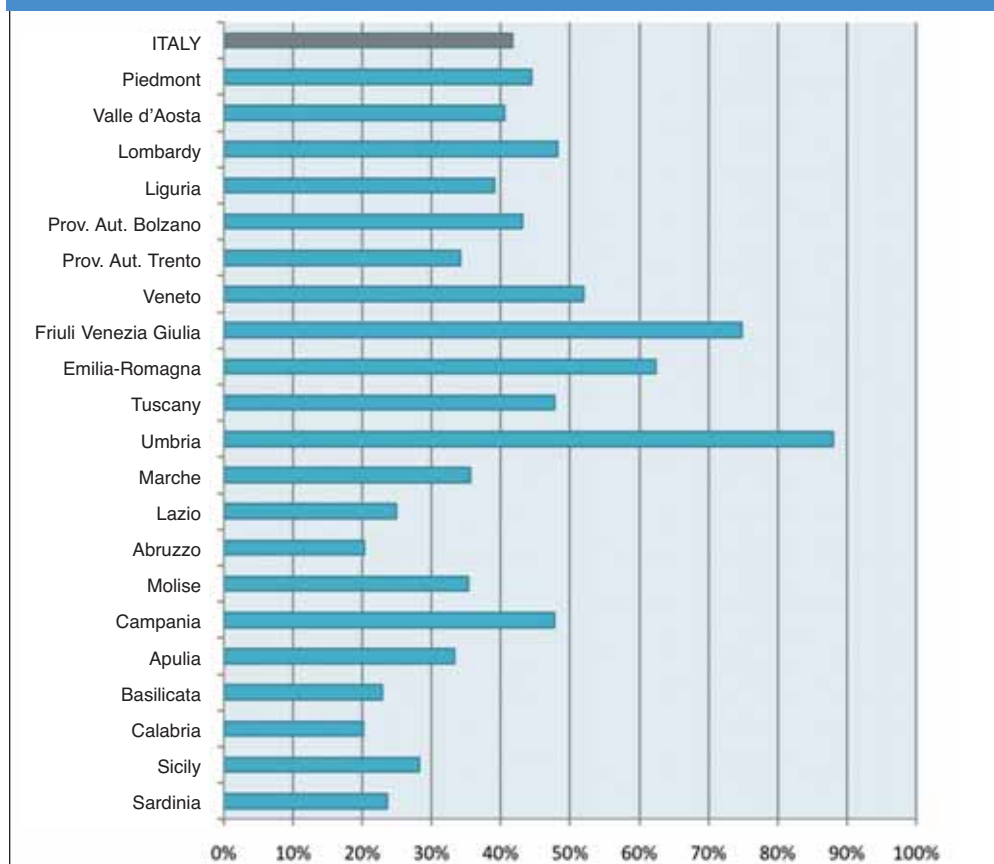
Fig. 1.1. Percentage of Administrations with at least one PEC registered with the IPA



Source: DigitPA (December 2010)

Greater local details can be obtained by using the IPA data relative to the Municipalities endowed with at least one PEC box. The Region with the highest number of Municipalities endowed with a PEC address registered with IPA is Umbria (with levels of deployment of almost 90%) followed by Friuli Venezia Giulia and Emilia-Romagna (with percentages that are well in excess of 70% and 60% respectively). In Veneto, Lombardy, Tuscany, Campania, Piedmont and in the Autonomous Province of Bolzano the number of Municipalities with at least one PEC box registered with the IPA is well above the national average (Fig. 1.2).

Fig. 1.2. Diffusion of PEC in Municipalities (% Municipalities with at least one PEC address registered with the IPA)



Source: DigitPA (October 2010)

On the basis of the IPA data, it is moreover possible to derive the level of diffusion of PEC in the Provinces, in the Local Health Units (Italian acronym ASL) and in the Schools.

Among the institutional categories examined here the Provinces appear to be the most active with the largest number of PEC addresses.

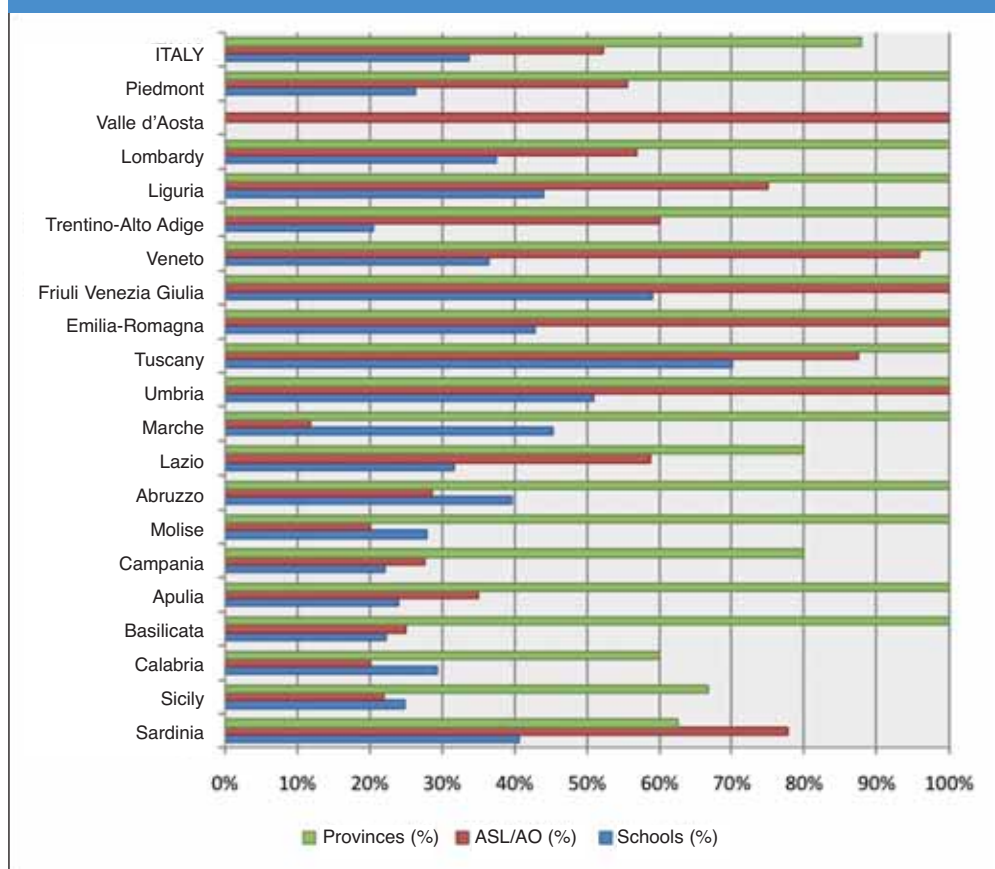
From the standpoint of the local realities and types of administration, the outline is not at all uniform. Indeed the data show that PEC is not homogenously present across the various territories and the bodies considered:

- the Provinces have virtually concluded the PEC deployment process thus raising the national average to over 90% with full coverage in most Regions;
- Valle d'Aosta, Veneto, Friuli Venezia Giulia, Emilia Romagna, Umbria and Sardinia show a wide deployment of PEC in the ASL and Hospitals;
- on the whole there is some delay in its diffusion among the schools even though in

some territories (Friuli Venezia Giulia, Tuscany and Umbria) the values are well above 50%.

And finally an analysis of the presence of PEC addresses registered by the Regional Administrations shows that the only Regions that do not have a registered address with the IPA are the Regions of Lazio, Sardinia and Sicily (Fig. 1.3).

Fig. 1.3. Diffusion of PEC registered with the IPA by Province, ASLs & Schools (% out of total per body)



Fonte: DigitPA (dicembre 2010)

| 1.2.2 | Web interactive services and systems with the PA via web

In order to provide a comprehensive description of the services and systems that enable citizens to interact with the PA through the web, this section examines at first the “enabling” modalities envisaged for identification and for providing electronic access to various categories of individuals (citizens, PA workers), and then the quality of the online provision of information and services by the PA.

| 1.2.2.1 | e-Identification systems

Access to the electronic services must be guaranteed through the use of digital identification instruments that are secure and capable of ensuring convergence towards a single, shared, rapidly enforceable and economically sustainable standard across the whole Country. There are three instruments that meet such requirements:

- The “National Services Card” (NSC), and its regional version, the “Regional Services Card” (RSC), notably the standard card for the recognition of the user which provides access to the services offered via web by the PA;
- Digital Signature, an instrument that guarantees the authenticity and integrity of the messages and documents exchanged and filed using electronic means, exactly like the autograph signature for traditional documents;
- the “Electronic Identity Card” (EIC), the identity document that is bound to replace the paper identity card across the Country, which contains a microchip with data that identify its holder. The EIC also provides access to the web services of the PA.

The National Services Cards issued by the central and local PA are around 20 million. They include the cards issued by the local administrations as for instance the health card (Lombardy, Sicily and Tuscany are the Regions that have distributed the largest number of NSC health cards, refer to the paragraph on this issue in Chapter 2), and the Regional Services Cards (on NSC standard) that some Regions have issued for non-health reasons (at least initially). An instance is the Marche Region which issues the Raffaello Card. Up to now, more than 650,000 National Services Cards constitute not only an electronic identification document, but also a certificate of digital signature for the authentication of electronic documents.

The digital signatures issued by certifiers accredited by DigitPA are some 3.7 million. The main users of digital signature are business representatives, especially for the electronic submission of financial statements to the Chambers of Commerce, for which electronic submission was made compulsory a few years ago. Digital signatures are widely disseminated also in the Health area, where they are used by health workers for issuing digital medical reports. The regions with a high diffusion of digital signatures are Lombardy,

Tab. 1.1. Diffusion of digital identity devices	
National Services Cards	20 mln
Digital signatures	3,7 mln
Electronic Identity Cards	2,5 mln

Fonte: DigitPA (dicembre 2010)

³ The Electronic Identity Cards issued so far, following a pilot project which has involved 156 Municipalities, amount to around 2.5 million.

Emilia-Romagna and the Autonomous Province of Trento.³ Only in Lombardy every month some 2.5 million medical reports are authenticated by doctors using their digital signature.

| 1.2.2.2 | PA websites

The preliminary data obtained from a pilot monitoring project carried out by the Institute of Informatics and Telematics of the National Research Council (CNR) are presented below. The project consisted in analysing the database of names having the Registro.it domain with the aim of gaining knowledge and analysing the ability of the PA to activate and manage information and services via the Internet and the Web.

This analysis was carried out also to check the state of the art with respect to compliance with the criteria set forth in the Guidelines for PA websites, published in July 2010 by the Minister for Public Administration and Innovation, which implemented the policies contained in Directive 8/2009.

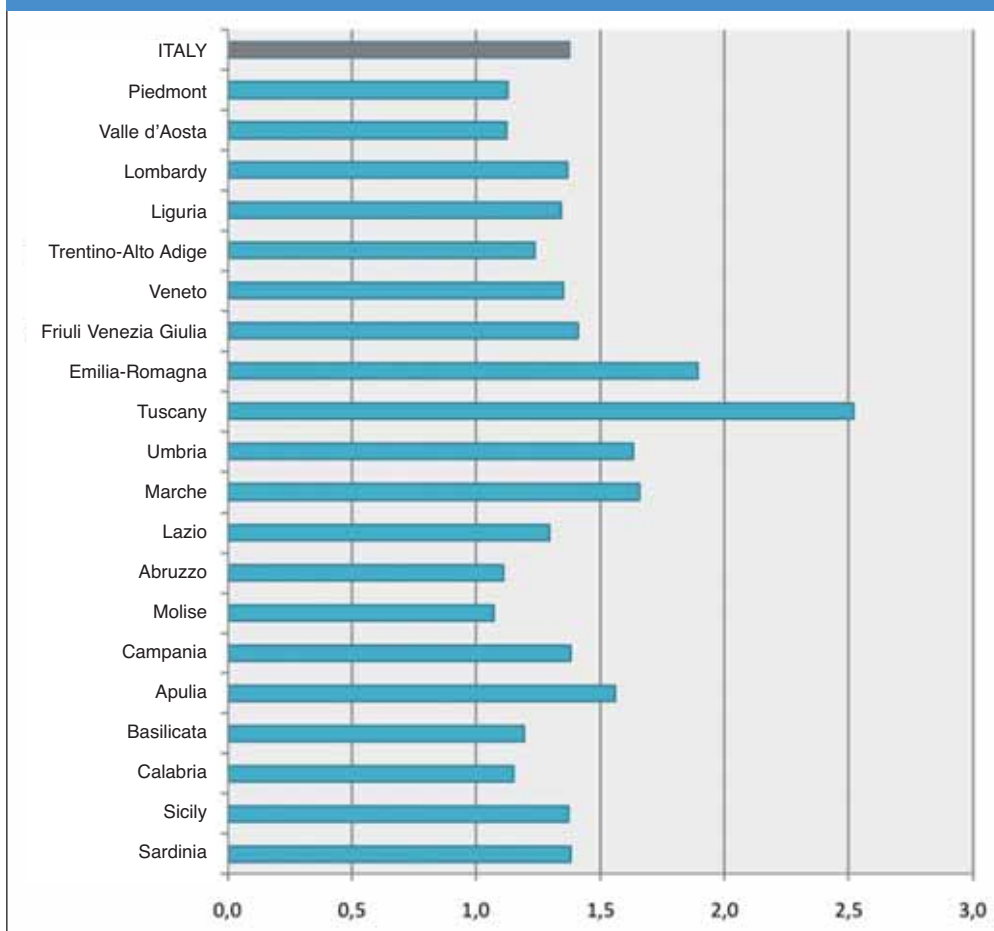
As at June 2010, 98% of the Regions, Provinces and Municipalities had registered 15,279 names in the “.it” domain, and are associated with 12,099 web sites that are actually in operation. (Tab. 1.2).

Tab. 1.2. Number of websites present on the .it domain associated with Regions, Provinces and Municipalities		
Bodies	Registered bodies	.it websites
Regions	20	347
Provinces (out of 110)	109	632
Municipalities (out of 8,094)	7.923	11.120
Total	8.052	12.099

Source: Institute of Informatics and Telematics of the National Research Council (CNR) (June 2010)

On average each Italian Municipality is associated with more than one website. The largest number of websites has been found for Tuscany and Emilia Romagna where on average there are at least two sites per Municipality (Fig. 1.4).

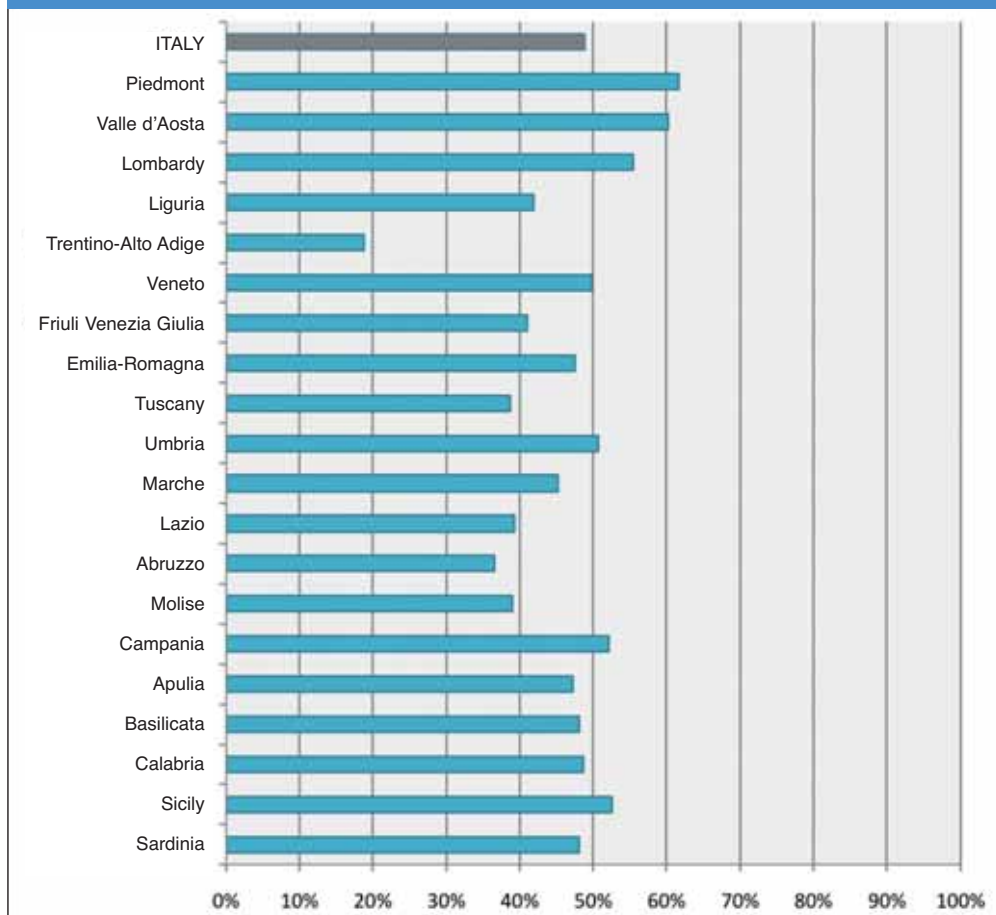
Fig. 1.4. Average number of .it websites associated with Municipalities by Region (base 8,094 Municipalities)



Source: Institute of Informatics and Telematics of the National Research Council (CNR) (June 2010)

As to the quality of the online information supplied in terms of consistency with respect to the set of minimum requirements envisaged in the regulations and recalled in the Guidelines, a preliminary analysis was carried out considering the clearly identifiable presence of the following sections on the PA portals: Public Relations Office (PRO), Transparency, Organization Charts, Administrative Procedures, Calls for Procurement Tenders, Certified e-mail (PEC), the Publiaccesso Logo.

Fig. 1.5. Percentage of consistent(*) .it websites out of total n° of .it websites of the Municipalities (% of .it websites)

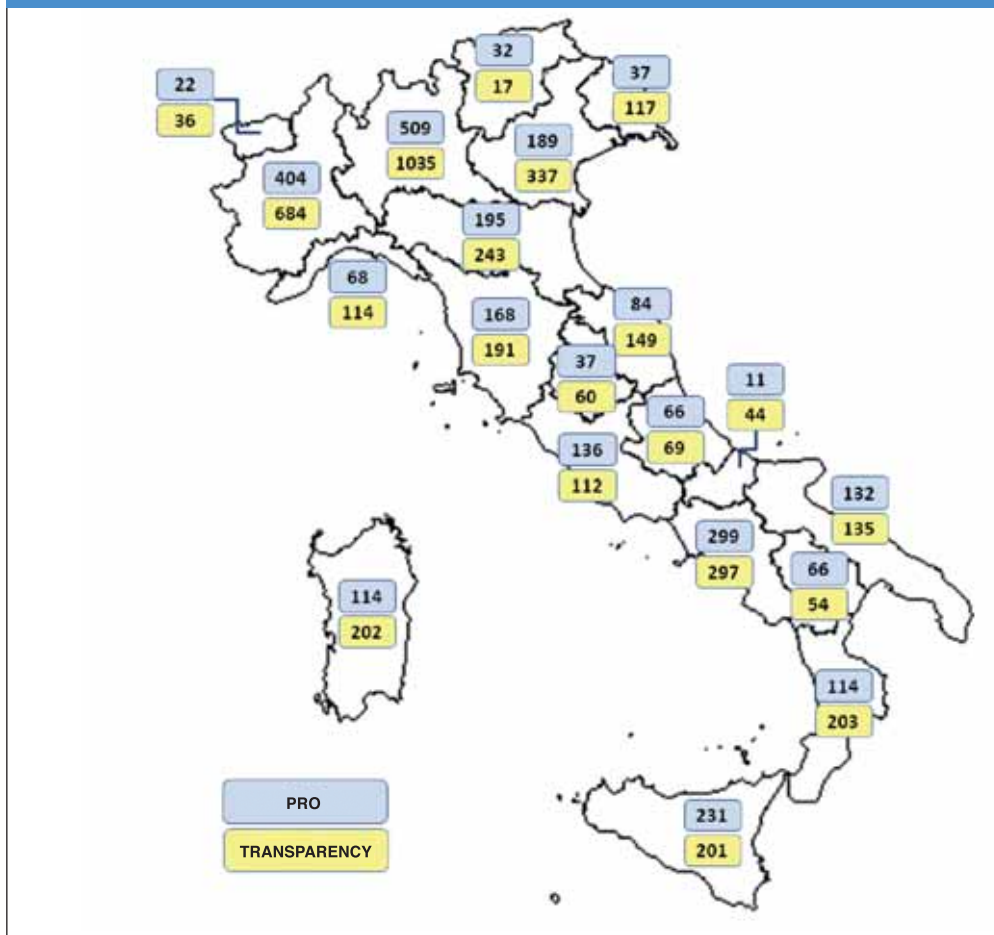


(*) Consistency was assessed by using an automatic system for detecting the presence on the website of at least four compulsory information sections. Source: Institute of Informatics and Telematics of the National Research Council (CNR) (June -September 2010)

In general it was found that less than half the web sites present in the “.it” domain registered by the Municipal Bodies are fully compliant with the provisions of the regulations. This means that the Administrations must devote greater attention to constantly improving and rationalizing their online contents. (Fig. 1.5).

This is confirmed also by the results of the analyses carried out on some of the fundamental requirements for the creation of high quality online information systems for citizens. The figure below provides the number of Municipal Bodies that have clearly identifiable Public Relations and Transparency sections on their websites. On the whole the results of the monitoring exercise show that the proportion of Municipalities whose website contains a Transparency section is above 54%, while only 40% have a section on relationships with the public.

Fig. 1.6. Number of Municipalities by Region with .it websites which have the PRO and Trasparency sections



Source: Institute of Informatics and Telematics of the National Research Council (CNR) (June -September 2010)

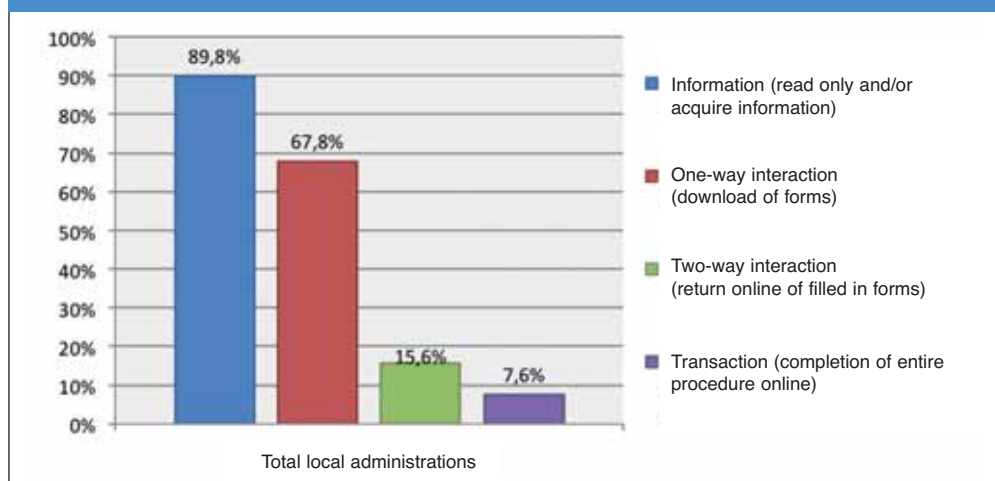
| 1.2.2.3 | *Online services interactivity.*

A contribution for a more thorough analysis of the delivery of online services by the PA comes from the results of the survey on ICT carried out by ISTAT.

The survey regarding the institutional web sites of the local Public Administrations

highlights, for 2009, their great capacity for providing online services on their web sites. However there is much room for improvement if one considers that the proportion of services for which the entire procedure can be carried out electronically is unsatisfactory. 90% of the administrations included in the survey (Regions, Provinces, Municipalities) offer access to read-only services and information dispensing services, whereas 68% offers the possibility of downloading forms. The proportions are much lower for high level transactional services: users can forward documents online only to 16% of the administrations, and less than 8% of the administrations enable the user to complete the entire cycle of procedures for a given service online. (Fig. 1.7).

Fig. 1.7. Local Administrations with website by type and interactivity level of online services offered (% of local administrations with institutional website)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Considering the Municipalities and breaking down the data at local level, it is found that the highest percentage of Municipalities that make available interactive services on the web are found in the Marche Region, in the Autonomous Province of Trento and in Liguria (Tab. 1.3).

Looking in greater detail at the online availability of the various thematic areas, the Municipalities of Emilia Romagna and Tuscany, followed by those of the Autonomous Province of Bolzano, Veneto and Marche, are at the top of the list calculated on the basis of a complex interaction indicator that takes into account the various thematic areas for which online services are offered. The performance of the municipalities belonging to Basilicata and Calabria, followed by Molise are less satisfactory, even though the levels achieved are appreciable as far as the Registry Office is concerned, whereas there are some difficulties in providing transactional online services (Tab. 1.4).

Tab. 1.3. Municipalities with institutional website by interactivity level of online services

	Read only and/or acquire information	Download of forms	Return online of filled in forms	Completion of entire procedure online
Piedmont	87%	59%	11%	5%
Valle d'Aosta	96%	78%	17%	9%
Lombardy	91%	72%	14%	6%
Aut. Prov. Bolzano	88%	63%	10%	5%
Aut. Prov. Trento	97%	82%	30%	12%
Veneto	90%	70%	9%	1%
Friuli Venezia Giulia	95%	86%	20%	10%
Liguria	95%	79%	18%	12%
Emilia-Romagna	99%	86%	20%	11%
Tuscany	96%	83%	22%	8%
Umbria	96%	73%	12%	4%
Marche	92%	71%	22%	13%
Lazio	86%	58%	15%	9%
Abruzzo	78%	53%	13%	8%
Molise	93%	61%	20%	10%
Campania	92%	66%	17%	7%
Apulia	91%	69%	18%	8%
Basilicata	66%	43%	6%	2%
Calabria	86%	54%	13%	8%
Sicily	85%	55%	11%	8%
Sardinia	86%	62%	13%	6%
ITALY	90%	68%	15%	7%

Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Tab. 1.4. Municipalities that offer online services

Average interactivity index by thematic area and by Region (% Municipalities)

REGION	Environment & Territory	Registry offices	Social welfare	Land Registry Offices	Culture & leisure	Education	Public Works	Work & training	Mobility & Transport	Health	Services for businesses	Tourism	Local taxes	Ranking (*)
Piedmont	17%	25%	29%	20%	24%	16%	20%	7%	9%	6%	19%	17%	23%	16
Valle d'Aosta	21%	23%	29%	20%	32%	16%	27%	3%	9%	4%	31%	21%	28%	10
Lombardy	28%	33%	35%	25%	29%	27%	25%	9%	15%	7%	26%	10%	30%	8
Liguria	23%	25%	31%	23%	26%	20%	25%	7%	15%	5%	22%	20%	29%	9
Aut. Prov. Bolzano	39%	44%	38%	30%	34%	24%	24%	12%	21%	11%	29%	12%	27%	3
Aut. Prov. Trento	22%	28%	30%	26%	25%	13%	19%	4%	9%	2%	30%	11%	28%	13
Veneto	30%	36%	43%	31%	31%	29%	28%	7%	15%	8%	32%	14%	37%	4
Friuli V. G.	36%	36%	41%	26%	32%	27%	26%	10%	15%	8%	30%	16%	37%	5
Emilia-Romagna	36%	35%	44%	37%	36%	38%	32%	13%	22%	11%	41%	25%	38%	1
Tuscany	32%	36%	41%	33%	34%	37%	30%	15%	24%	10%	38%	24%	36%	2
Umbria	33%	31%	34%	29%	28%	26%	23%	9%	16%	5%	27%	19%	29%	7
Marche	27%	33%	37%	27%	31%	31%	24%	13%	20%	6%	30%	23%	32%	6
Lazio	22%	24%	28%	16%	24%	22%	19%	10%	14%	7%	22%	17%	23%	12
Abruzzo	15%	23%	24%	14%	21%	17%	17%	5%	8%	5%	18%	14%	20%	18
Molise	8%	38%	31%	10%	14%	13%	14%	3%	8%	3%	12%	10%	25%	19
Campania	30%	26%	25%	13%	22%	19%	25%	9%	8%	5%	19%	13%	21%	15
Apulia	20%	29%	31%	19%	26%	21%	23%	10%	11%	4%	24%	13%	24%	11
Basilicata	23%	15%	18%	7%	15%	10%	14%	3%	5%	1%	17%	10%	11%	21
Calabria	12%	21%	23%	16%	17%	10%	20%	7%	5%	6%	13%	12%	18%	20
Sicily	13%	22%	25%	12%	23%	18%	21%	9%	10%	6%	18%	16%	19%	17
Sardinia	17%	25%	25%	14%	25%	25%	23%	12%	9%	4%	25%	13%	19%	14
ITALY	22%	29%	32%	22%	26%	23%	23%	9%	13%	6%	24%	15%	27%	

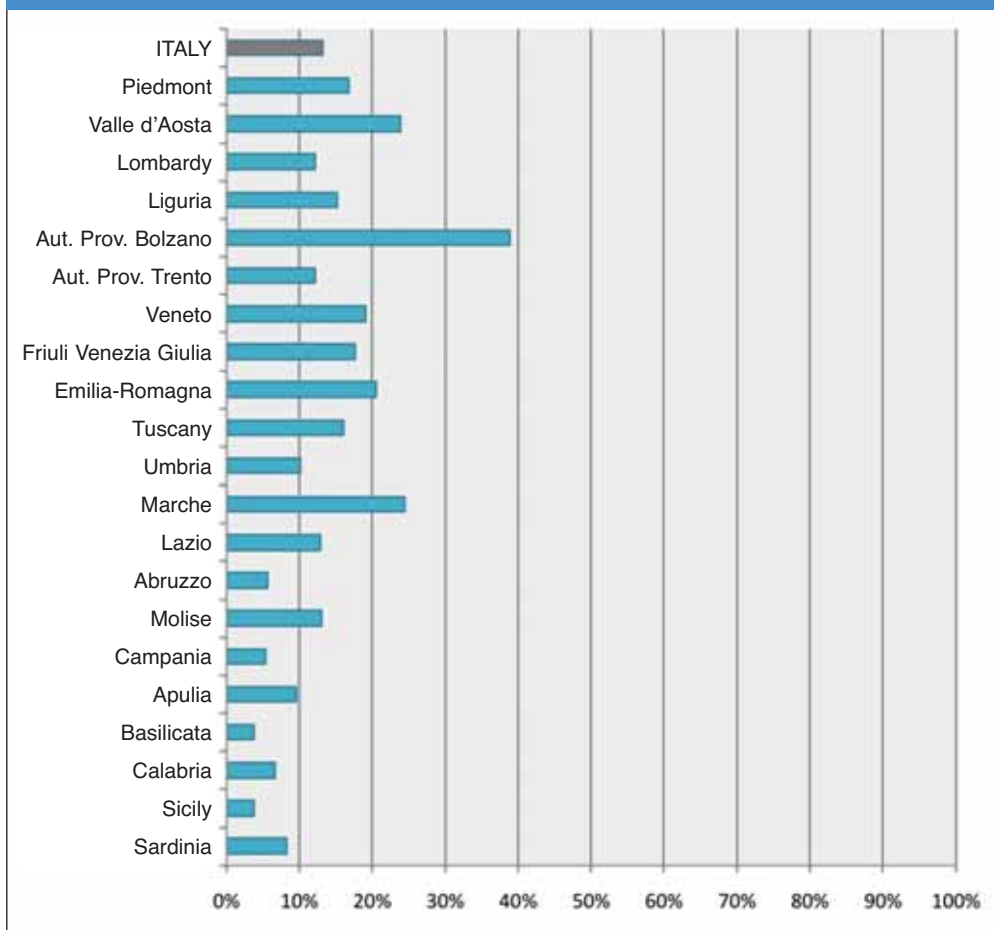
	Much higher than average	XX%	Maximum value
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	Much lower than average	XX%	Minimum value
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(*)Data processed by the Department for the Digitization of the Public Administration and for Technological Innovation. The ranking is calculated considering all 13 thematic areas.

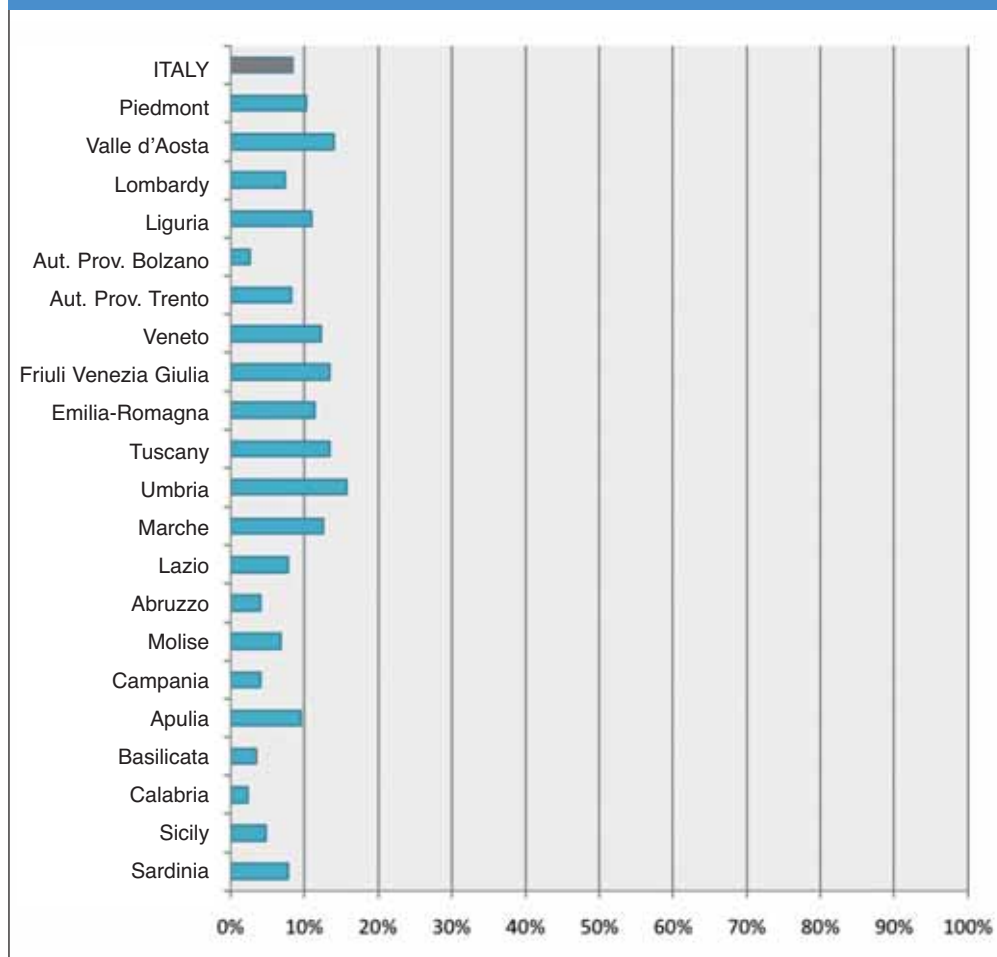
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Fig. 1.8. Municipalities that enable online payments (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Considering the availability of online payment services, the ISTAT survey shows that the largest number of Municipalities endowed with institutional websites that are capable of offering the possibility of concluding transactions electronically is concentrated in the Autonomous Province of Bolzano (39%) followed by Marche and Valle d'Aosta (24%) (Fig. 1.8).

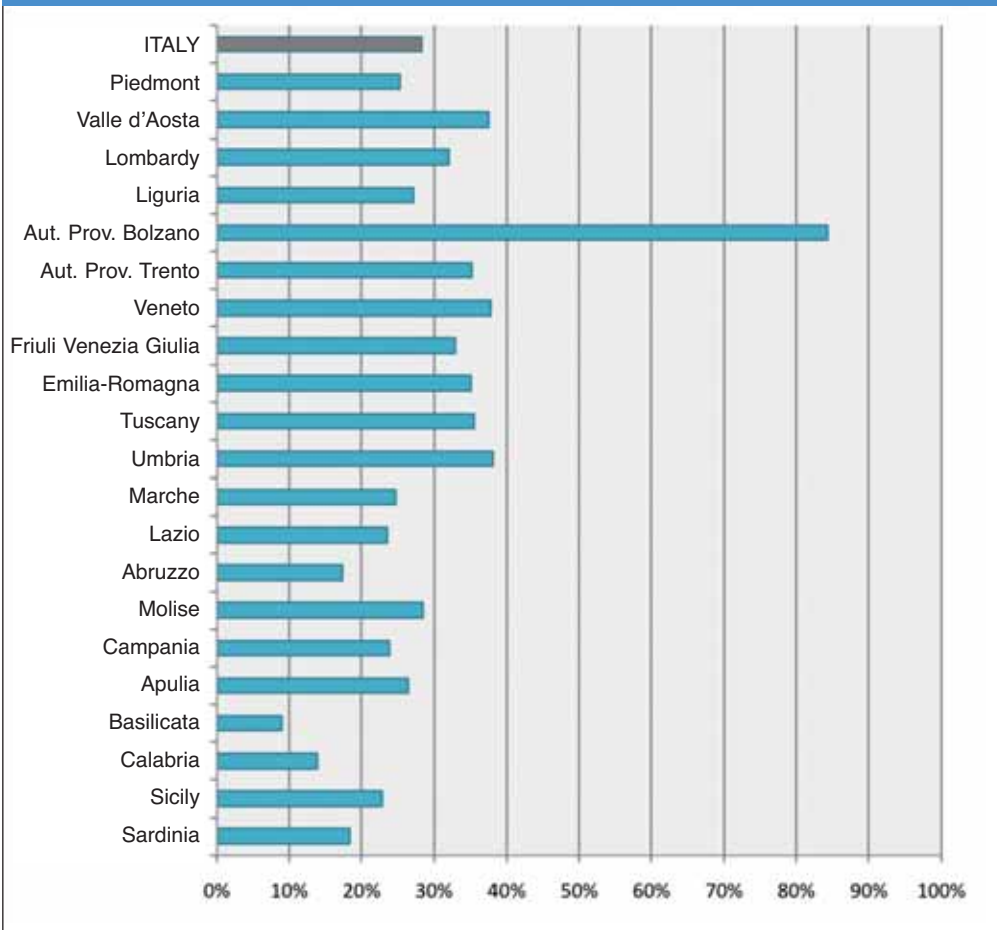
Fig. 1.9. Municipalities that offer online services under agreements with third parties (% Municipalities)

Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

The survey also shows that only 8.5% of the local administrations make use of the opportunity they have of offering online services under special agreements with third parties for which they use alternative networks other than the network of the Public Administration (e.g. banking network, Italian Post Office, Lottomatica, etc.). The share of Municipalities using this system is highest in Umbria, Valle d'Aosta, Tuscany and Friuli Venezia Giulia, while it is less frequent in Calabria and in the Autonomous Province of Bolzano (Fig. 1.9).

By knowing the actual take-up of online services, administrations are enabled to improve interaction and to meet the needs of the users. The analysis of the diffusion of instruments that check and measure the use made of services offered on the website by the local admi-

Fig. 1.10. Municipalities that monitor the web services (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

nistrations, highlights that only 29% of the Municipalities have implemented a monitoring system. The Autonomous Province of Bolzano is an administration that stands out with unquestionably high percentages (more than 80%). On the opposite side is Basilicata with the lowest percentage (9%) of Municipalities endowed with these instruments (Fig. 1.10).

| 1.3 | INTERACTION BETWEEN PA AND CITIZENS ON THE WEB

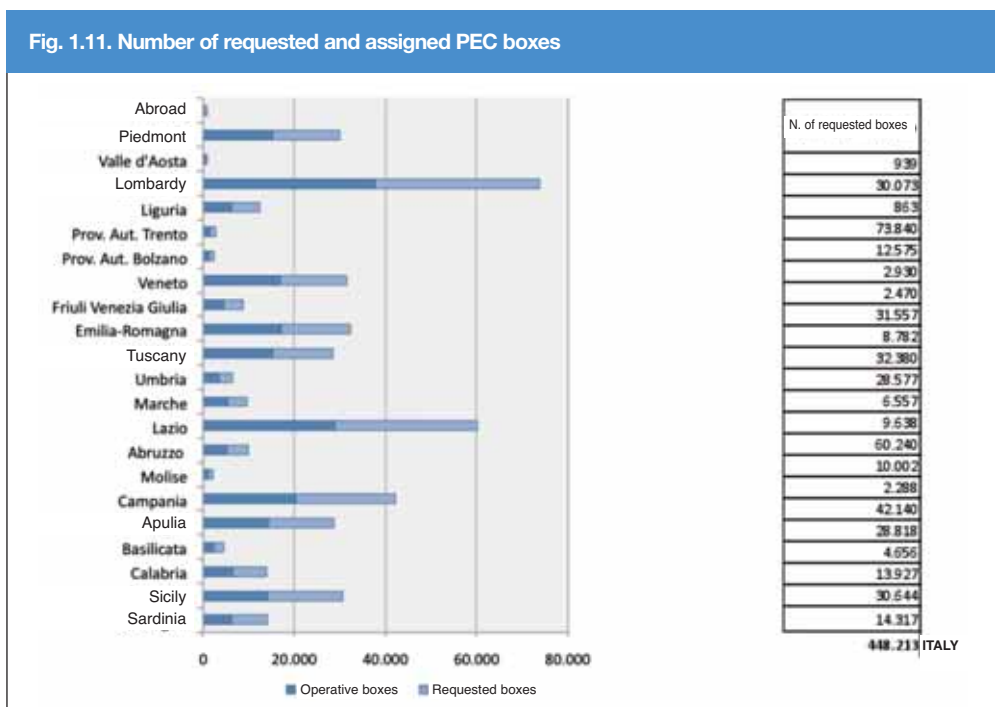
| 1.3.1 | PostaCertificat@ for citizens

PostaCertificat@, a service enabling citizens to communicate with the PA electronically, was started by the Minister for PA and Innovation in April 2010. The service is offered free of charge to all Italian adult citizens, even those who reside abroad, upon applying for the service⁴.

Thanks to this service citizens can send and receive certified communications from all PA that have a PEC address registered with the IPA.

The figure below shows the data on the PEC boxes requested by citizens with respect to their residence, through the portal www.postacertificata.gov.it.

In early December 2010, 448,213 applications for an e-mail box were received.



Source: Concessionnaire of the Postacertificat@ Service (1 December 2010)

By matching these requests with the number of adults⁵ the ten most active Provinces are Rome, Trieste, Cagliari, Bologna, Milan, Genoa, Pescara, Caserta, Florence and Pisa.

⁴ The provision extending the right to apply for a PostaCertificat@ address also to foreigners residing in Italy is in the process of being approved.

⁵ 25-59 years of age

| 1.3.2 | Linea Amica

The Linea Amica (Friendly line) is a service run by Formez PA that has been in operation since 29 January 2009. Its purpose is to provide information to citizens and facilitate bureaucratic procedures. Interaction with the PA is improved thanks to a network of contact structures that are available in the various administrations. By contacting an ad hoc call center via phone, web or short message service (SMS), the citizen can:

- be rapidly directed to a toll free number or to the competent administrative office;
- be guided through all the services offered by the central administrations;
- obtain information or be called back if the problem cannot be solved immediately;
- indicate inefficiencies and express opinions on each specific contact with the PA;
- receive assistance in the case of a disadvantage or disability (visual or auditory).

The Linea Amica operates thanks to a group of front office operators who immediately respond to requests⁶ that can be solved easily. In the case of more complex requests, a back-office group contacts the competent PA and then calls back the citizens with the information requested. The Linea Amica has also started specialized services like the ad hoc “Linea Amica Abruzzo” which was set up to provide information and assistance to citizens living in the areas hit by the earthquake in April 2009.

The network includes INPS, INAIL, INPDAP (Social Security Institutions), Inland Revenue, Municipality of Rome and Municipality of Milan, Medical reservation centres of Lazio and Emilia-Romagna, many Ministries, Regions and Local Bodies. At present 1,050 contact structures (PRO/contact centers) are part of the network belonging to 615 Administrations.

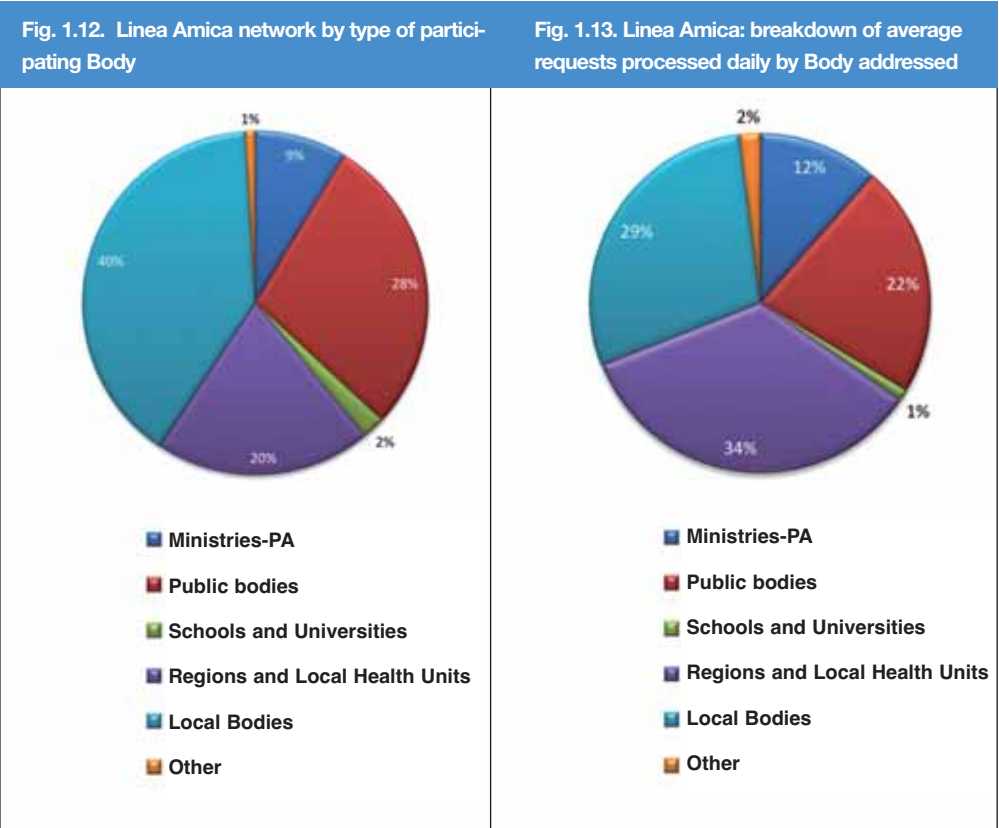
Tab. 1.5. Number & type of Bodies in the Linea Amica network

Body	Number of Bodies in the Network
Ministries-PA	18
Public Bodies	41
Schools and universities	18
Regions and Local Health Units	163
Local Authorities	374
Other	1
TOTAL	615

Source: Linea Amica Portal (December 2010)

| 1.3.2.1 | *The diffusion of the Linea Amica network*

At present (December 2010), the Linea Amica network consists of 1050 PA information services. Almost 40% are local authorities. There is also a significant presence of information services of public bodies, Regions, Local Health Units, while 9% of the services are provided by the Ministries.



Source: Formez PA (16 December 2010)

The breadth of the activity of the Linea Amica network can be appreciated by considering the average number of requests⁶ processed daily by the Administrations belonging to the network in the course of 2010.

Every day an average of 2,230,000 contacts are recorded, addressed mainly to Public Bodies, Regions, Local Health Units and Local Authorities (Fig. 1.13).

As regards the coordination structure alone, the overall requests processed since the service was started in January 2009 up to the end of 2010 amounted to 210,196.

⁶ Request means any specific query that a user puts to the service operator.

Breaking down the figures by type of contact, 71.1% are requests for information, while 20.5% are requests for the solution to some problem.

A significant proportion of the requests that were processed (29.4%, namely 61,783 contacts) were queries addressed to Linea Amica Abruzzo by the population hit by the earthquake.

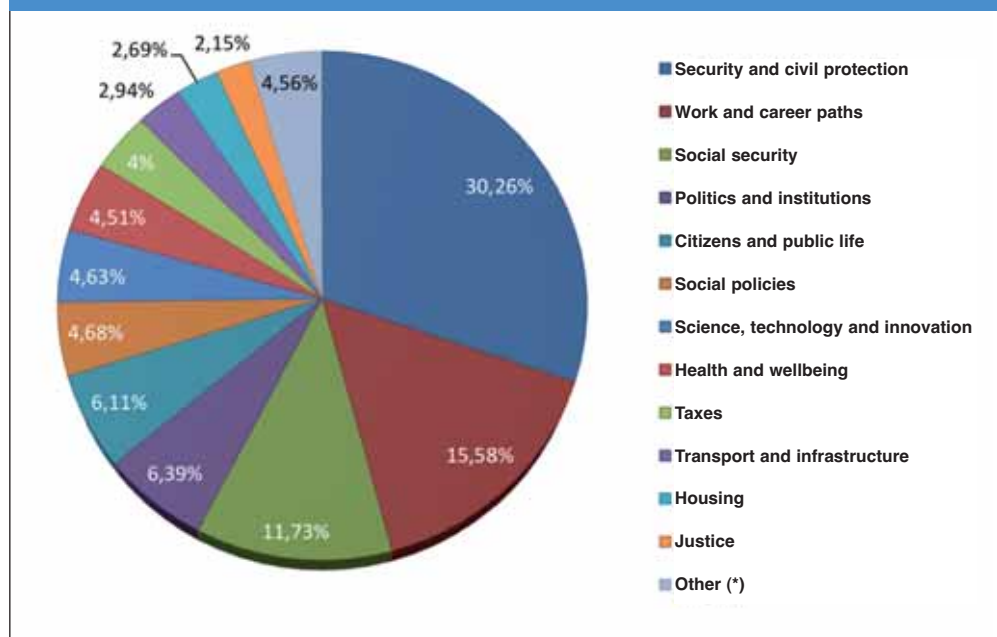
Other reasons have an unquestionably smaller incidence such as complaints about negative behaviour of Public Administrations (3.5%), expressions of appreciation (0.4%) and requests for help in relation to disability problems (0.9%).

Given the effort dedicated to the post-earthquake problems of L'Aquila, the analysis showed that the requests for assistance concentrated mainly on safety and civil protection issues (30.3%).

Apart from this area of concern, all other requests focused on the following issues (Fig. 1.14):

- Social security (11.7% of all requests);
- Work and career paths (15.6%);
- Politics and institutions (6.4%), Welfare policies (4.7%), Health and wellbeing (4.5%);
- Tax-related issues (3.8%)

Fig. 1.14. Linea Amica: breakdown of calls by request



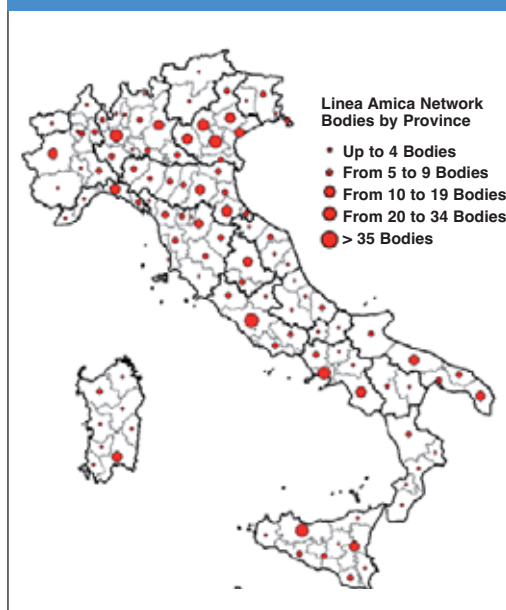
(*) 'Other' refers to: Food (0.06%), Environment (0.69%), Art and culture (0.07%), Economy and investments (0.34%), Media and information (0.51%), Sport and leisure activities (0.19%)

Source: Formez PA (16 December 2010)

1.3.2.2 Territorial Indicators

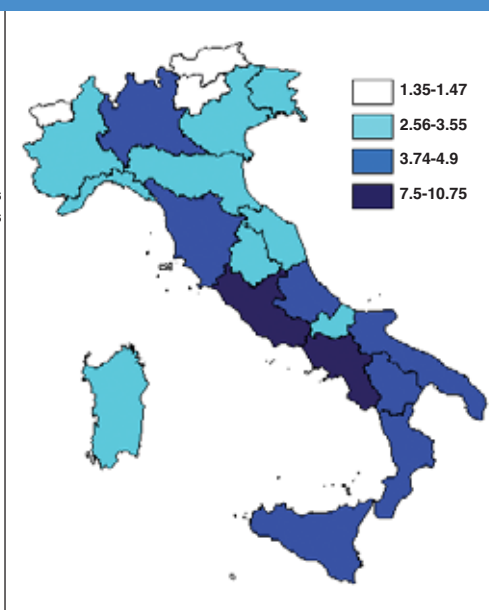
The Administrations in the Linea Amica are distributed across the whole National territory, with a greater concentration in the North and Centre of the Country and in particular in some provincial areas (Rome, Padua, Milan, Naples, Palermo, Vicenza) (Fig 1.15).

Fig. 1.15. Geographic distribution of the Bodies that have joined the Linea Amica network



Source: Formez PA (16 December 2010)

Fig. 1.16. Total requests by Region of the applicant (x 10,000 inhabitants)



Source: Formez PA (16 December 2010)

An indicator of the degree to which the service is used is the ratio between number of requests received by the network per region to which the applicant belongs and the number of inhabitants in that same region.

Lazio and Campania are areas with the highest degree of utilization of the service, with an average number of queries between 4 and 5 per 10000 inhabitants. On the contrary, Valle d'Aosta, Sardinia and the Autonomous Provinces of Trento and Bolzano are the regions where the number of requests is the lowest (Fig. 1.16).

1.3.3 Reti amiche

The “Reti Amiche” (User-friendly Networks) is an initiative adopted with the aim of bringing the PA closer to the citizen by offering as many channels as possible providing access to the various services of the PA and by adopting a user-friendly rationale in interacting with the citizens. Thanks to the signing of ad hoc Memorandums of Understanding, the Reti Amiche utilize the networks and channels existing in the private sector (Post Office, Tobacconists, large-scale retail trade outlets, ATMs, etc.) to provide information and deliver services through points of access that are easily found and closer to the citizens.

The services currently made available by the initiative concern (Tab. 1.6):

- The renewal or request for new passports;
- Payment for including university years in the calculation of retirement benefits (RAL);
- Paying social security dues for domestic help;
- Payment of INAIL (accident insurance) for housewives;
- INPS (social security) card services; • Residence permits;
- Birth, marriage, death certificates etc.; • Information on cultural heritage and events in general.

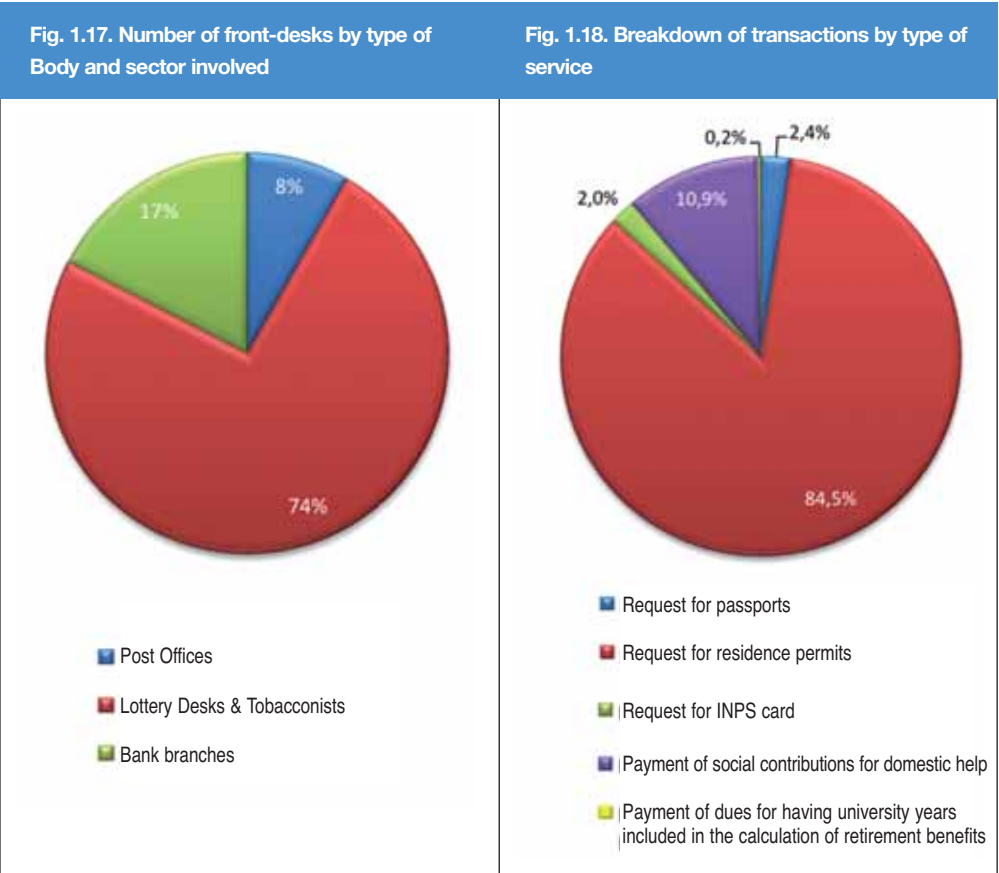
Tab. 1.6. Reti Amiche: Memorandums of understanding signed

Network	Date	N° Points of contact	Owners of the services
Poste Italiane	8 July 2008	5.740	INPS, Min. of the Interior, INAIL
Federazione Italiana Tabaccai	4 Nov 2008	22.191	INPS
Association of Notaries	22 Dec 2008	5.000	Municipalities
Unioncamere	16 March 2009	Chambers of Commerce	INPS, Traffic Control Authority, Inland Revenue, ASL
Confindustria	6 May 2009	n.a.	INPS, Traffic Control Authority, Inland Revenue, ASL
FederBIM	27 May 2009	53 consorzi BIM	Municipalities, Central PA
IBM	11 June 2009	n.a.	User-friendly networks on the job
Unicredit	16 July 2009	4.600	INPS
Confcommercio	27 July 2009	n.a.	INPS, Traffic Control Authority, Inland Revenue, ASL
Intesa-Sanpaolo	8 Oct 2009	6.463	INPS, tax payment, cultural heritage
Mediaset	3 Nov 2009	n.a.	User-friendly networks on the job
Finmeccanica	2 Dec 2009	n.a.	User-friendly networks on the job
ISED	21 Dec 2009	n.a.	User-friendly networks on the job
Vodafone	16 Feb 2010	n.a.	Information-promotional services
Ferrovie dello Stato	25 Feb 2010	n.a.	Cultural Heritage, User-friendly networks on the job
ENEL	20 Apr 2010	n.a.	User-friendly networks on the job
LegaCoop	28 Apr 2010	n.a.	ASL, Municipalities, INPS, User-friendly networks on the job
Coop	1 June 2010	n.a.	ASL, Municipalities, INPS, User-friendly networks on the job
Lottomatica	10 June 2010	30.000 p.v.	INPS, Municipalities, Information and promotion
Equitalia	20 July 2010	n.a.	Inland Revenue, INPS, Local Authorities
Sisal	22 Sept 2010	40.000	Equitalia services

Source: Presidency of the Council of Ministers, Civil Service Department (September 2010)

| 1.3.3.1 | *The diffusion of “Reti Amiche”*

The signed agreements now make available networks with 60,000 front-desks that come to add to the traditional points of access to the services of the PA (Fig. 1.17).



Source: Presidency of the Council of Ministers, Civil Service Department (April 2010)

More than 70% of the front-desks present on our territory are Lottery and Betting Offices and Tobacconists, activated by Reti Amiche on the basis of memorandums of understanding signed with the Italian Tobacconist Federation (FIT) and with Lottomatica.

With the expansion of the network to include the new transmission channels (phone, web, e-mail, large-scale retail trade) more than 34 million potential users will be reached.

Among the services delivered by the members of the Reti Amiche project, there are two types of transaction that are mostly used:

- proximity front-desks or generally requests for the issuing of documents (passports, birth, marriage, death certificates, residence permits, INPS card, etc.);
- payments (social contributions for domestic help, RAL, etc.).

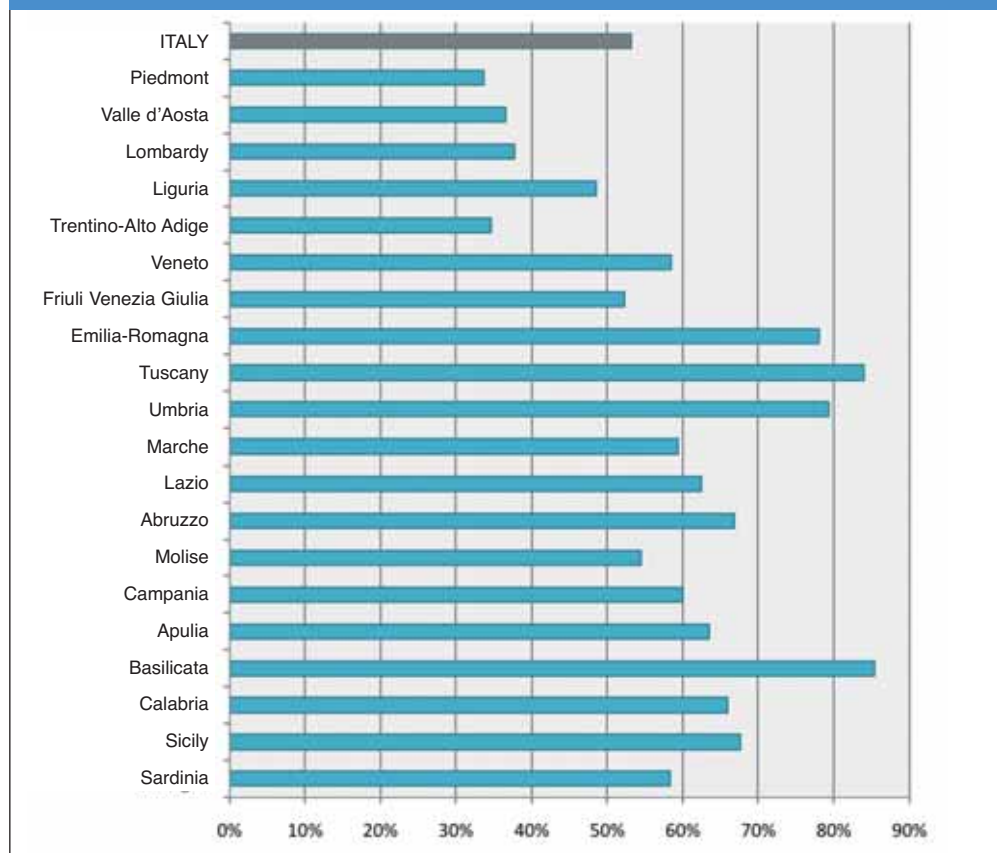
Out of the total number of transactions processed up to April 2010 - 390,000 - the largest proportion were requests for services (89%), while the percentage of payments was much smaller (about 11%).

More in detail, the type of service most widely used was the request for residence permits. Among the payments, the most frequent types of payments were the social contributions for domestic help (Fig. 1.18).

| 1.3.3.2 | Territorial Indicators

The diffusion of the User-friendly Networks is gradually growing throughout the Peninsula. An indicator of the coverage of the service can be obtained by considering the over 5000 post offices that have joined the "User-friendly" project. The largest number of Municipalities endowed with at least one user-friendly front-office are concentrated in Basilicata, followed by some Regions of the Centre (Tuscany, Umbria and Emilia-Romagna).

Fig. 1.19. Percentage of Municipalities endowed with one or more post offices that have joined the "Reti Amiche" project



Source: Poste Italiane (December 2010)

In order to obtain a representation of the degree to which the Reti Amiche network is used across the Country, the following diagrams show the number of requests made per inhabitant through the FIT channel during January-April 2010 which concern the payment of social contributions for domestic help and the payment of dues for including university years in the calculation of retirement benefits (RAL).

The requests for paying social contributions for domestic help are on average more numerous (35 every 100,000 inhabitants) than those for paying the dues for including university years in the calculation of retirement benefits, which are on average one request per 100,000 inhabitants.

Fig. 1.20. Requests for paying social contributions for domestic help (x 10,000 inhabitants)

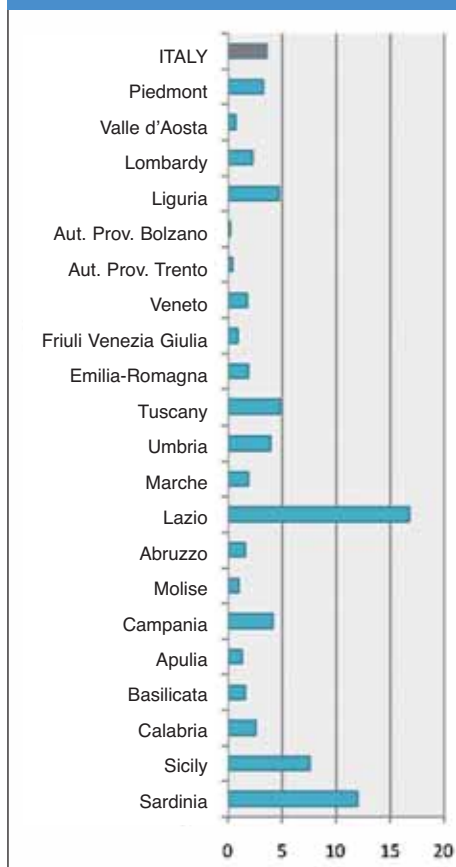
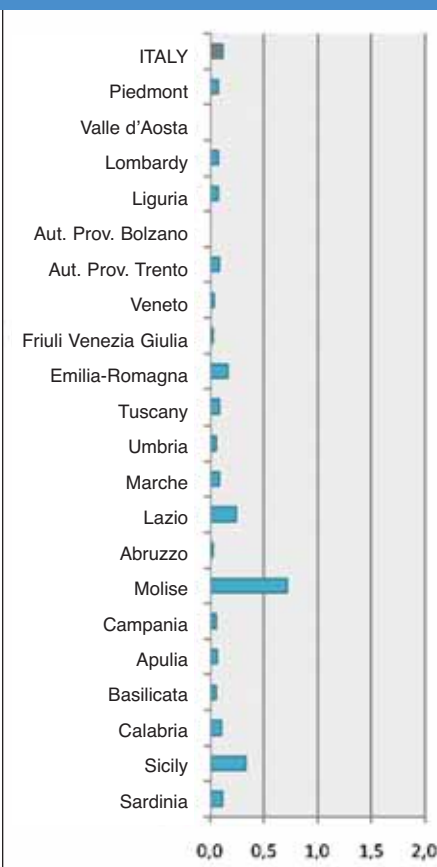


Fig. 1.21. Requests for paying dues to include university years in calculation of retirement benefits (x 10,000 inhabitants)



Source: Presidency of the Council of Ministers, Civil Service Department (April 2010)

As regards the payment of social contributions for domestic help, Lazio, Sardinia and Sicily show values well above the national average. As regards the payment of dues for including university years in the calculation of retirement benefits, Molise and Sicily are the Regions with the highest figures.

| 1.3.4 | Mettiamoci la Faccia (satisfaction)

"Mettiamoci la faccia" (Show your face) is the pilot initiative promoted by the Minister for Public Administration and Innovation in partnership with National bodies and local administrations for systematically surveying, by using emoticon, user satisfaction for public services delivered in traditional front-desks or via other channels (web and telephone).

The aims of the initiative are to:

- obtain a concise measurement of perceived quality;
- improve the quality of services with the contribution of the citizens by constantly tracking user satisfaction in real-time;

Surveying customer satisfaction through emoticon is possible through three different channels (front-desks, telephone or web): the evaluation concerns services delivered by a front desk employee (in which case the user expresses his/her evaluation through touch screen panels), via call centre (the user expresses his/her evaluation directly to the operator or by entering a number via phone) and online services (the user expresses his/her evaluation through an ad hoc window that opens up at the end of the service delivery process).

| 1.3.4.1 | The diffusion of Mettiamoci la faccia

The desks endowed with emoticon are 1569, and are located on almost 400 premises across the Country (Tab. 1.7 e Fig. 1.22).

Tab. 1.7. The numbers of Mettiamoci la Faccia	
Indicator	Number (*)
Number of Administrations that have joined the project	815
Number of active front-desks	1.569
Total number of evaluations	4.689.190

(*) Period of reference: March 2009 – October 2010

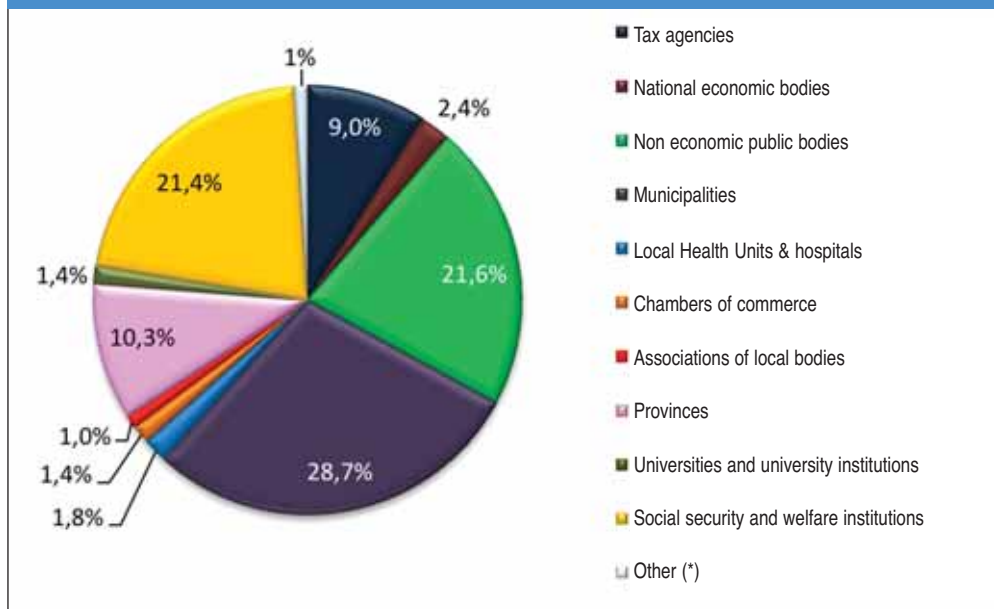
Source: Presidency of the Council of Ministers, Civil Service Department(October 2010)

Of the 13 services being evaluated, the ones that people focused on most in their assessments were the procedures for issuing certificates and documents (21%) and the labour and social security area (20%) (Fig. 1.23).

Out of a total of around 4.7 million votes expressed from the beginning of the pilot project, most opinions concentrated on health services whereas one individual out of four expressed an evaluation on mobility and transport services (Tab. 1.8).

In terms of appreciation, the results are overwhelmingly positive. The "smile" icon prevailed for all channels: 91% via touch screens at the desks, 79% via telephone and 78% via web.

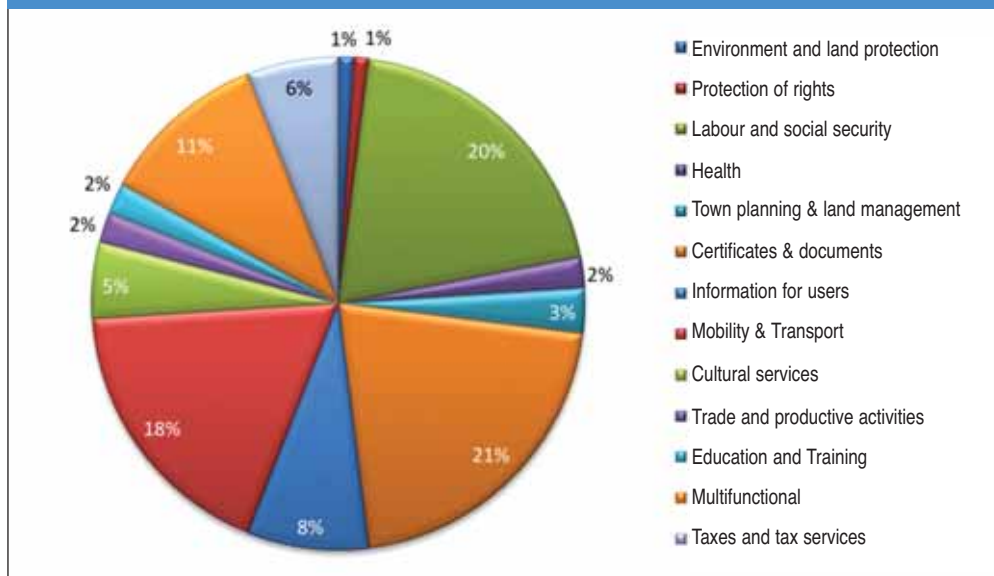
Fig. 1.22. Mettiamoci la faccia: distribution of front-desks by type of Administration involved - detail



(*) "Other" includes: Presidency of the Council of Ministers and Ministries (0,3%) and Local economic bodies (0,7%)

Source: Presidency of the Council of Ministers, Civil Service Department (March 2009 – October 2010)

Fig. 1.23. Mettiamoci la faccia: services evaluated by users by type of service



Source: Presidency of the Council of Ministers, Civil Service Department (March 2009 – October 2010)

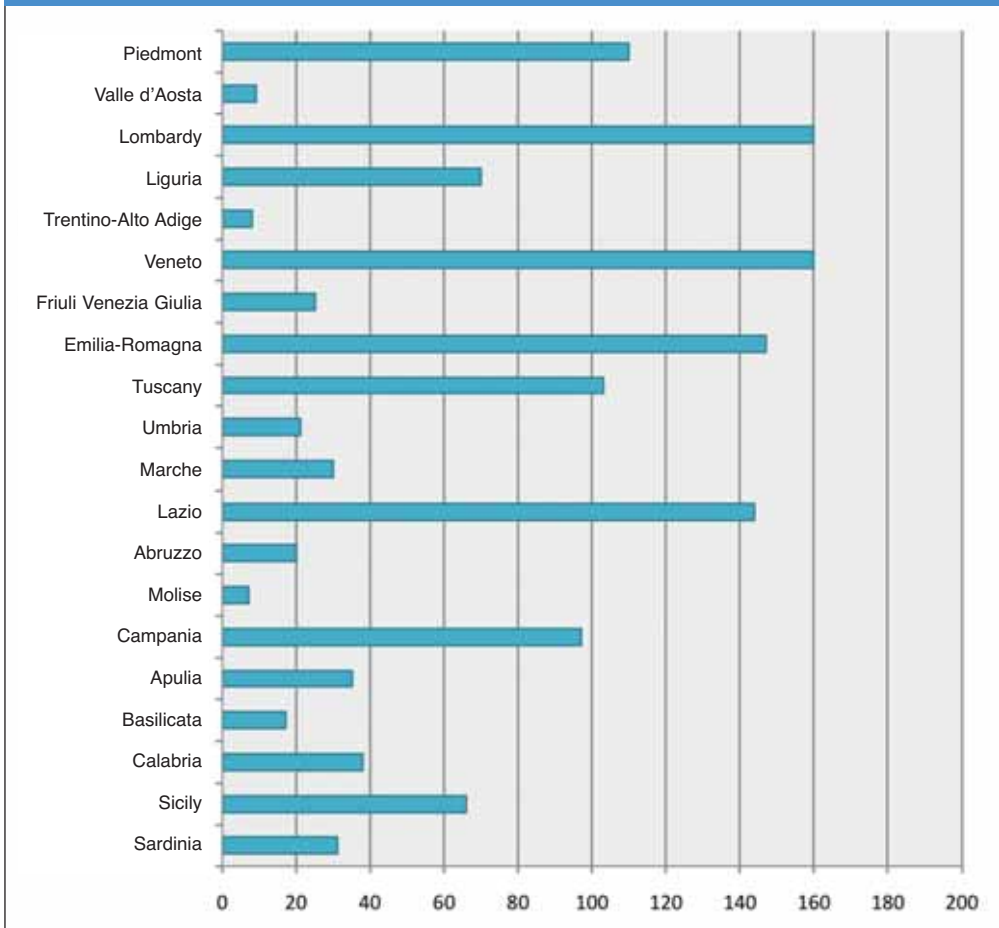
Tab. 1.8. Mettiamoci la faccia: number of voters by type of service

Class	Number	Percentage
Health	1.941.154	41,4%
Mobility and Transport	1.192.351	25,4%
Taxes	568.307	12,1%
Information to users	439.037	9,4%
Multifunctional	230.218	4,9%
Certificates and documents	228.689	4,9%
Cultural services	22.599	0,5%
Town planning and land management	15.106	0,3%
Trade & productive activities	8.101	0,2%
Labour and Social security	4.541	0,1%
Education and Training	3.389	0,1%
Environment and land protection	2.433	0,1%
Other *	33.265	0,7%
TOTAL	4.689.190	100%

(*) "Other" includes: Presidency of the Council of Ministers and Ministries (0,3%) and Local economic bodies (0,7%)

Source: Presidency of the Council of Ministers, Civil Service Department (March 2009 – October 2010)

Fig. 1.24. Mettiamoci la faccia: active front-desks – Regional details

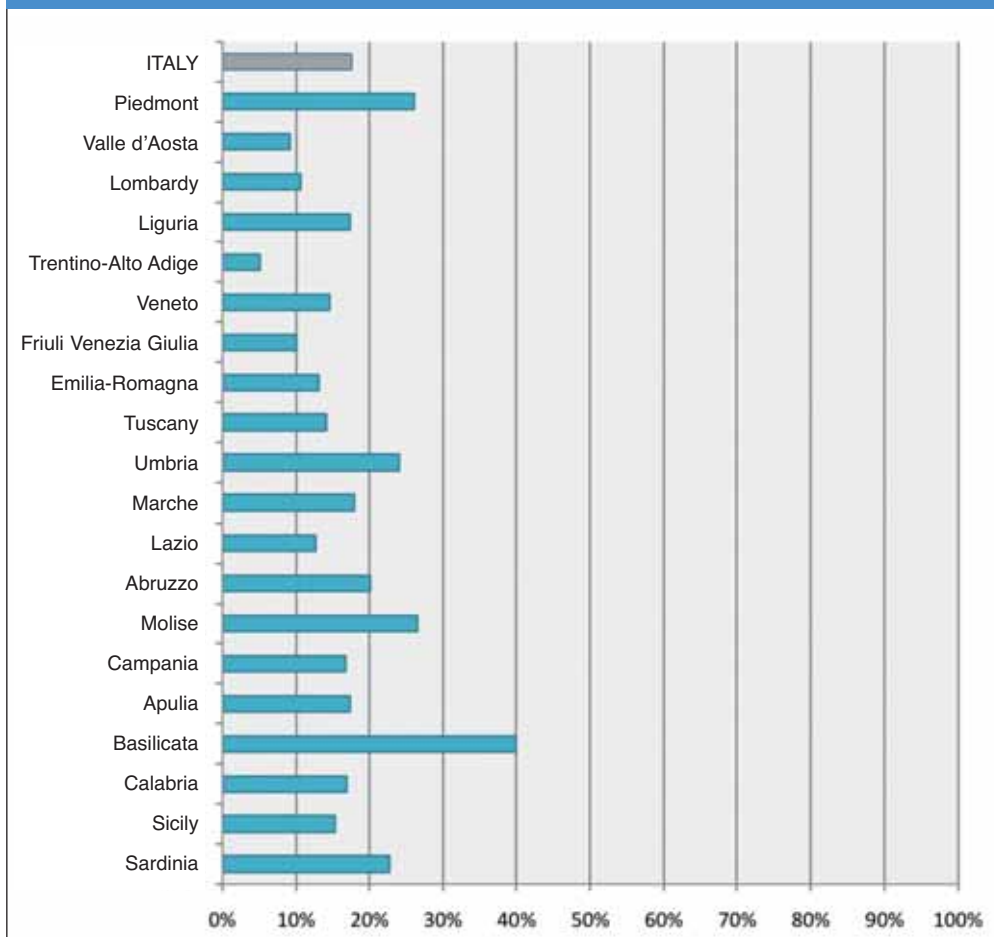


Source: Presidency of the Council of Ministers, Civil Service Department (May 2010)

| 1.3.4.2 | Territorial Indicators

At the local level the largest number of desks are present in the regions of the North with Veneto and Lombardy taking the lead. The number of active desks in these two Regions are equivalent to those present in all the Regions of the South.

Fig. 1.25. Mettiamoci la faccia: rate of participation in services (percentage of voters out of total number of front-desk users)



Source: Presidency of the Council of Ministers, Civil Service Department(March 2009 – October 2010)

In spite of the differences in terms of diffusion of desks across macro areas of the Country, the rate of participation in services delivered at the desk – even though significant in all regions – was highest in the South with a peak in Basilicata where an opinion was given by one user out of ten (Fig. 1.25).

Chapter 2

Health



| 2. | HEALTH

ONE OF THE MOST DEMANDING CHALLENGES that Europe will be called upon to face in forthcoming years is health: it is more than ten years that the European Commission has put the emphasis on e-Health, at first with the e-Europe programme and then with the “i2010 initiative – a European information society for growth and employment”, and more recently with the new strategy launched by the Digital Agenda. A key role is attributed to the new technologies in upgrading the quality and access to healthcare.

Consistently with these goals, Italy has been actively committed to creating infrastructure using ICT to improve healthcare delivery procedures, simplify processes, digitize simple health services, so as to meet the needs of the citizens, enhance the quality of the services, cut costs and limit waste and inefficiencies.

Within this strategic plan, the 2012 e-Gov Plan has recognized e-Health as one of its priority areas for action.

The goal is to ensure a uniform development of primary services throughout the Country thanks to the creation of preconditions conducive to the supply of high added value services. Parallel to this, importance has been attached to reducing the fragmentation of the ICT market and to improving the quality of demand. These are objectives that are shared by all administrations that operate at the central, regional and local levels and by the “Extraordinary State-Regions-Local Authority Plan for the implementation of e-Government” developed by the Italian Conference of Regions and Autonomous Provinces.

| 2.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter describes, at local level, the digitization process under way in the Health sector in Italy. In the first part attention is attached to the analysis of some of the most important components of the platforms of electronic healthcare that qualify the services offered. Then an overview is presented of the structures and of the range of innovative services that the Government and the Regions have identified as being instrumental. For this purpose the scope of the analysis includes:

- The digitization of local health units and hospitals with special reference to clinical processes;
- The main information gathering instruments notably the Single Reservation Desk (Italian acronym CUP) at regional level and the Regional health register matched with the registers of the local health units and with the Municipal Registry Offices which are instrumental in controlling health spending and in efficiently delivering highly advanced services;
- The networks of operators that citizens relate to at the local level like the networks of General Practitioners (GP), Paediatricians of Choice (PLS) and Pharmacies, to

enable access to the booking of medical examinations, reading the medical reports, drawing up and updating the patients' Electronic Health Records, transmitting medical reports and prescriptions;

- Sound authentication systems for citizens and doctors: in particular cards that comply with "National Services Cards-NSC standards" for on line recognition, with additional functions for operators like digital signature;
- The Electronic Health Record (EHR), which gathers systematically and comprehensively all major clinical information about an individual, made available on-line to authorized operators and to the individual⁷;
- Platforms for prescriptions and certificates, i.e. systems for electronic prescriptions and digital transmission of medical prescriptions and sickness certificates;
- Online services devoted to citizens with special reference to the possibility of booking medical examinations via web, of receiving medical reports in digital forms and payment of contributions for healthcare services via web.

| 2.2 | DIFFUSION AT LOCAL LEVEL

| 2.2.1 | Digitization of clinical processes in Local Health Units

The indicators that describe the technological equipment of the local health units (Italian acronym ASL and Aziende Sanitarie Ospedaliere/Hospitals - AO) of the Italian Regions are provided here. The data are the outcome of an ad hoc analysis carried out by Federsanità, ANCI and DDI, thanks to the contribution provided by FORUM PA and by the National Research Council (CNR). The survey reported the IT instruments used in the various local health units such as those that support cooperation among operators for the sharing of clinical data via web, those for the drafting, management and access to clinical documentation on prescriptions, those for the digital signature of electronic documents.

The survey involved a sample of 146 local health units out of a total of 242. Owing to a sampling problem the regional indicators for the Regions of Valle d'Aosta, Marche, Molise, Apulia and Basilicata are not provided.

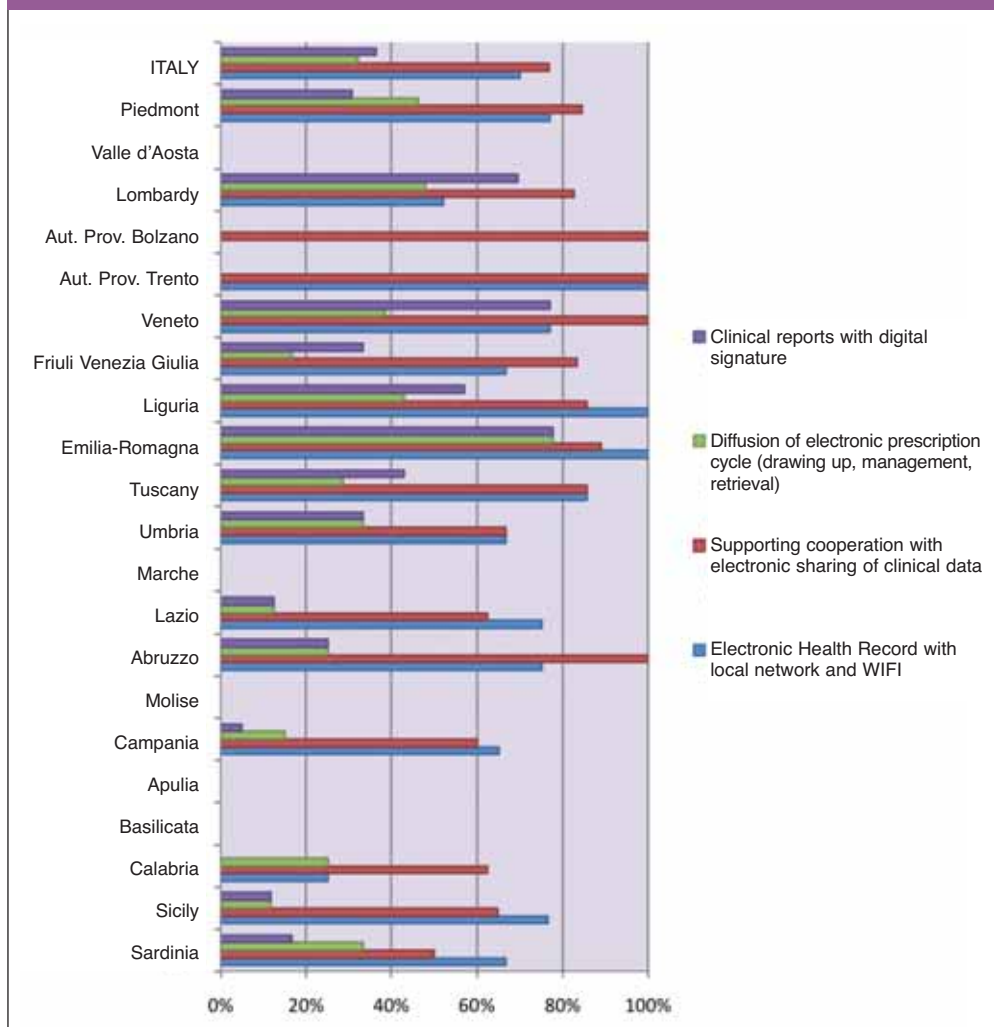
A major gap characterizes the digitization levels of individual units in particular with regard to clinical information. Even where the levels of deployment of the new technologies are high, the digitization is generally local (individual hospital or even only some wards), without shared standards and without interoperability between the various applications.

The indicators illustrated in the following figure show the level of digitization of the cli-

⁷ The record is different from the systems that each Local Health Unit has adopted to manage its electronic patient reports: it does not replace them but draws information from them.

nical processes and of documentation of local health units. There is a sharp prevalence of technologies dedicated to cooperation among employees and internal administrative management as against technologies used for digitizing clinical documentation. Only in three Regions (Emilia-Romagna, Lombardy and Veneto) more than 60% of the bodies manages the documentation by using digital signature (Fig. 2.1).

Fig. 2.1. Digitization of processes in Local Health Units (% Health Units out of total)

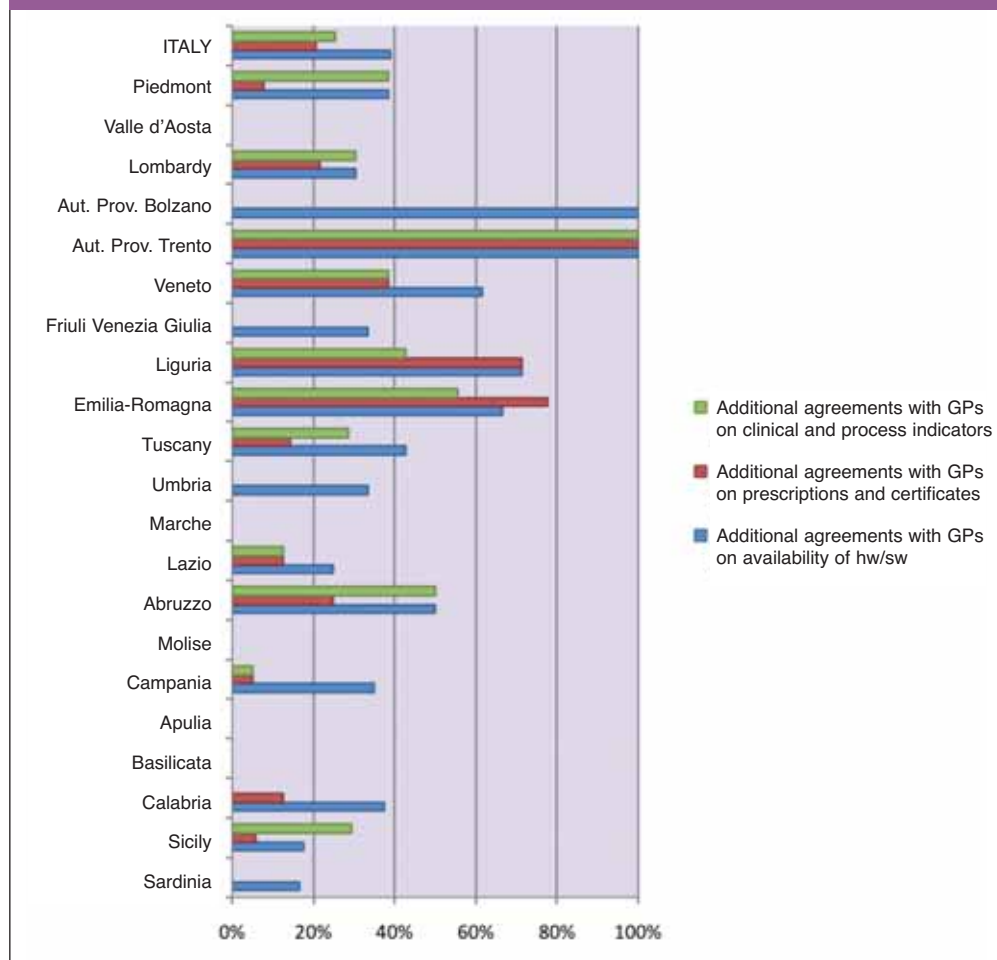


Source: LITIS data processed by Between (March 2010)

An indicator of the degree of involvement of doctors in the digitization process of health is the presence at the local level of additional agreements made by the Health bodies with the Doctors of General Medicine and Paediatricians of choice.

39% of the local health units in Italy have made agreements with doctors on basic technological endowments (ownership of hardware or software), while incentives and specific agreements on the digital management of clinical documentation (drawing up and sharing, through digital means, of prescriptions, certificates, clinical records, etc.) are not so widespread, and are reported for only 22% of the local health units in the Country (Fig. 2.2).

Fig. 2.2. Agreements made with general practitioners (% establishments)

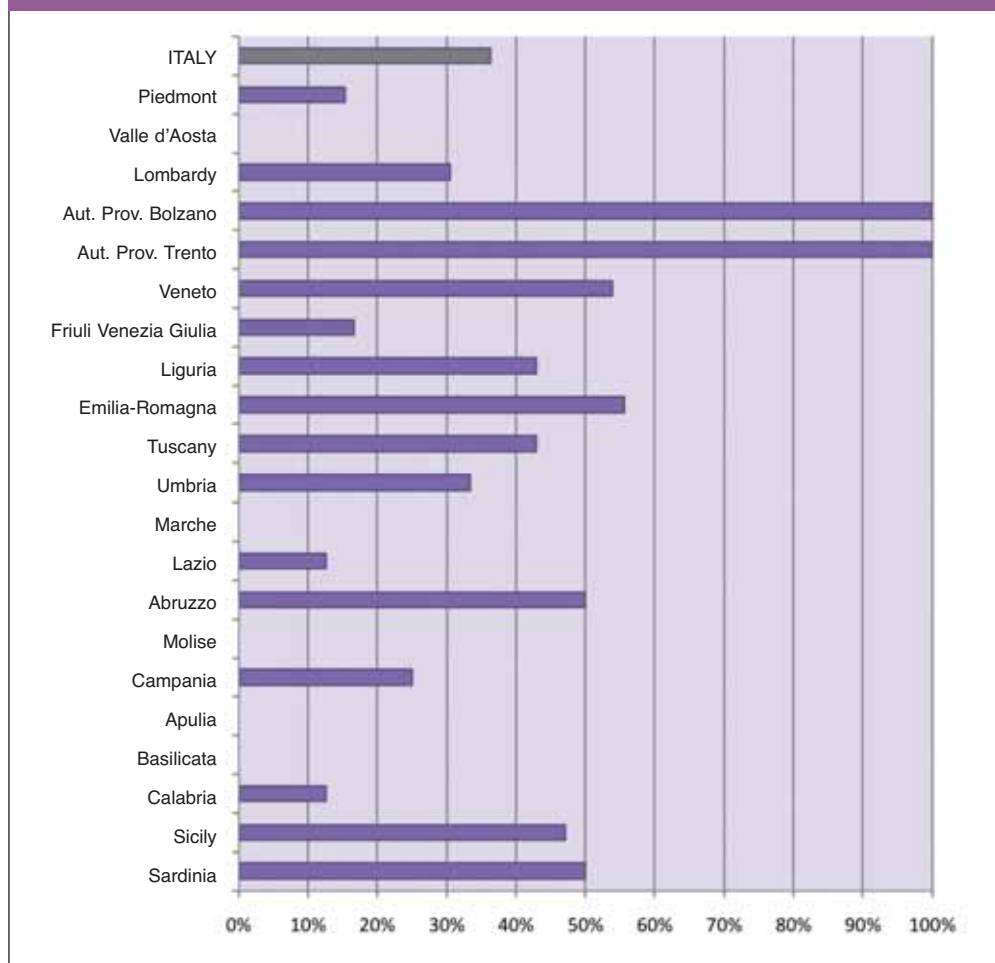


Source: LITIS data processed by Between (March 2010)

In order to assess the status of digitization of clinical processes an interesting indicator is the degree of activation of telemedicine services used by health workers to cooperate in healthcare delivery processes. The diffusion of these services is not uniform across the Country. Except for the two Autonomous Provinces, in all Regions these services are available in less than 60% of the health units. The Regions where telemedi-

cine services are reasonably available are Veneto, Emilia-Romagna, Abruzzo and Sardinia (Fig. 2.3).

Fig. 2.3. Support to cooperation in care delivery processes Telemedicine services for health workers (% health units)



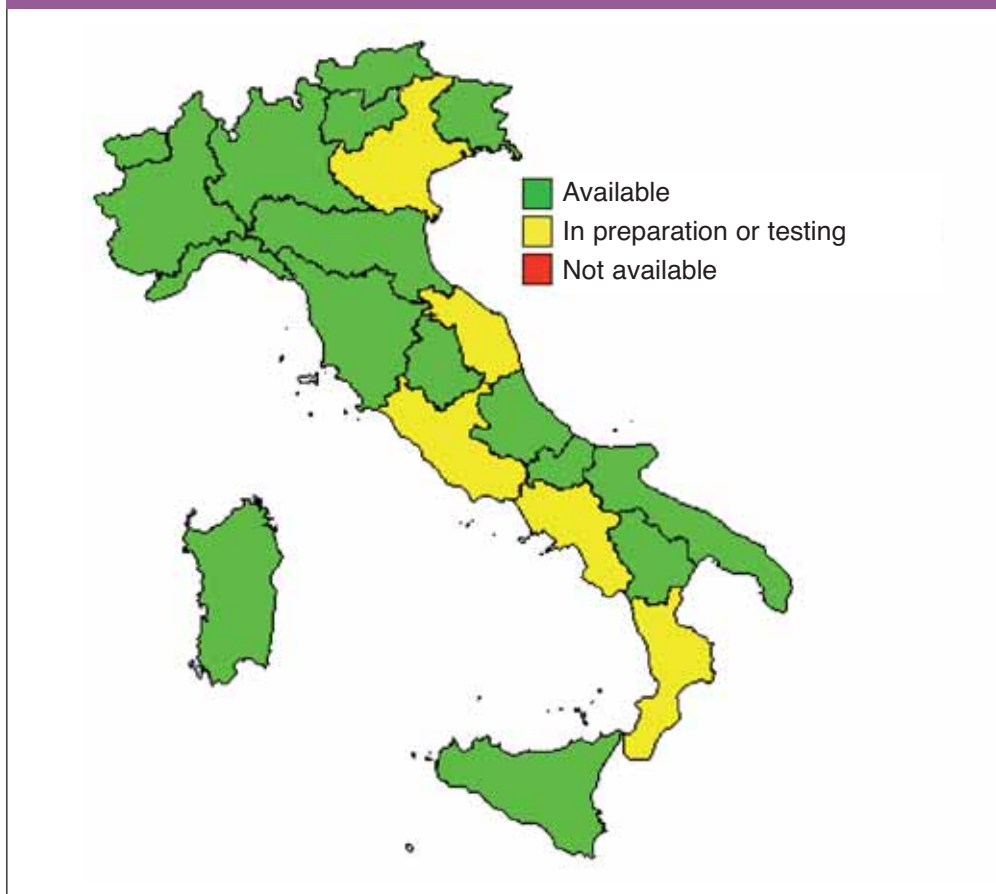
Source: LITIS data processed by Between (March 2010)

|2.2.2| Regional health register

The Regional Health Register is one of the basic components of the Electronic Health Platform: centralized management of registers is indeed necessary not only for an appropriate management of the delivery of healthcare services to citizens, but also for an effective control of spending and, notably, to be able to manage the Electronic Health Record.

The survey, consisting in interviews with the Regional Directors of electronic Health made it possible to measure progress in the creation of the Regional Health Registers, generally achieved by merging and matching the registers of the various local health units in the Region ⁸.

Fig. 2.4. Regional health register



Source: Between, Interview with the Regional Directors of e-Health (October 2010) Interview with the Regional Directors of e-Health

So far, three Regions out of four have completed their Regional Registry while in the Marche, Lazio, Calabria and Campania Regions it is in an advanced stage of progress. Finally, in Veneto a pilot project is now being rolled out to the whole Region (Fig. 2.4).

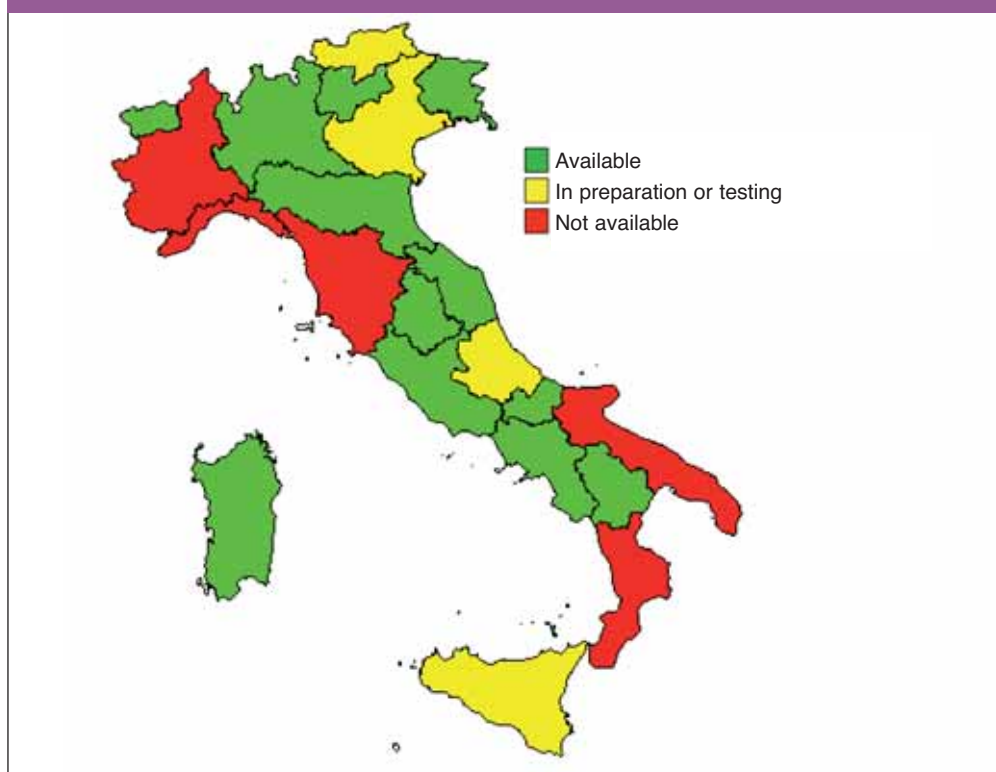
⁸ The figures obtained do not include the updates from the Municipal Registry Office that may be more or less advanced depending on individual cases. To date many Regions envisage that the data of the Health Register will be matched with the INSAIA data systematically, even though none of them has yet developed this project.

| 2.2.3 | The regional CUP

The setting up of Single Booking Centres for health services (Italian: “Centro Unico di Prenotazione” - CUP) at Regional level for processing the requests for health services – one of the most widespread service in the territory – is an essential step for the construction of a National CUP.

At local level the availability of CUPs is not uniform: to date the regional service is active in 12 regions while it is being set up in the Autonomous Province of Bolzano, in Abruzzo and in Sicily. In Tuscany the CUPs that are in operation cover vast areas but not the whole Region (Fig. 2.5).

Fig. 2.5. Regional CUP



Source: Between, Interview with the Regional Directors of e-Health (October 2010)

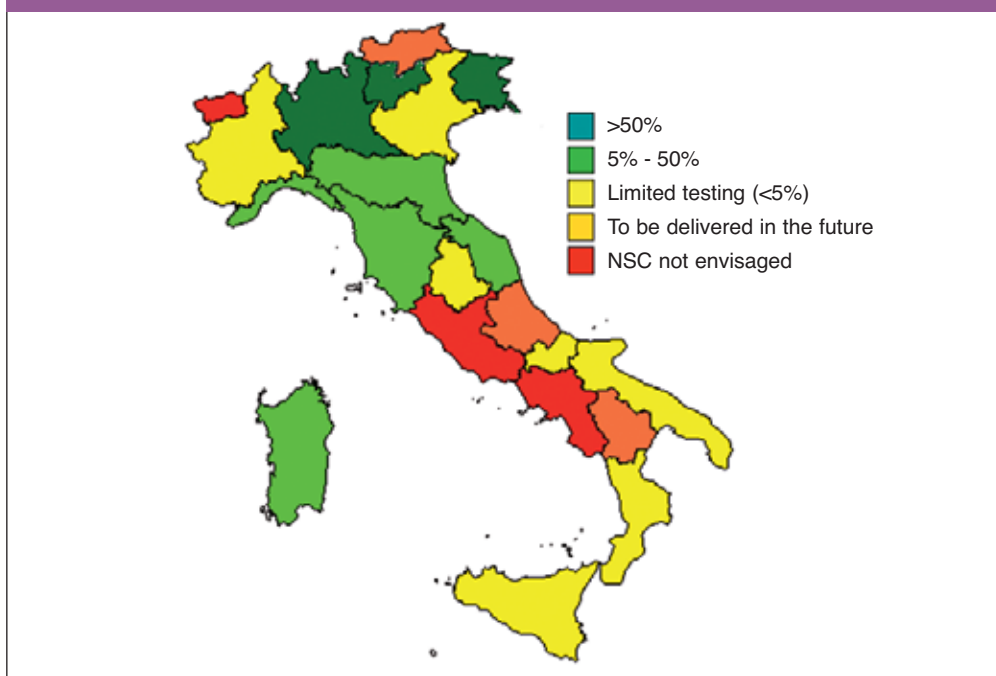
The CUPs have different degrees of completeness depending on their integration with public and private facilities that are present in the territory and on the availability of individual facilities that may be integrated only partially. The solutions adopted for setting up the Regional CUP differ from Region to Region. Three modes have emerged: a single Regional CUP (in operation or planned for 10 Regions), a across regions CUP (in operation or planned for 4 Regions), an integrated CUP (in operation or planned for 4 Regions).

| 2.2.4 | Cards for health workers (National Services Card - NSC)

Individual NSC electronic cards for health workers (or worker cards) are an advanced instrument not only for regulating and managing access to services available for workers, but also for the digital signing of clinical reports and clinical documents.

The diffusion of cards at the regional level is one of the parameters used to evaluate the degree of digitization of Public Health. The indicator presented in the figure below includes cards delivered by the Regions and does not take into account those distributed autonomously by individual Local Health Units and Hospitals (ASL/AO)⁹.

Fig. 2.6. Percentage of workers having National Services Cards with digital signature (delivered by the Region)



Source: Between, Interview with the Regional Directors of e-Health (October 2010)

The availability of operator cards is not uniform across the Country: in Lombardy, in Friuli Venezia Giulia and in the Autonomous Province of Trento more than one worker out of two have an NSC card, while less than 50% of the workers do in five Regions where the distribution is currently under way (Fig. 2.6).

In the other cases the degree of diffusion is still rather limited even though the testing cur-

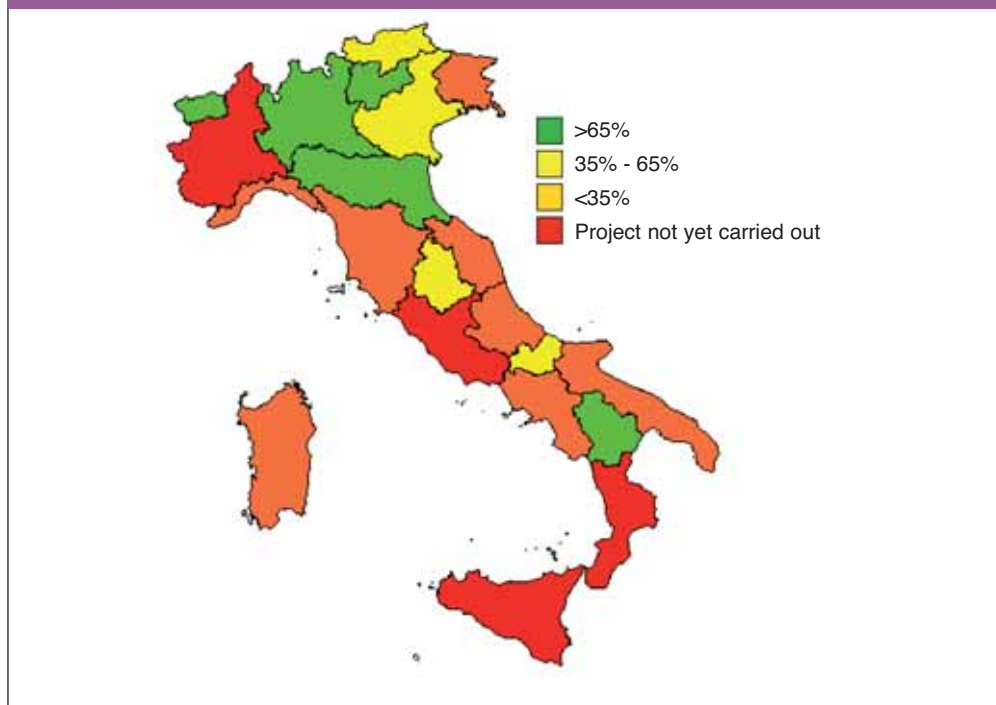
⁹ In particular, the analysis does not include the NSC cards distributed without any regional coordination as is the case with Emilia-Romagna and Veneto where presumably the total number of cards is actually higher.

rently under way will soon increase the dissemination of NSC cards. The Regions where health workers do not have an NSC card (except for Valle d'Aosta, Campania and Lazio) envisage the development of ad hoc projects for the adoption of the card in the future.

| 2.2.5 | Regional Health Networks

The operation of a regional information system ensures access to important services such as the matching of registers, connection with the CUP, electronic prescriptions, delivery of medical records, access to the Electronic Health Record, etc.

Fig. 2.7. Percentage of General Practitioners/Freely chosen Paediatricians in Regional networks



Source: Between, Interview with the Regional Directors of e-Health (October 2010)

Except for Piedmont, all Regions are setting up networks of doctors connected with the regional information system even though the implementation of the project is not uniform across the territory. While on the one hand there are Regions where the doctors connected to the services of the regional network are above 90% (Valle d'Aosta, Lombardy, Emilia-Romagna and Basilicata - in this latter Region only two functions are available to doctors: matching of the data with the Registry Office database and CUP reservations), a doctors' network has not yet been set up in Lazio, Calabria, Sicily and Piedmont (Fig. 2.7).

|2.2.6| Networks of pharmacies

In almost all Regions networks are planned to connect the pharmacies to the Regional health information system. The main service offered by the pharmacies, which was started several years ago through direct connection with the regional network or through reserved access to regional portals, is the reservation of health services.

Fig. 2.8. Percentage of Pharmacies that have joined networks for making reservations



Source: Between, Interview with the Regional Directors of e-Health (October 2010)

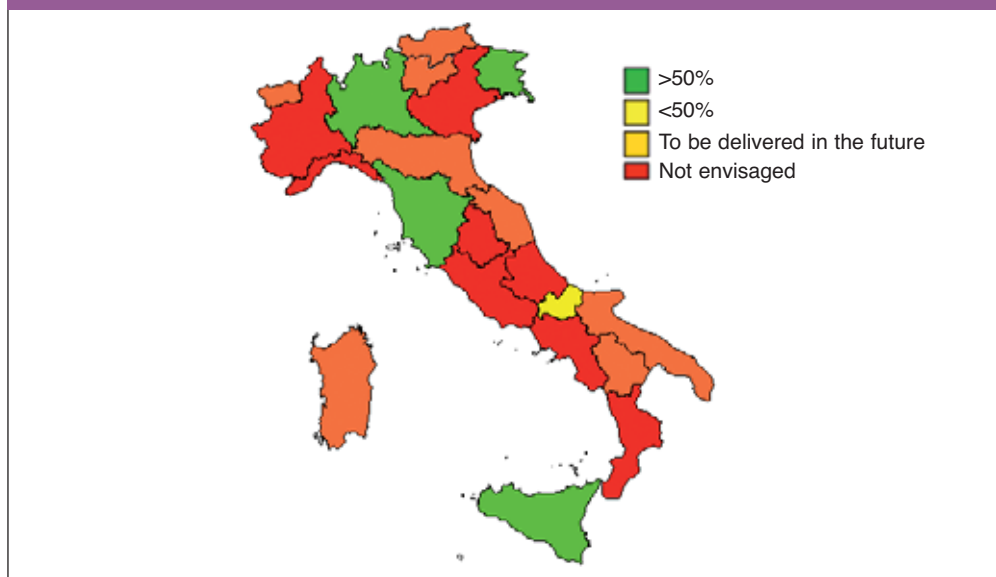
The connection of pharmacies with the Regional networks to provide reservation services is available in 15 Regions¹⁰: in 7 cases the diffusion of the service across the region exceeds 65% of pharmacies; cases of excellence are Lombardy, that has connected 100% of its pharmacies, Umbria (99%), Molise (95%), Emilia-Romagna (85%), and Abruzzo (80%). On the other hand this service is not available in Valle d'Aosta, in Piedmont, in the Autonomous Province of Bolzano, Basilicata, Sicily and Sardinia.

¹⁰ The initiatives of individual ASLs have not been considered

|2.2.7| Electronic Health Cards for citizens

The availability of an electronic health card of the NSC type enables the citizen to safely manage not only the procedures providing access to health services but also, where available, to their own clinical data via web. An alternative instrument that is present in some Regions is the distribution to citizens of ID access of the traditional type (Username and Password).

Fig. 2.9. Percentage of citizens with NSC



Source: Between, Interview with the Regional Directors of e-Health (October 2010) To be delivered in the future

So far only Lombardy, Tuscany, Friuli Venezia Giulia and Sicily have distributed cards with microchips to their citizens. In Molise, thanks to an experimental project, 34% of residents is endowed with an NSC card, whereas in Valle d'Aosta and in the Autonomous Provinces of Trento and Bolzano they are planned to be distributed in 2011.

Other Regions have not yet planned the distribution of NSC cards even though they have adopted solutions based on access credentials of the traditional type.

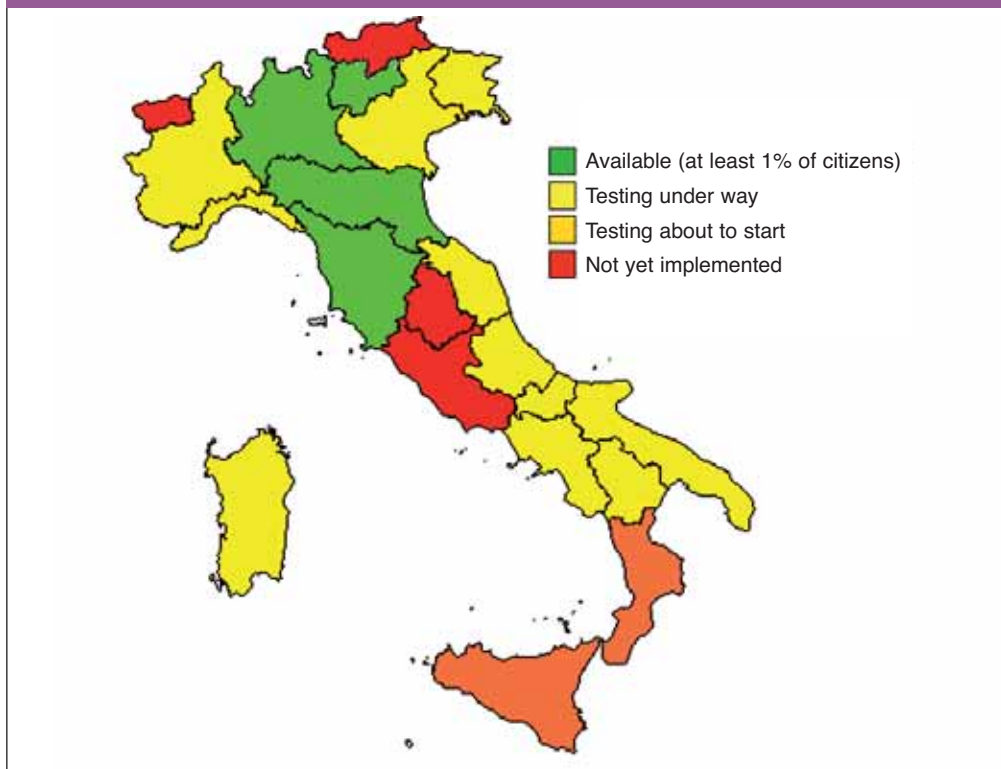
The cards that are really active – i.e. that provide access to the services by the citizens – are just over half of those distributed in Lombardy and Friuli Venezia Giulia, whereas in Tuscany – where the delivery has just been completed – only 10% provides access to the services.

| 2.2.8 | Electronic Health Record (EHR)

Under the New Health Information System, the Health Data Integration System envisages the creation of a new national model of reference for the Electronic Health Record (EHR). All Regions are actively working on the creation of an EHR but to date there are still differences in the implementation of the individual components and in their integration.

Lombardy, Emilia-Romagna, Tuscany and the Autonomous Province of Trento have set up an initial operational EHR structure even though in some cases not all components have been completed.

Fig. 2.10. Diffusion of Electronic Health Records



Source: Between, Interview with the Regional Directors of e-Health (October 2010)

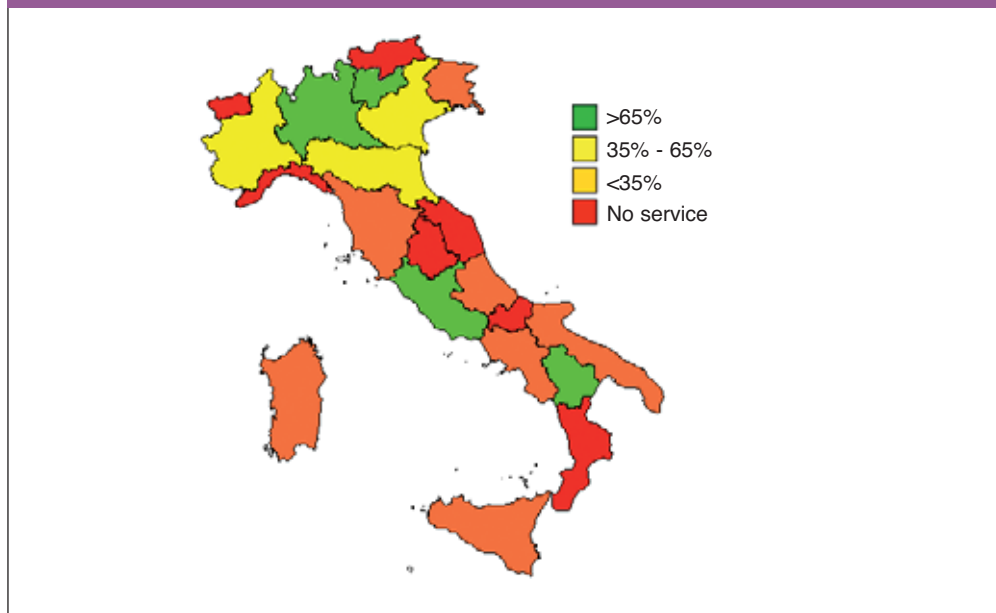
At present the file is being tested in eleven Regions albeit with different modalities and with a degree of diffusion that is not uniform across the regional territory.

In Calabria and in Sicily a test is in underway. The EHR has not been implemented yet, not even as a prototype, in Valle d'Aosta, in the Autonomous Province of Bolzano, in Umbria and in Lazio.

| 2.2.9 | Online reservations

At local level online reservation for diagnostic services and outpatient treatment (excluding hospital admissions) is offered mainly on the initiative of individual local health units, even though important regional projects are being prepared.

Fig. 2.11. Percentage of Local health units that have an online reservation service (*)



(*) Requests made online with call back via phone or mail, request for reservations via mail with confirmation of appointment via mail, full procedure via web.

Source: Between Platform Observatory (October 2010)

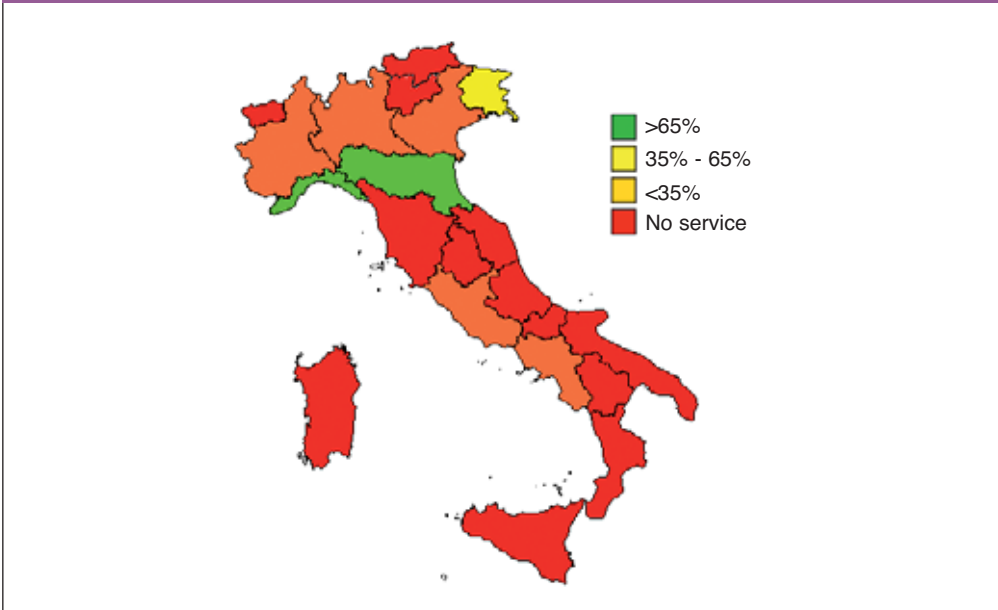
Diagnostic and outpatient services can be booked online in Basilicata, Lazio and in the Autonomous Province of Trento. In Lombardy and in Emilia-Romagna a Regional service is available even though at this point in time it has not yet been extended to all local health units (Fig. 2.11).

| 2.2.10 | Online Payments

At present online payment services are available in eight Regions. In Liguria, Friuli Venezia Giulia and Emilia-Romagna an ad hoc portal has been set up for payments, but only in Liguria is the site accessible to the users of all local health units.

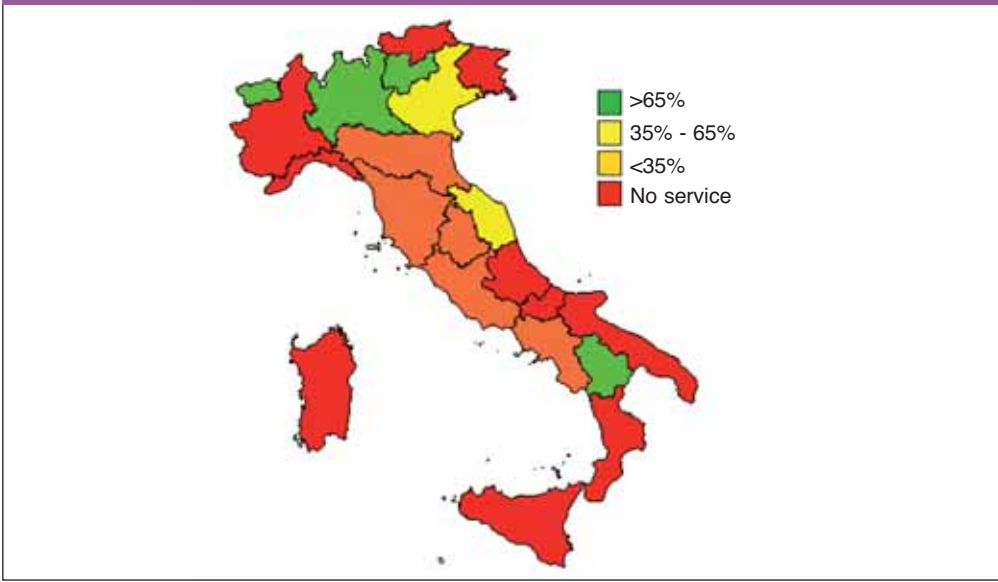
In the other five Regions where payments can be made online, the service has been set up on the initiative of individual local health units without any coordination at the regional level (Fig. 2.12).

Fig. 2.12. Percentage of Local health units with an online payment service (*)



(*) The service was considered as being available only in the cases in which transactions could be completed via web.
Source: Between Platform Observatory(October 2010)

Fig. 2.13. Percentage of Local health services that provide medical reports online (*)



(*) The delivery of medical reports is a service that was considered as being available only in the cases in which the reports could be viewed via web, downloaded, and when delivered via portal or e-mail as an attachment.
Source: Between Platform Observatory(October 2010)

|2.2.11| Online medical reports

In most Regions citizens can obtain their medical reports via web (at least in experimental form), thanks mainly to the initiatives taken by individual local health units. In many cases the service has not been completed yet since in almost all cases it is restricted only to laboratory test results.

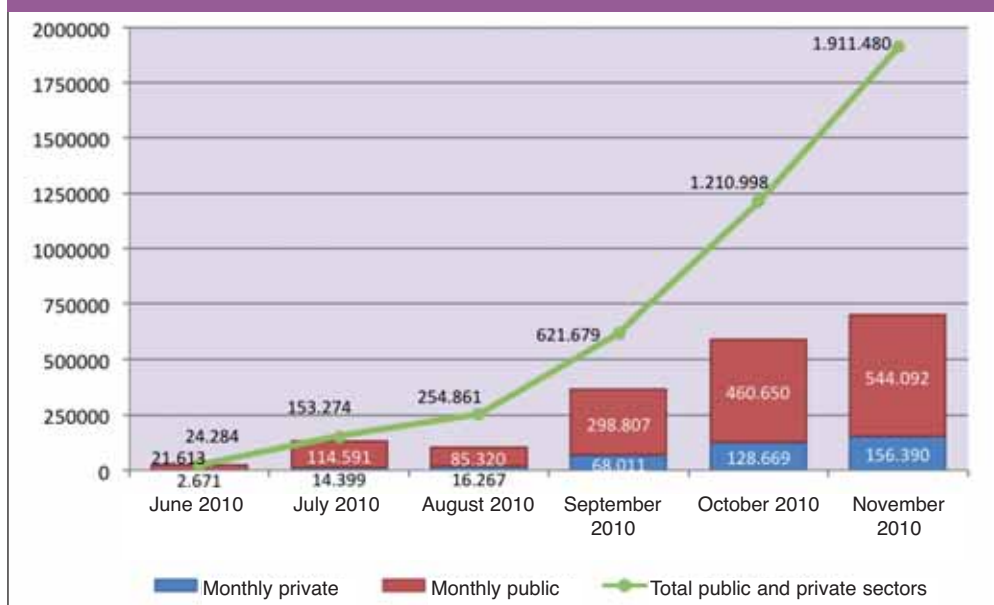
In areas where the service is offered directly by the Regions (Valle d'Aosta, Lombardy, The Autonomous Province of Trento, Basilicata and Marche) its diffusion across the regions is broad and widespread. However in Veneto, even though the service is not provided by the Region, almost half of the healthcare units offer this service to their patients.

|2.2.12| Digital sickness certificates

Following the implementing decree of Law Decree 150/2009 it has become compulsory to forward sickness certificates to INPS (National Institute for Social Security) via web. The service aims at having doctors of the National Health System (NHS) send to INPS the sickness certificates authorizing workers of both private and public sectors to be away from work, and then INPS forwards the certificate to the employers (Fig. 2.14).

Since the new electronic transmission procedure was adopted, the number of digital sickness certificates sent through this channel has progressively increased. According to recent

Fig. 2.14. Total number of certificates forwarded online on a monthly basis (public and private sectors)



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (calculation based on INPS data, June -November 2010)

data provided by INPS, the overall number of documents forwarded via web was more than 1.9 million in November with an average rate of more than 23 thousand sickness certificates being sent online per day.

Tab. 2.1. Number of sickness certificates forwarded electronically

	Number of certificates sent in November 2010	Percentage increase compared to October 2010
Piedmont	50.769	43%
Valle d'Aosta	8.054	32%
Lombardy	738.869	31%
Aut. Prov. Bolzano	36.427	26%
Aut. Prov. Trento	20.612	35%
Veneto	152.534	40%
Friuli Venezia Giulia	9.603	65%
Liguria	20.682	37%
Emilia-Romagna	104.096	45%
Tuscany	38.997	45%
Umbria	15.873	40%
Marche	73.502	29%
Lazio	263.288	42%
Abruzzo	41.712	34%
Molise	6.570	41%
Campania	106.110	38%
Apulia	48.642	47%
Basilicata	14.628	30%
Calabria	36.622	39%
Sicily	105.795	45%
Sardinia	18.095	46%
ITALY	1.911.480	37%

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (calculation based on INPS data, November 2010)

In November 2010 in all Regions there was an increase in the number of sickness certificates sent electronically compared to the previous month, with fairly uniform increases in the various areas of the Country. A special case is Friuli Venezia Giulia, where the number of sickness certificates forwarded via web increased in November by 65% (Tab. 2.1.).

The impact of digitizing the transfer of certificates is evident if a comparison is made between the paper documents submitted in 2009 and those sent via web in 2010. At national level the proportion of sickness certificates for private workers registered with INPS sent online against the total number of paper certificates received by INPS for the same time period in 2009 increased from 20% in August to 45% in September, to 55% in October. The trend is confirmed also by estimates made on the November data according to which digital coverage should be around 57% (Fig. 2.15).

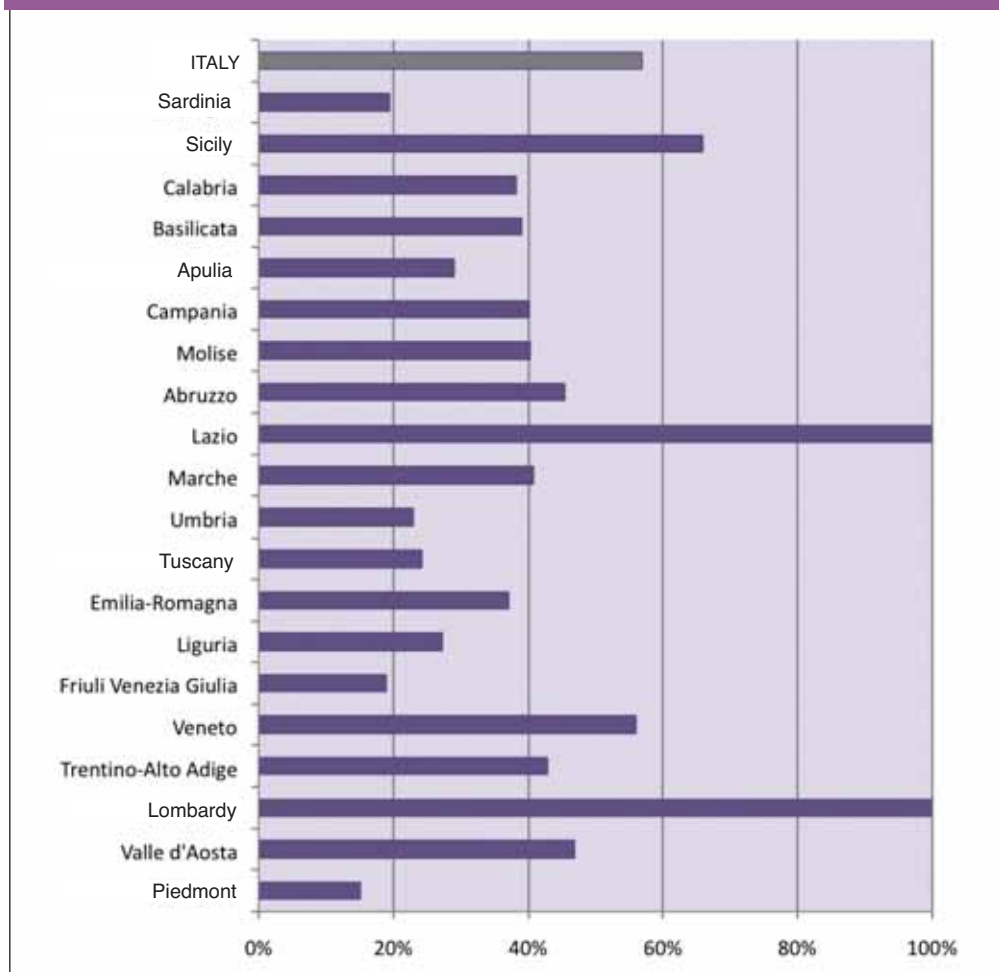
Fig. 2.15. Online sickness certificates: digital/paper ratio (estimate of impact)



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (calculation based on INPS data, October 2009-November 2010)

Below is the indicator relative to the number of accredited doctors i.e. doctors endowed with NSC or PIN (Personal Identification Number) to access the service.

Fig. 2.16. Online sickness certificates (% of enabled family doctors)




Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (calculation based on Ministry of the Economy and Finance data, November 2010)

According to the data of the Ministry of the Economy and Finance, the regional average of family doctors endowed with the credentials required to send certificates online is now close to 90%. The enabling procedure has been completed in Emilia-Romagna, Tuscany, Lombardy, Friuli Venezia Giulia (where the National Services Card is used) and in Valle d'Aosta (where the PIN has been delivered to 100% of doctors). In nine regions between 91% and 98% of family doctors have received their PIN. Liguria is still lagging behind since the PIN has been forwarded only to 47% of family doctors.

Schools and Universities



| 3. | SCHOOLS AND UNIVERSITIES

 IMPROVEMENTS in the quality of human capital, thanks to the higher level of general and university education, is a necessary precondition for enabling Europe to meet the challenges of the new millennium and build a knowledge society. Based on this awareness and starting from the 2000 Lisbon strategy through to the Europe 2020 published in March 2010 (with in particular the Digital Agenda, one of the flagship initiatives aimed at maximising the social and economic potential of ICT), the European Commission has placed at the centre of its action the issue of modernizing the teaching and learning methods used to provide digital literacy. Within the framework of efforts for renewing the “Education system”, prompted at Community level and initiated in many European countries, with its e-Gov Plan Italy has promoted a firm action plan to modernize the school and university system. Pursuing this goal requires actions and projects designed to spread digital innovation throughout the schools and universities, upgrade the quality, efficacy and access to education, simplify the administrative relationships with parents and students, and digitize administrative procedures.

The first result of this action plan is the progressive diffusion of ICT instruments throughout the education facilities, among teachers and students alike, in particular of the Internet not only as an instrument to simplify relationships but above all as a means for developing new educational methods that will more or less gradually change the teaching and learning methodologies.

| 3.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter describes in detail at the local level the current level of diffusion and use of ICT in the school and universities, notably: digital teaching in the classroom, use of new technologies by the teachers, the use of innovative communication media for the administrative services of the schools, simplification and digitization processes in Italian universities (online enrolment, electronic recording of exams, student electronic career record).

The Chapter focuses separately on the progress of digitization of the schools and universities. Regarding the schools, the analysis focuses on the diffusion of the use of ICT in the two main “processes” present in the schools:

- teaching activity; analysis of the deployment in the schools of digital means and contents and use of technological platforms for utilizing, developing and sharing multimedia contents for students, teachers and families;
- school-parent relationships; description of the progress of digitization of administrative services and of the level of simplification of school-parent communications (students’ school reports, applications for enrolment, access to student personal records, and online booking parent-teacher interviews, etc.).

As regards universities, the analysis focuses attention on some processes that have had a major impact on universities in terms of simplification: online student enrolment, electronic recording of exams, and electronic student personal records. Moreover, the measurement of the degree of WIFI coverage and diffusion of VoIP is used to describe the level of digitization of university infrastructure.

| 3.2 | DIFFUSION OF ICT IN THE SCHOOLS AT LOCAL LEVEL

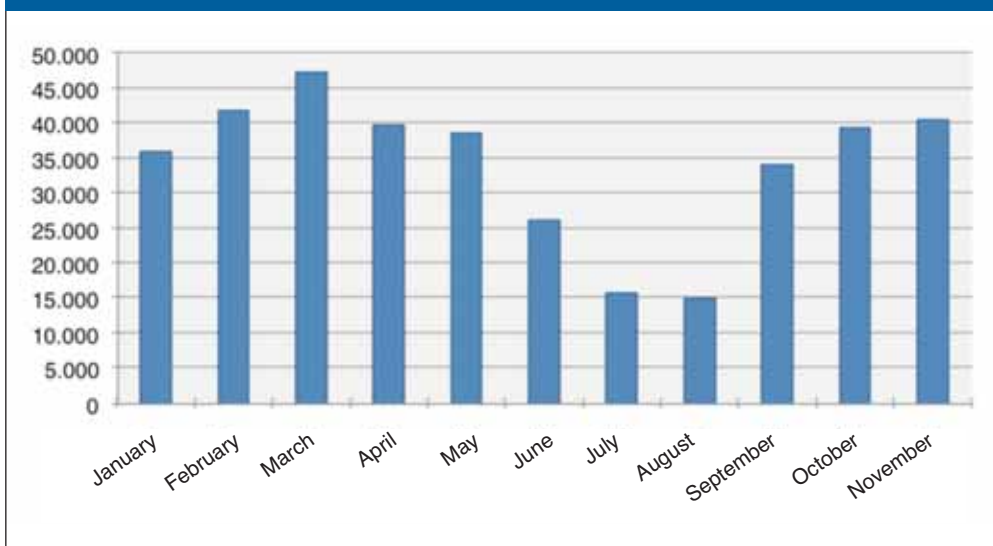
| 3.2.1 | Digital teaching in the classroom

In the following pages an analysis is presented of the digital teaching media used in the schools: multimedia contents available on the InnovaScuola portal, Multimedia Interactive Blackboards (MIB) and the Internet.

| 3.2.1.1 | *The InnovaScuola portal*

InnovaScuola is a project of the Ministry of Education, Universities and Research and of the Ministry for Public Administration and Innovation. Its goal is to offer access to multimedia teaching content both free of charge and upon payment. The initiative is addressed to all the individuals of the school community (professors, students, families, hobbyists) and is achieved through a web portal and a cooperative environment for the sharing of experiences and resources.

Fig. 3.1. Number of hits for the InnovaScuola portal - 2010



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (30 November 2010)

As at November 2010 InnovaScuola counts almost 1190 contents free of charge for primary and secondary schools of first and second degrees. Some 2000 users are registered with the portal of which 751 are teachers and 1287 are students (Fig. 3.1).

Fig. 3.2. Geographic distribution of hits in November 2010



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (30 November 2010)

From the analysis of hits for this site, information is obtained on the geographic breakdown of users who visit the portal. The most numerous contacts obviously were made by the towns with the larger populations: Rome, Milan, Naples, Palermo, Catania, Turin, Padua, Cagliari, Bologna and Florence. (Fig. 3.2).

3.2.1.2 Distribution of Multimedia Interactive Blackboards (MIB) in the schools

The Ministry for Education, Universities and Research, the Department for Digitization of Public Administration and Technological Innovation and the Regions have adopted plans in support of digital innovation in the schools that envisage the distribution of Multimedia Interactive Blackboards, “school-size” instruments having a key role in the renewal of teaching methods. On the whole, more than 22,500 MIBs have been distributed to the schools according to a geographic breakdown shown in the table below. Campania, Lombardy, Sicily and Apulia are so far the regions with the highest number of MIBs in the schools (Tab. 3.1).

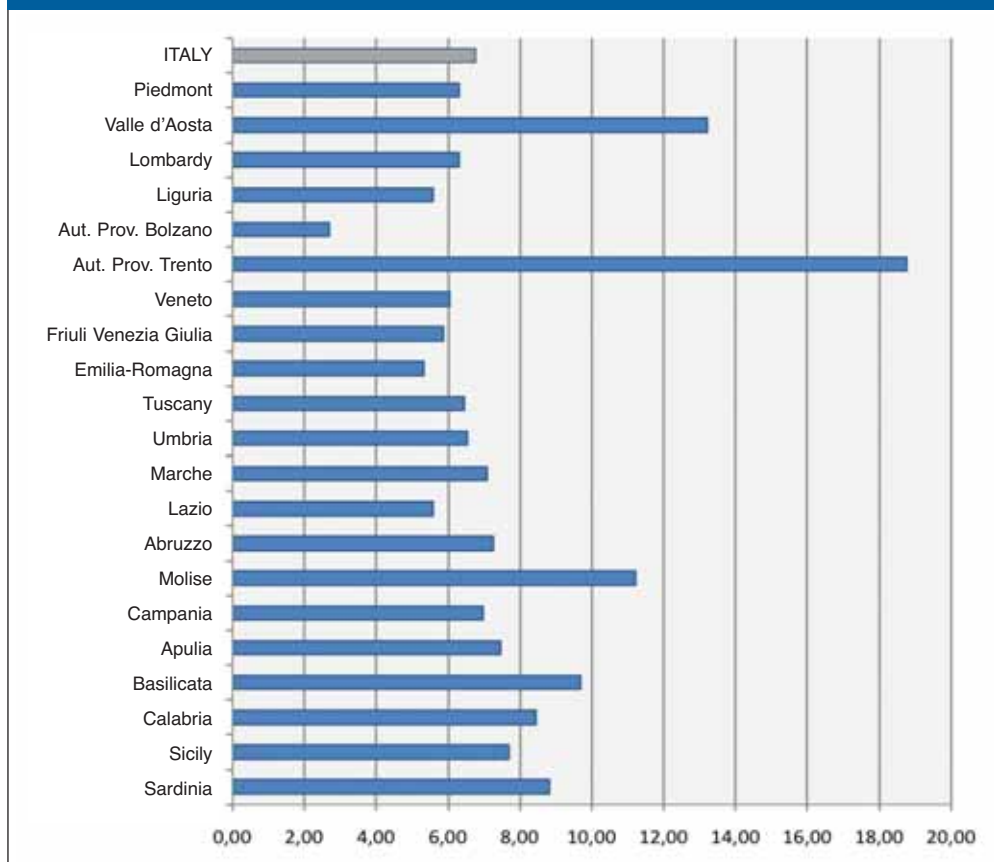
Tab. 3.1. Number of MIBs distributed to schools by various Bodies

	Ministry for Education, Universities & Research	Department for Digitization & Innovation	Regions	Total MIBs
Piedmont	1.302	45	32	1.379
Valle d'Aosta	0	3	103	106
Lombardy	2.643	72	0	2.715
Liguria	419	30	0	449
Aut. Prov. Bolzano	0	0	103	103
Aut. Prov. Trento	0	3	584	587
Veneto	1.515	66	0	1.581
Friuli Venezia Giulia	374	3	0	377
Emilia-Romagna	1.067	27	0	1.094
Tuscany	1.025	66	84	1.175
Umbria	300	15	0	315
Marche	545	57	0	602
Lazio	1.619	54	0	1.673
Abruzzo	420	138	0	558
Molise	146	81	0	227
Campania	2.144	663	0	2.807
Apulia	1.460	471	0	1.931
Basilicata	261	126	0	387
Calabria	822	369	0	1.191
Sicily	1.860	696	0	2.556
Sardinia	550	324	0	874
ITALY	18.472	3.309	906	22.687

Source: Ministry for Education, Universities & Research, Department for Digitization & Innovation, CISIS (November 2010)

By weighting the data on the basis of number of classrooms, compared to a National average figure of just over 6 Multimedia Interactive Boards per 100 classrooms, the distribution by Region is not uniform: in the Autonomous Province of Trento there are more than 18 MIBs per 100 classrooms, in Valle d'Aosta just over 13, in Molise less than 12, in Basilicata almost 10, and in Sicily, Abruzzo and Marche some 8 per 100 classrooms (Fig. 3.3).

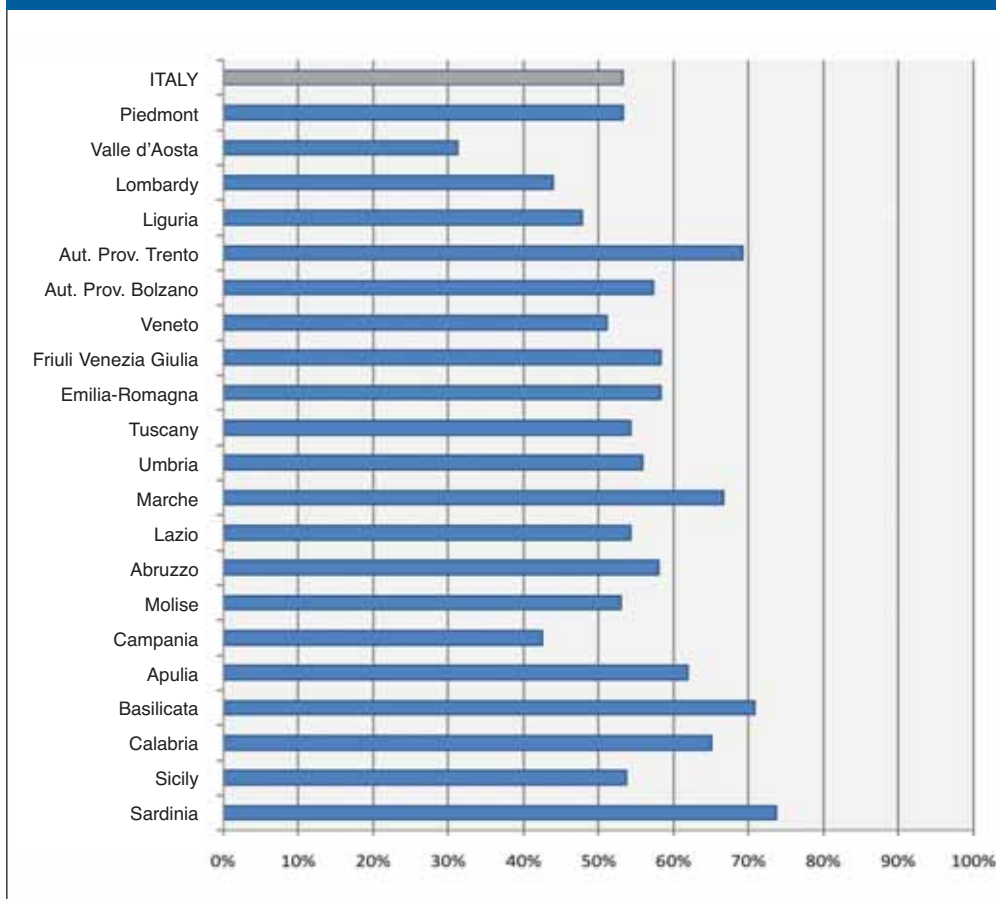
Fig. 3.3. Number of Multimedia Interactive Boards / 100 classrooms



Source: Ministry for Education, Universities and Research, Department for Digitization of Public Administration and Technological Innovation, CISIS (November 2010)

Confirmation of the significant incidence of the new instruments comes from a sample survey carried out on 1500 State and non-State schools ¹¹, which shows that in some Regions more than 70% of schools are endowed with these innovative teaching tools (Fig. 3.4).

Fig. 3.4. Percentage of schools endowed with MIBs (*)



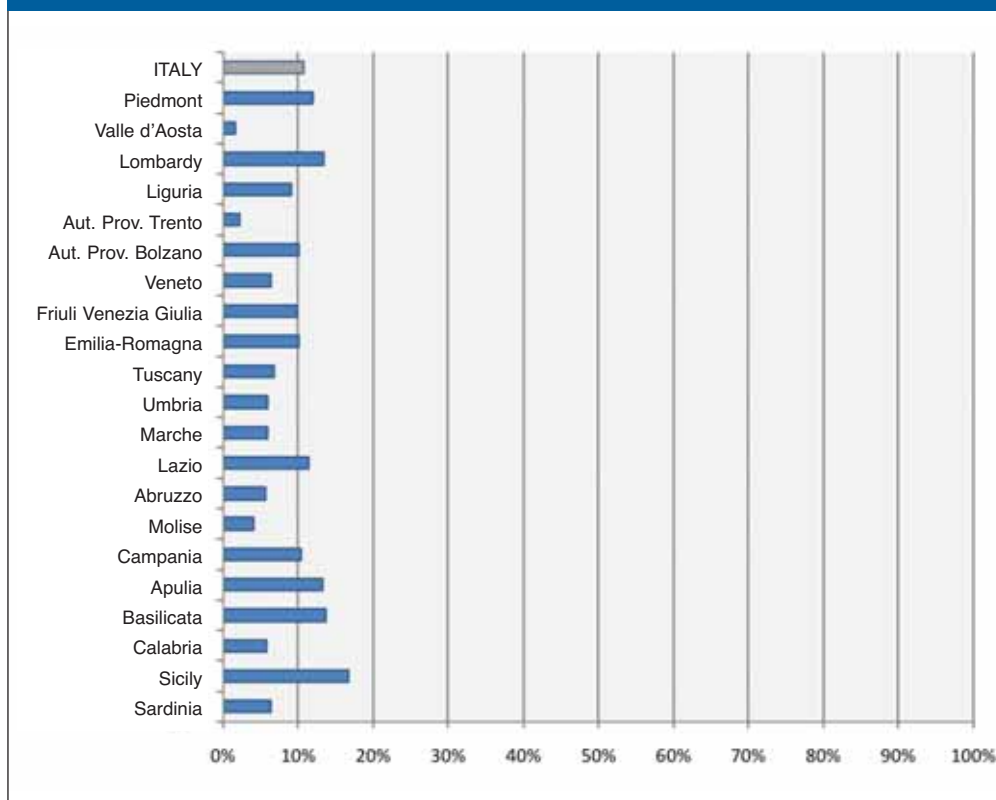
(*) Sample survey carried out on 1500 schools of all levels and types
Source: Between Platform Observatory (June 2010)

¹¹ Data processed on the basis of a sample survey carried out by Between on a sample of 1500 schools (State and non-state schools). It must be pointed out that the MIUR started the project entitled "Permanent Observatory of technological equipment for teaching purposes" under the leadership of the General Directorate for Studies, Statistics and IT. The results of this Observatory will be made available in a future version of the Report.

|3.2.1.3| Classrooms with Internet access ¹²

Even though the Internet is a medium that is available in almost all schools, its presence in the classrooms is still limited. Indeed only about 10% of classrooms are endowed with web connection at national level, with major geographic differences.

Fig. 3.5. Average percentage of schoolrooms with Internet connection(*)



(*) Sample survey carried out on 1500 schools of all levels and types
Source: Between Platform Observatory (June 2010)

In Sicilian schools almost 2 classrooms out of 10 are connected with the Internet. The Internet is widespread also in the classrooms in Lombardy whereas in Campania and Valle d'Aosta the number of classrooms connected with the Internet is very small.

¹² See previous footnote

|3.2.2| Digital Divide among teachers

The data gathered show that in some cases the use of interactive teaching instruments does not take off also because of the difficulties that the teachers have in using the new technologies. In all Regions, except for Liguria, the percentage of schools where most of the teachers have attended ICT training courses is below 50%.

Fig. 3.6. Percentage of schools where more than 50% of teachers has attended ICT training courses(*)

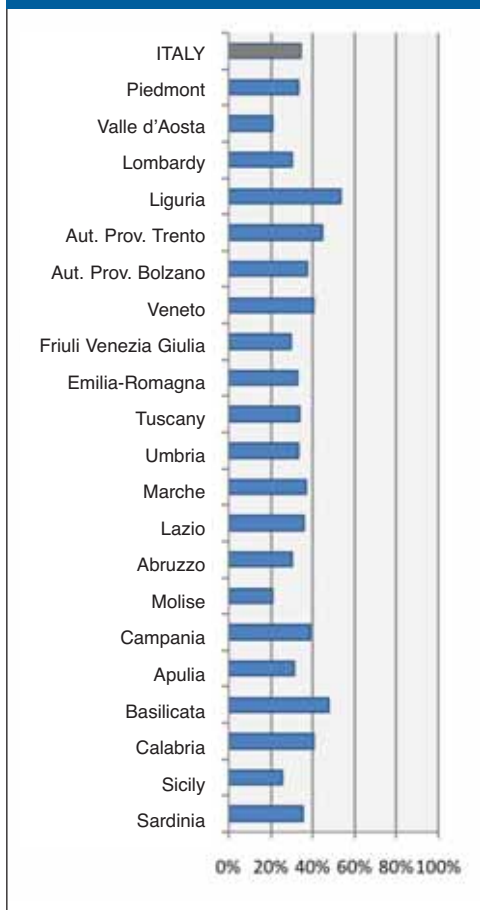
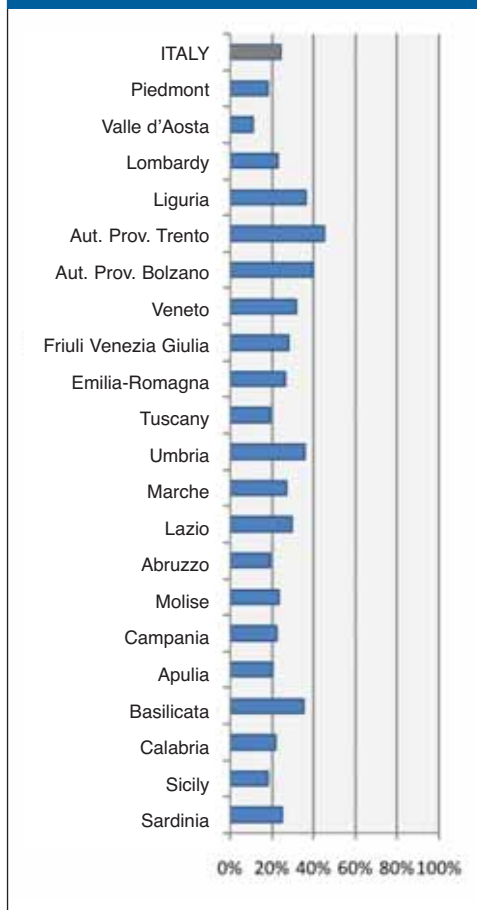


Fig. 3.7. Percentage of schools where more than 50% of teachers normally use ICT technology (*)



(*) Sample survey carried out on 1500 schools of all levels and types
Source: Between Platform Observatory (June 2010)

Even though there are strong geographic differences, on average only in one school out of 4 most of the teachers normally use ICT. Only Liguria, Basilicata and the two Autonomous Provinces of Trento and Bolzano have performances that are well above the national average.

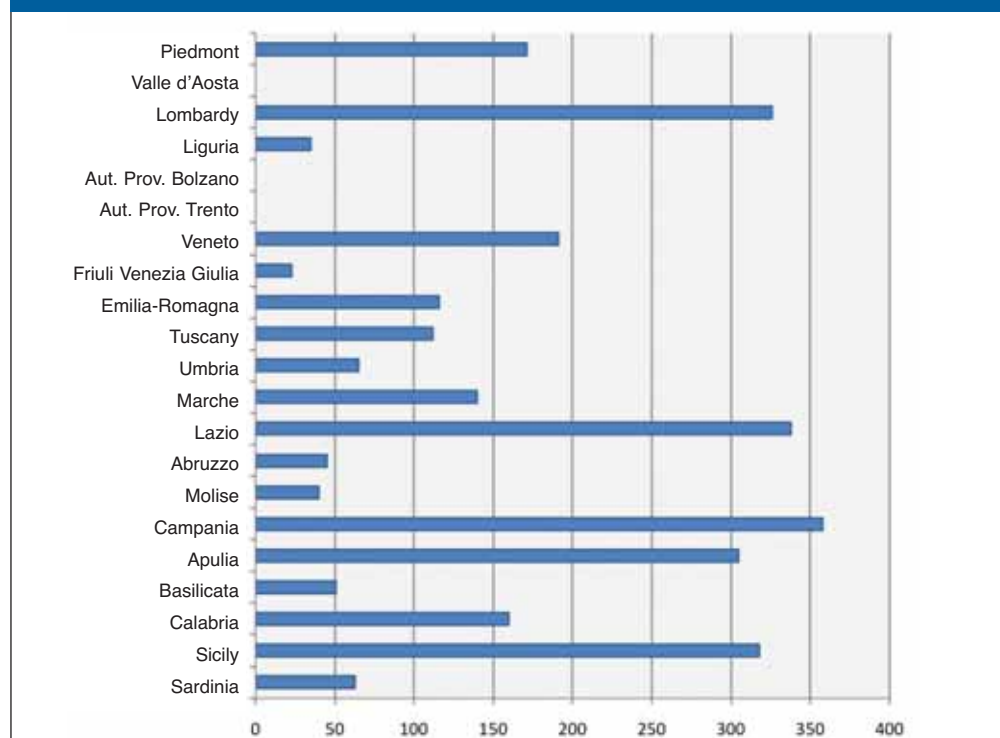
| 3.2.3 | Parent-teacher communication

In the last few years many schools are simplifying the way they communicate with parents thanks to an increasing and daily use of ICT. In general, however, the diffusion of these initiatives is not uniform across the Country. Below, a geographic breakdown is given of the use of innovative instruments in the schools aimed at improving dialogue with parents.

| 3.2.3.1 | *The ScuolaMia portal*

The ScuolaMia portal was developed within the framework of initiatives envisaged by the Memorandum of Understanding signed on 30 October 2008 by the Minister for Public Administration and Innovation and the Minister for Education, Universities and Research. The aim of the initiative is to simplify school-parent relationships in order to facilitate the parents' participation in the life of the school and of their children. By making available a set of services that can be accessed via the web (digital school reports, information about the students' school life and their performance, arranging parents' meetings with the teachers, informing the families in real-time about the presence/absence of students), the schools can use working instruments that make for more rapid and effective interaction with parents. The figure below illustrates the distribution by Region of the school institutes that have si-

Fig. 3.8. Number of schools that have registered with the Scuola Mia service per Region



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation (September 2010)

gned up with the ScuolaMia portal, which is indispensable in order to provide parents with the abovementioned services.

|3.2.3.2| Diffusion and use of ICT tools for parent-teacher communication

The data gathered confirm the central role that the schools attribute to ICT in school-parent communications. Certified Electronic Mail (PEC) for instance is a widespread instrument which is present in almost 70% of Italian schools. Its use, also to communicate with parents, has started to take root and indeed 12% of all schools across the Country are now using it with peaks of over 20% in Trentino Alto Adige. (Figg. 3.9 e 3.10).

The Internet is another instrument which is of crucial importance in the school-parent dialogue and, to date, most schools have an Internet connection, even though this channel is

Fig. 3.9. Use of PEC (% schools) (*)

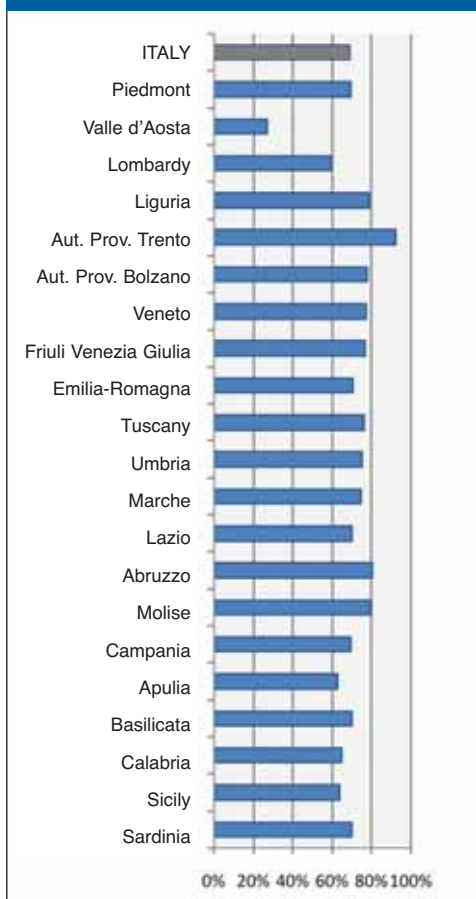
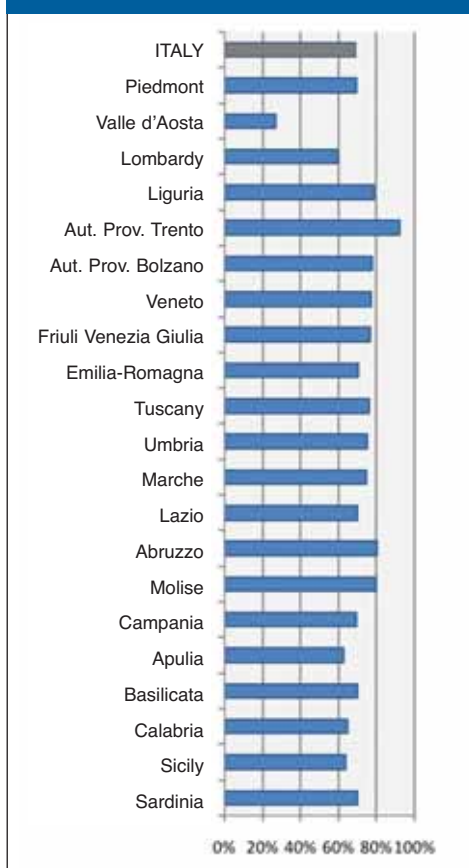
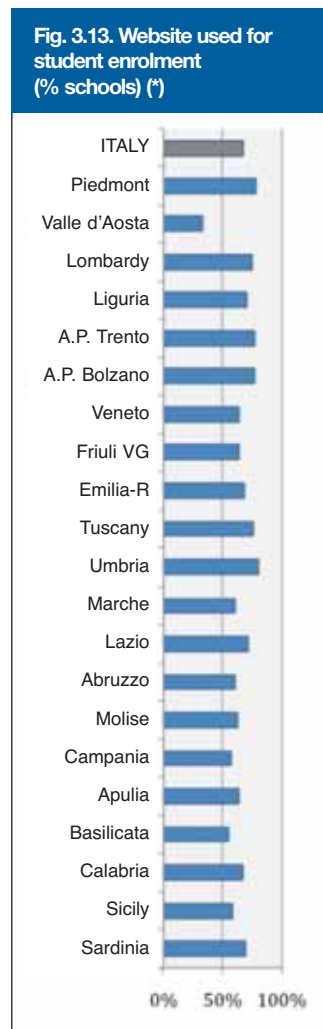
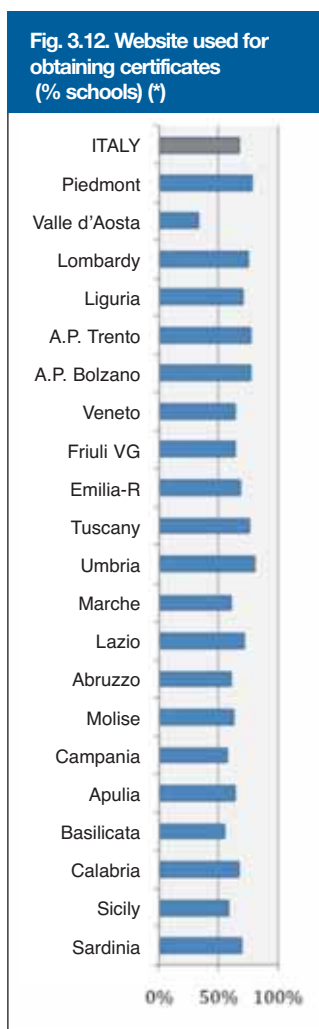
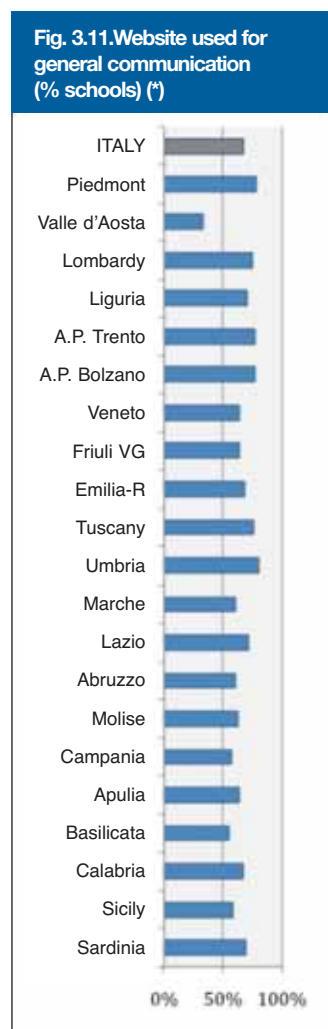


Fig. 3.10. Use of PEC for school-parent communication (% schools) (*)



(*) Sample survey carried out on 1500 schools of all levels and types. Base: All schools
Source: Between Platform Observatory (June 2010)

often used by the schools only to provide information and to make general announcements. Only in a few cases are there transactional services, like those linked to the request for certificates or student enrolment (Fig. 3.11).



(*) Sample survey carried out on 1500 schools of all levels and types
Source: Between Platform Observatory(June 2010)

The possibility of requesting certificates via the school web is a service which is provided by a large proportion of institutes in Trentino Alto Adige, Liguria, and Umbria, while it is not very widespread in Valle d'Aosta and in Friuli Venezia Giulia.

Online enrolment of students is not so common. Only in Piedmont and Lombardy slightly more than one school out of 10 provides families with this service (Fig. 3.13).

|3.2.4| Territorial benchmarking

By constructing the two compounded indicators shown in the figures below, it is possible to obtain a regional classification of digital teaching and school-parent communication; this allows to highlight the strengths and weaknesses of each Region.

The first indicator, (Fig. 3.14), which refers to digital teaching, is obtained by taking into account:

- connection with the Internet and availability of “digital classrooms” that measure the infrastructural endowment and diffusion of technologies in the schools (as for instance the presence of the Internet or of MIBs in the classrooms);
- digital literacy of the teachers calculated on the basis of the attendance of training courses by the teachers and of the utilization of technologies in the classroom;
- digital contents and interactive instruments for assessing the degree to which use is

Fig. 3.14. Digital teaching

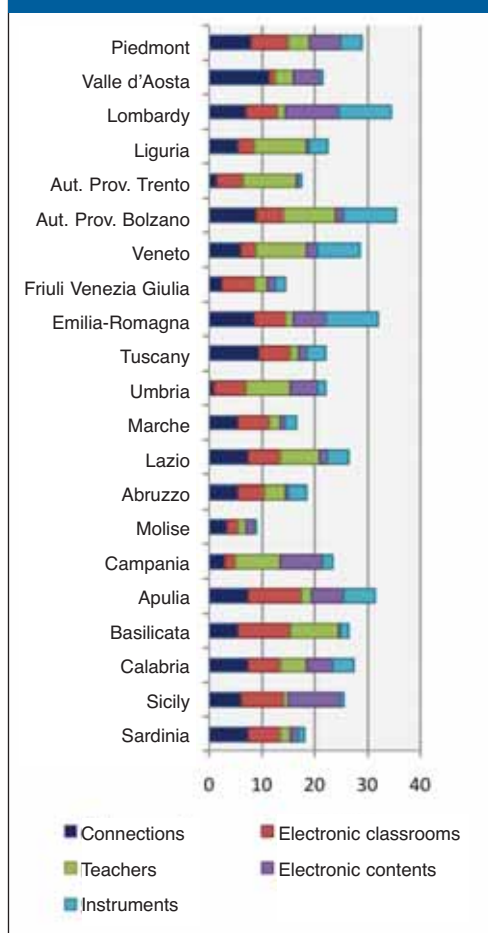
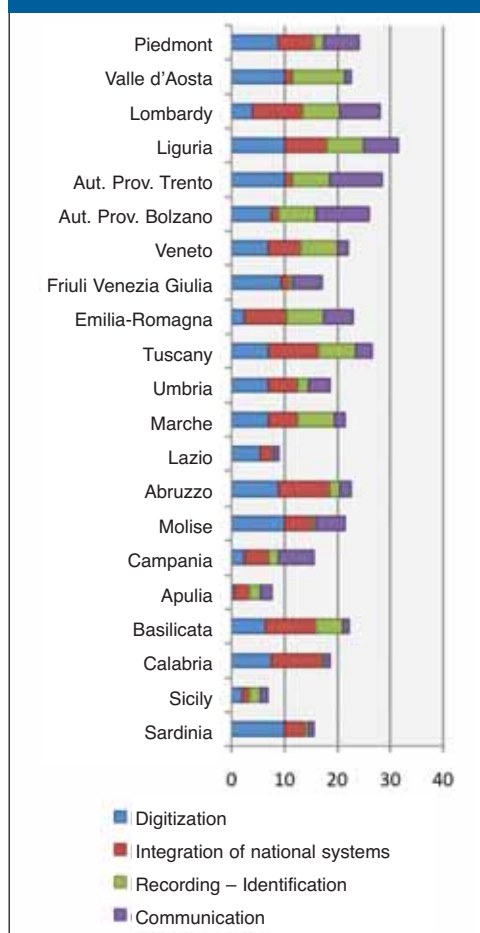


Fig. 3.15. School-parent communication



Source: Between Platform Observatory (June 2010)

made of teaching softwares, transactional maps, collection of tests and materials online, etc.

The second indicator concerns school-parent communications. It is built on the basis of:

- the degree of digitization and integration of national systems, with a view to evaluating the presence of management applications (for instance services for students) and integration with national systems, if any;
- the presence of electronic systems for monitoring school attendance and e-identification of students;
- the availability of communication systems on the Internet and use of the services offered by the ScuolaMia portal.

Regarding digital teaching, the schools of Lombardy, Emilia-Romagna, Apulia and the schools of the Autonomous Province of Bolzano are performing quite well, and as regards the digitization of school-parent communications the leading Regions are Liguria, the Autonomous Province of Trento, Emilia-Romagna and Tuscany.

| 3.3 | DIFFUSION OF ICT IN UNIVERSITIES AT LOCAL LEVEL

This paragraph gives an overview of the digitization of some services available in Italian universities by analysing progress achieved in the implementation of the ICT4University programme.

Fig. 3.16. Map of projects funded by the ICT4University programme



Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University projects status update (September 2010)

3.3.1 | The ICT4University programme

The digitization of the National university system is a priority goal of the Government's action plan for the introduction of e-Gov in the PA. This goal is pursued also through the ICT4University programme under which all Italian universities will be endowed with advanced services for students, teachers and administrative staff by 2012, as well as full WI-FI coverage and availability of the VoIP service on all premises. Under the programme more than 110 projects submitted by 55 State Universities out of the 67 state universities present in Italy, have been funded as shown in the figure 3.16.

The following pages illustrate the results achieved in the last few years in terms of services that have been introduced. A first interesting fact to be analysed is the measurement of the availability of services per student population. In particular, the table shows the proportion

Tab. 3.2. Services made available by projects – actual student access to the services as at September 2010

	WIFI		Online enrolment		Online registration of exam results	
	N° of students having access to the service	% of all students in the Region	N° of students having access to the service	% of all students in the Region	N° of students having access to the service	% of all students in the Region
Piedmont	24.741	24%	24.741	24%	0	0%
Valle d'Aosta	n.d.	n.d.	n.d.	n.d.	n.d.	n.d.
Lombardy	182.960	99,9%	182.960	99,9%	100.688	55%
Aut. Prov. Bolzano	n.d.	n.d.	n.d.	n.d.	n.d.	n.d.
Aut. Prov. Trento	0	0%	15.165	100%	0	0%
Veneto	44.620	44%	44.620	44%	44.620	44%
Friuli Venezia Giulia	16.362	46%	35.341	99%	16.362	46%
Liguria	35.100	100%	35.100	100%	0	0%
Emilia-Romagna	62.363	43%	146.682	100%	128.917	88%
Tuscany	129.122	99%	129.122	99%	109.770	84%
Umbria	0	0%	32.201	95%	0	0%
Marche	35.252	68%	51.594	100%	23.730	46%
Lazio	209.538	94%	174.588	78%	139.786	63%
Abruzzo	0	0%	22.167	36%	22.167	36%
Molise	0	0%	9.548	100%	0	0%
Campania	0	0%	78.889	42%	9.628	5%
Apulia	0	0%	12.435	11%	0	0%
Basilicata	0	0%	0	0%	0	0%
Calabria	0	0%	0	0%	0	0%
Sicily	0	0%	92.630	59%	58.077	37%
Sardinia	32.667	69%	47.328	100%	32.667	69%

Base: List of 67 State universities and post-graduate training schools, MIUR

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University project status update (September 2010)

of students, Region by Region, who have access to the main services. In summary: (Tab 3.2):

- the WIFI network is available for all students of the universities in Liguria, Lombardy and Tuscany;
- online enrolment for the courses is a service that has been activated for all students in 9 regions;
- the online recording of exams is fairly widespread and is currently available for the students of Lombardy, Liguria and Tuscany.

| 3.3.2 | WIFI Network

More than 50% of the Universities that have joined the WIFI network project have already completed the service. In the remaining cases the implementation is nearing completion. In some cases the state of implementation is quite advanced (Lombardy, Liguria, Veneto, Emilia-Romagna, Marche and Lazio).

Fig. 3.17. Diffusion and progress in implementation of projects for the adoption of WIFI service

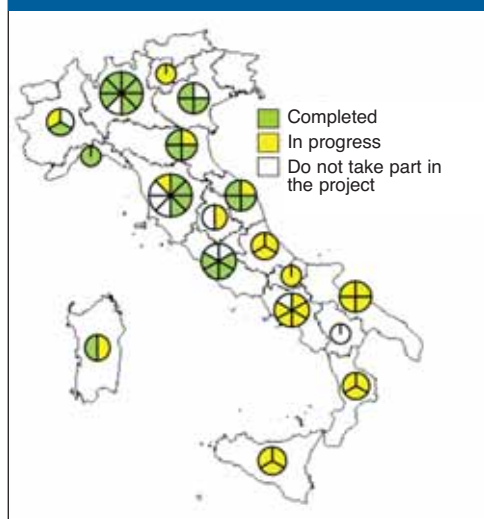
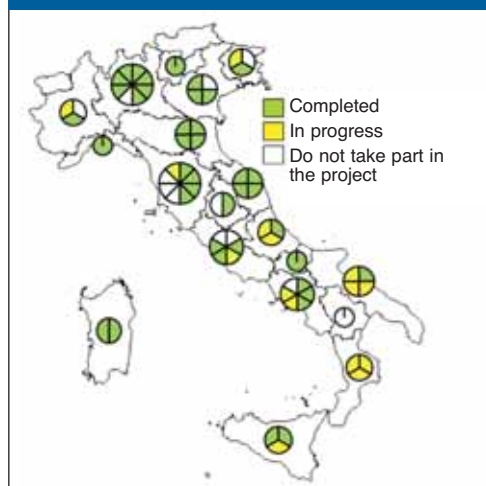


Fig. 3.18. Diffusion and progress in implementation of projects for the adoption of online enrolment services



Base: List of 67 State universities and post-graduate training schools, MIUR

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University projects status update (September 2010)

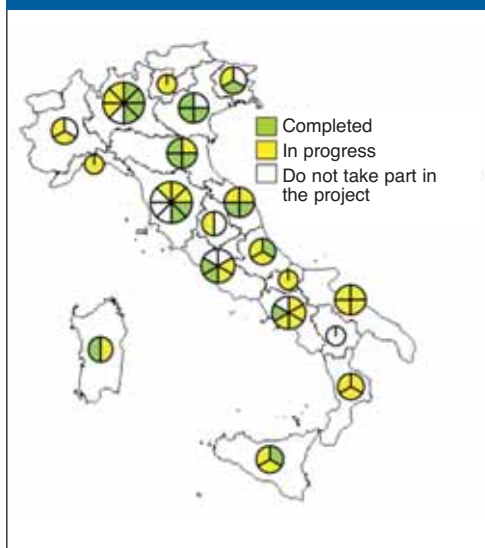
| 3.3.3 | Online enrolment

Online enrolment services are available in over 70% of the 55 Universities that have joined the project. In Lombardy, Liguria, in the Autonomous Province of Trento, Veneto, Emilia-Romagna, Marche, Umbria, Molise and Sardinia, all the Universities in the project are now running the service. Only in Calabria none of the Universities has completed the project (Fig. 3.18)

3.3.4 | Online registration of exam results

To date, 21 Universities that have joined the project have fully completed the service. An advanced state of implementation of the system has been reached in the universities of Veneto, Emilia-Romagna, Lombardy, Marche and Sardinia. The Universities of Piedmont, of the Autonomous Province of Trento, Liguria, Umbria, Molise, Apulia and Calabria are lagging behind because in those Regions no initiative seems to have been taken. (Fig. 3.19).

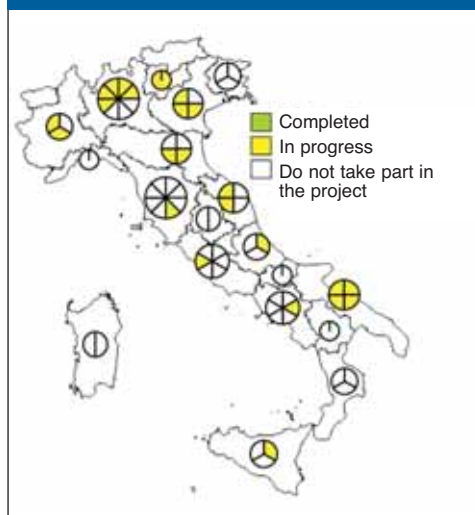
Fig. 3.19. Diffusion and progress in implementation of projects for the adoption of online recording of exam results



Base: List of 67 State universities and post-graduate training schools, MIUR

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University projects status update (September 2010)

Fig. 3.20. Testing of the Electronic Student Personal Record



(*) The progress of individual universities refers to the overall status of the Digital University subprojects

Base: List of 67 State universities and post-graduate training schools, MIUR

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University projects status update (September 2010)

3.3.5 | The Electronic Student Personal Record

The Electronic Student Personal Record gathers together in digital format all the information about the university life of each student from the time of registration with the university (degree, Bachelor's degree, specialization, PhD, first and second level master's degrees) up to the conclusion and completion of the education cycle or interruption (moving, lapse, withdrawal).

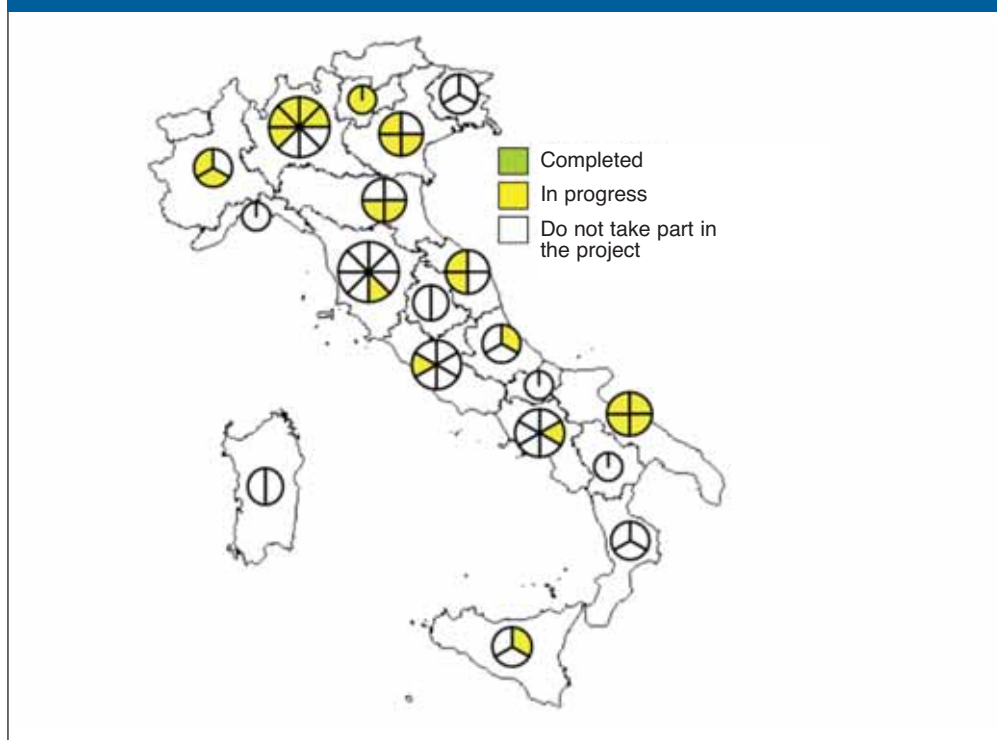
The Electronic Student Personal Record is currently being prepared in all the 24 Universities that have joined the project (Fig. 3.20).

|3.3.6| VoIP and Applications Cooperation

Other initiatives envisaged in the digitization programme of Italian universities concern VoIP and applications cooperation aimed in particular at eliminating the use of paper media in the communications between the Universities and between the latter and the Ministry.

VoIP and cooperation on applications are currently being implemented in the 24 Universities of the project half of which are in Lombardy, Veneto and Apulia.

Fig. 3.21. Other : VoIP and applications cooperation




Base: List of 67 State universities and post-graduate training schools, MIUR

Source: Presidency of the Council of Ministers, Department for the Digitization of the Public Administration and for Technological Innovation, ICT4University projects status update (September 2010)

Civil Justice and Electronic Services



| 4. | CIVIL JUSTICE AND ELECTRONIC SERVICES

 ALL EUROPEAN COUNTRIES are strongly committed to speeding up the digitization of the Justice system, since they are aware of the fact that exploiting the opportunities offered by the ICT is an essential step in improving the overall efficiency of the system.

Italy, through its 2012 e-Gov Plan, considers Justice as being a priority area for intervention and envisages an articulated programme of organizational and technological innovation.

Within this framework, the implementation and diffusion of the Electronic Civil Proceeding (ECP) is one of the most important innovations promoted in recent years. Introduced by D.P.R. n° 123 of 13 February 2001, with regard to civil proceedings, the ECP aims at computerizing the flow of information and documents between external users (lawyers and assistants to the judges) and the court offices on the one hand, and on the other hand, among the internal users (magistrates and the clerks of the courts). At present the ECP – in operation in over 20% of the Courts – concerns only the enforcement of court orders, real estate enforcement measures and insolvency procedure).

Electronic services - of which the ECP is the highest expression – are aimed at reducing the duration of court proceedings by decreasing the paperwork thanks to progressive digitization. Indeed, in the traditional judicial system the registers held by the clerk of the court and the paper files constitute the core around which all the information of the proceeding revolves.

As a consequence, the first step for introducing electronic services is represented by the development, installation and use of computerized registers and files. The next step is then enabling of all professionals to access the information contained in the registers and the documents available in digital format from their offices; they must also be enabled to receive communications, notifications, and Court Orders via the web, submit digital deeds signed with electronic signature and finally make the payments related to the civil proceeding via the web. Also the magistrates and the clerks of the court must be given access to the same instruments.

The IT systems in civil justice cover three macro-areas:

- systems for managing the registers of the clerks of the court;
- infrastructure enabling interoperability with users and external bodies;
- applications for the activities performed by the judges.

The starting point is the automation of the Registers of the clerks of the court which, having already been computerized, were recently subjected to re-engineering using web-based technology with a district-based approach to the data processing. This led to the setting up of the SICID district system (for the part concerning ordinary cognition) and the SIECIC system (for the part concerning individual and collective creditor actions). The

new systems integrate each other and constitute the architectural foundation of the ECP, a software infrastructure that allows to electronically manage all civil proceeding actions taken by both external players (lawyers, notaries, Court appointed experts, assistants to the judges in general and also other administrations/public bodies) and by internal players (judges and clerks of the court).

The ECP has the following characteristics:

- Software systems that support the activities of judges (called “Magistrate’s Workstation” and the “MAG Office”);
- software for gathering and cataloguing the documents associated with the files (called “Document Repository” which, together with the register management system, constitutes the “Electronic File” of the proceeding thus dematerializing the corresponding paper files);
- software and infrastructure components for the interoperability of the district systems at the service of the clerks of the court with other systems and users also outside the “civil justice system” (SICI).

The new technological architecture has the aim of making possible such operations as:

- Reading information on the state of progress of proceedings as inferred from the registers held by the clerks of the court;
- reading the virtual files of court proceedings;
- transmitting communications and notifications;
- filing deeds and documents;
- paying court charges (in preparation);
- reading information made available on specific portals (e.g. portal for collective creditor actions, portal for auctions) addressed to citizens and the legal professions.

These operations may be carried out by the clerks of the court, judges, and by the professionals, involved in judicial proceedings (as for instance lawyers, notaries, chartered accountants); in the future it will be possible for citizens involved in the proceedings to have remote access to some services, without their having to go to the office of the clerk of the court.

As a result of the use and spreading of electronic services there will be a delocalization of court activities, rationalization of court services and reduction in the duration of proceedings, hence offering a high quality “Judicial Service”.

| 4.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter, drawn up under the supervision of the Ministry of Justice ¹³, illustrates the diffusion, as at December 2010, of electronic services offered for civil proceedings:

- Polisweb, which allows authorized individuals and in particular lawyers to access the Ordinary Cognition Registers (SICID) and Individual and Collective Creditor

¹³ Department for judiciary, staff and services organization – Directorate General for automated IT systems



Source: Ministry of Justice (15 December 2010)

Action Enforcement Registers (SIECIC), providing access to the data on civil proceedings updated to the previous day;

- Polisweb ECP which allows authorized individuals to read the files contained in the Ordinary Cognition Registers and Individual and Collective Creditor Action Enforcement Registers synchronously, as well as the documents contained in the IT file, thus offering an online view of the status of the file in real-time as the events are recorded by the clerk of the Court;
- Communication and notifications via certified e-mail, a function that is already present in the SICID and SIECIC systems and which consists in sending notifications (under Article 51 Law Decree 112/2008 converted into Act 133/2008 and amended by Law Decree 193/2009 converted into Act 24/2010) by the clerk of the court to the lawyers and technical experts through certified e-mail to the electronic address of the recipient. The dispatch is automatic once the register has been updated by the clerk of the court; the certified mail receipt is automatically included in the IT file and is preserved therein.
- Electronic filing of documents whereby authorized external individuals can file deeds according to the modalities envisaged by the ECP. In particular the system enables lawyers to file deeds and documents relevant to a court proceeding even outside of his district and have legal value. This service enables magistrates to telematically upload their deeds into the systems of the clerk of the Court. The docu-

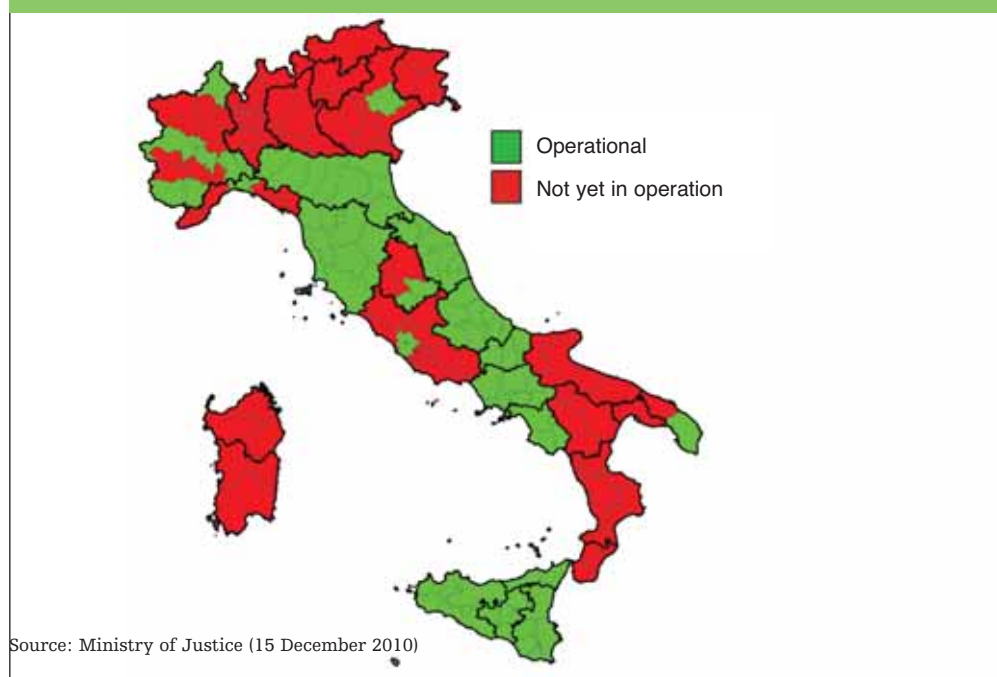
ments automatically feed data into the registers of the clerk of the Court and are archived and preserved in the IT file which can be accessed by the parties involved.

|4.2| ELECTRONIC CIVIL PROCEEDINGS

The judicial system is organized into 26 districts in Italy. Besides the development and diffusion of software throughout the judicial offices for register management, the focus of the Administration of Justice is on the deployment of the IT and electronic services mentioned above. As to the “Polisweb” service, its presence throughout the Country can be analysed by type of Register.

Accessing the national Polisweb has a considerable impact on the SICID system and is present in 90% of the Courts. This service is also available in 138 branch sections (Fig. 4.1).

Fig. 4.2. National Polis WEB: access to enforcement registers



The IT System for financial, real estate and collective creditor actions (SIECIC), is operational in 47% of the Courts (Fig. 4.2).

As to the ECP Polisweb platform, it appears not to be uniformly present in the various Districts compared to the National Polisweb service. The introduction of this service

Fig. 4.3. Access to the Polisweb ECP – SICID file (% availability by District)



Source: Ministry of Justice (15 December 2010)

Fig. 4.4. Access to the Polisweb ECP – SIECIC file (% availability by District)



Source: Ministry of Justice (15 December 2010)

produces a heavy impact on organization because it requires a more complex structure of the offices and constant contacts with the Lawyers' Association (Fig. 4.3 e 4.4).

The service providing access to the WEB ECP-SICID Polis file is present in 10 Courts of Appeal, 89 Law Courts and 81 branch sections, whereas access to the SIECIC service is available in 63 Law Courts and 63 branch sections.

The figures below describe the deployment across the Country of full electronic services (ECP).

Fig. 4.5. Electronic filing – Injunctions of the Ordinary Cognition (Courts)



Source: Ministry of Justice (15 December 2010)

Fig. 4.6. Electronic filing– Individual and collective creditor action enforcement Registers (Courts) (*)



(*)From 15 December 2010 also for the Court of Monza the documents filed via the web for an enforcement procedure will have legal force.

Source: Ministry of Justice (15 December 2010)

In particular, the diagrams show the sites where electronic services for enforcement orders and real estate enforcement actions are in operation (Fig. 4.5).

The service is present in all the Courts of the Districts of Brescia and Milan, in three Courts of the Bologna District (Bologna, Modena and Rimini) and in the Courts of Catania, Florence, Genoa, Naples, Padua, Rome and Verona, equivalent to a diffusion of 15%.

The deployment across the Country of the ECP Enforcement Orders is different across districts in dependence of the technological and organizational facilities available at the start.

In 11 Courts the service is in operation and has legal force (Bari, Bologna, Brescia, Catania, Florence, Genoa, Milano, Padua, Rome, Turin and Verona). In two Courts (Naples and Palermo) the service is being made available.

An overall view is provided of the diffusion of electronic systems in Civil Justice throughout the Italian territory as at December 2010. Compared to the previous year, these data show that the diffusion of ECP has increased significantly in recent months.

Tab. 4.1. Extent of diffusion – comparison between December 2009/December 2010


System	Diffusion as at Dec. 2009	Diffusion as at Dec. 2010
Diffusion of Cognition Registers (SICID)	Districts 1/26 Courts 22/165	Districts 18/26 Courts 127/165
Diffusion of individual and collective action enforcement registers (SIECIC)	Districts 12/26 Courts 67/165	Districts 26/26 Courts 163/165
Access to registers via web: POLISWEB Cognition POLISWEB Enforcements	Courts 118/165 Courts 0/165	Courts 149/165 Courts 82/165
Access to files via web: POLIS WEB Cognition POLIS WEB Enforcements	Courts 20/165 Courts 0/165	Courts of Appeal 10/26 Courts 89/165 Courts 78/165
Electronic filing	Courts 20/165	Courts of Appeal 1/26 Courts 38/165
Enforcement orders	Courts 15/165	Courts 25/165
Enforcements (and bankruptcy)	Courts 5/165	Courts 12/165
Briefs and Other	Courts 0/165	Courts of Appeal 1/26 Courts 1/165
Electronic communications Electronic payment	Courts 1/165 Courts 0/165	Courts 5/165 Courts 5/165

Source: Ministry of Justice (15 December 2010)

Infomobility



| 5 | INFOMOBILITY

 A SUSTAINABLE MOBILITY SYSTEM enables each citizen to exercise his right to an efficient mobility that is compatible with the goal of decreasing the environmental impact of vehicles, people and goods. A fundamental step in this direction is the implementation at the local level of technological solutions that make the infrastructure “smart” and hence greatly improve the efficiency of public and private transport.

The efficacy of electronic systems in improving mobility has been demonstrated by various national and international experiences and also by the potential deriving from the adoption of ICT in the world of “smart” mobility.

In line with the European Union Directives on sustainable development, the 2012 e-Gov Plan has set the objective of standardizing and integrating, by 2012, the data of the infomobility systems implemented by the administrations at the different levels (Regions, Provinces, Municipalities, ANAS, Ministry of Infrastructures etc.), and of setting up a road database at national level.

| 5.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

The ICT contribution to mobility involves both public informed mobility and private informed mobility. This chapter focuses on mapping infomobility technologies and services in main Italian Municipalities (i.e. the capital towns of Provinces). The analysis has been divided into two parts so as to deal separately with infomobility concerning public vehicles and infomobility for private transport.

The first section “Urban Infomobility – public transport” offers data on the diffusion of ICT throughout the public local transport systems and in particular in support of the process for providing information on transport services, purchasing tickets and using public means of transport (by both citizens and visitors).

The second section, “Urban Infomobility – private transport”, focuses on the presence of technological systems for the mobility of private transport, namely travel planning, controlling and regulating access to inner city areas, information to private drivers on routes, parking areas and traffic conditions.

| 5.2 | URBAN INFOMOBILITY - PUBLIC TRANSPORT

The indicators for urban public transport infomobility show in particular the availability of the following technologies and services:

- digitization of public transport timetables and routes in order to provide users with personalized information;

- electronic ticketing systems, in terms of adoption of electronic cards for transport;
- web information to users, with different levels of updating;

| 5.2.1 | Digitization of timetables and of local public transport routes

The digitization of public transport timetables and itineraries makes it possible to search for the best routes in urban areas and obtain information on lines, timetables and connections, on the web site of local public transport companies.

The online availability of public transport timetables regards over 90% of the municipali-

Fig. 5.1. Online availability of public transport timetables (% Capital towns)

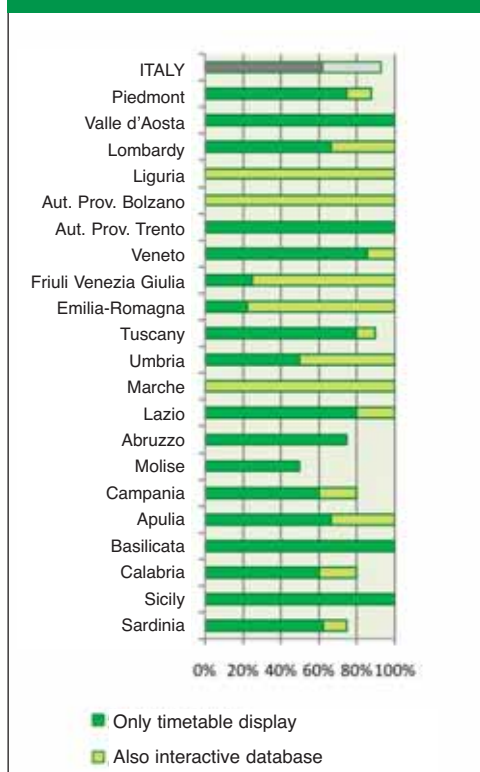
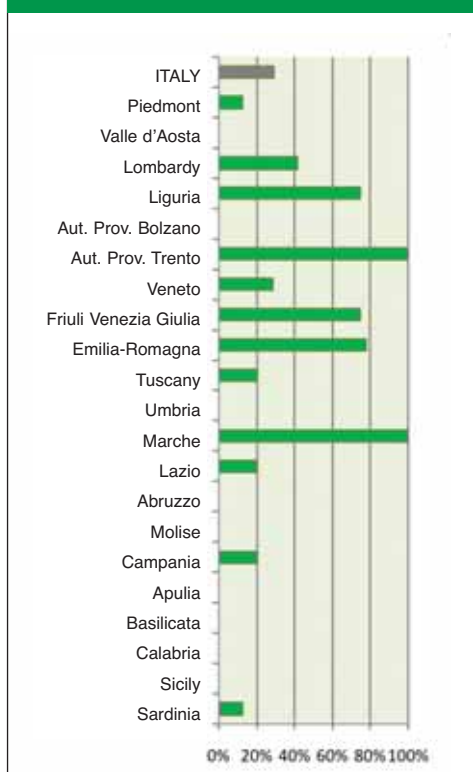


Fig. 5.2. Online individual public transport travel planning (% Capital towns)



Base: 110 Capital towns

Source: Between Platform Observatory (October 2010)

ties (capital towns) in Italy. However, in most cases static timetables are published online, while interactive databases are not very common. In Liguria and Marche there is a unified database at regional level: this accounts for the full deployment of interactive systems in those territories.

Public transport online travel planning is not very common. This service is available in Tren-

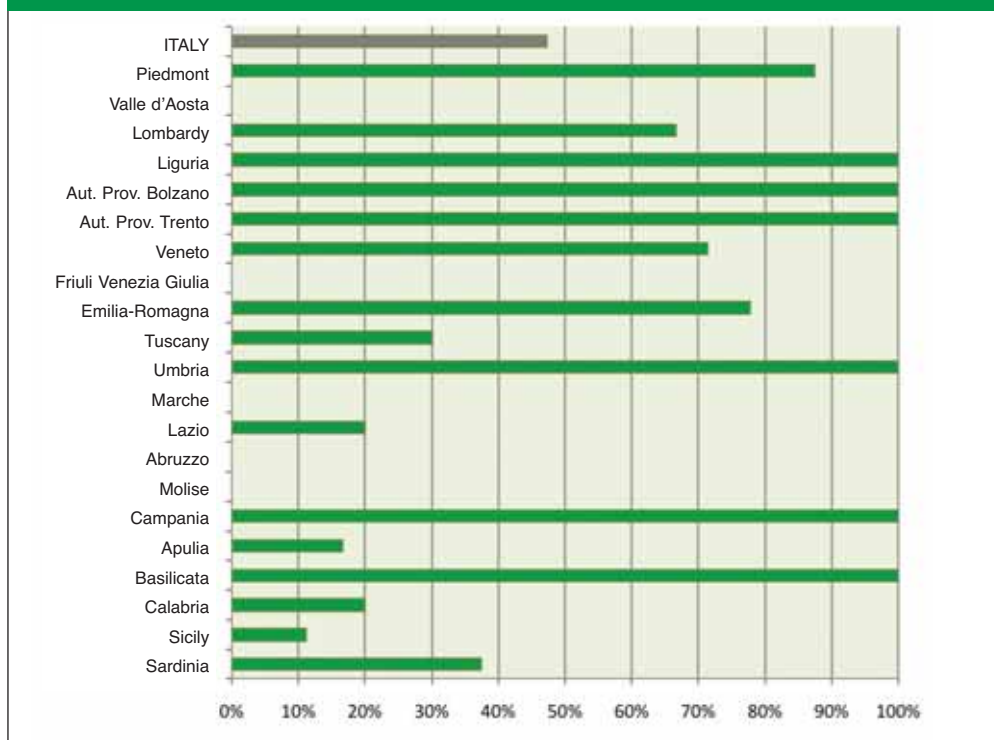
to and in the capital towns of the Marche Region. Moreover this service is totally absent in 9 Regions of the North and Centre-South of Italy (Figg. 5.1 e 5.2)

|5.2.2| Electronic ticketing for local public transport

Electronic ticketing refers to the availability of electronic tickets on smart cards (mainly season tickets and electronic wallets). The cards considered in the survey are of various types: rechargeable magnetic cards, smart contact or contactless cards ¹⁴.

Electronic tickets for public transport are available in half of the capital towns. The Regions where electronic tickets are fully available are in Liguria, Umbria, Campania, Basilicata, Trento and Bolzano. In some cases this is due to the adoption of integrated regional tickets as is the case in Campania ("Unico Campania") and in Emilia-Romagna ("Mi Muovo"), even though implementation in this latter Region has not been completed yet.

Fig. 5.3. Electronic tickets or cards (% Capital towns)



Source: Between Platform Observatory (October 2010)

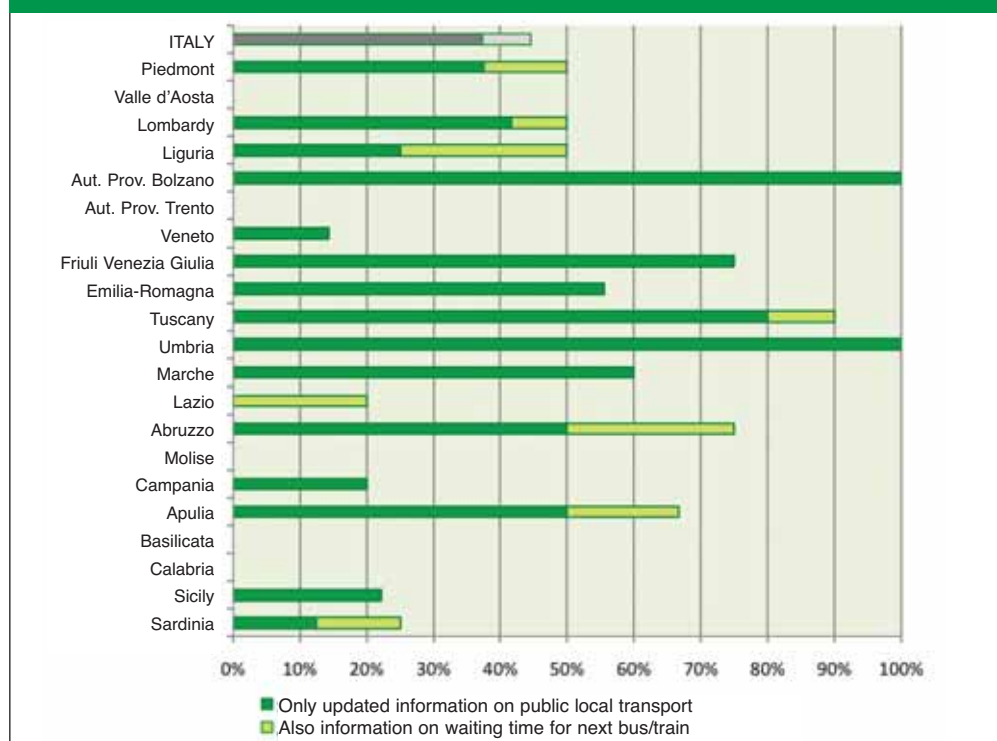
¹⁴ Contactless smart cards provide access merely by coming into close proximity with the reader, without the need to introduce the card into a slot.

|5.2.3| Information services for local public transport users

Providing timely and updated information about local public transport is one of the essential elements for informed public mobility. In order to measure this (in capital towns) a check was made on the websites of the local public transport companies to see whether the information on traveling time, traffic and timetables was readily updated and whether it was provided in real-time.

Online updated information is available in about half of the capital towns. Only in Umbria and Bolzano is the service available in all the capital towns of the Region which offsets the

Fig. 5.4. Online updated/real-time information on public transport
(% Capital towns)



Base: 110 Capital towns

Source: Between Platform Observatory(October 2010)

general lack of measures taken at the Regional level. As to the availability of real-time information on the waiting time for the next bus or train, in many towns there are electronic bus stop displays while real-time information is available online only in some capital towns.

| 5.3 | URBAN INFOMOBILITY - PRIVATE TRANSPORT

The indicators for private transport infomobility refer to the presence of the following technologies and online services:

- electronic systems that control access to Limited Traffic Zones (LTZ) (mainly electronic gates) and online requests for access or for obtaining permits;
- electronic payment of parking fees or online recharging payment cards;
- information services to private transport such as real-time information on road and traffic conditions in terms of availability on institutional web sites.

Fig. 5.5. Computerization of LTZ (% Capital towns)



Base: 110 Capital towns

Source: Between Platform Observatory (October 2010)

| 5.3.1 | Limited Traffic Zones (LTZ) informatization

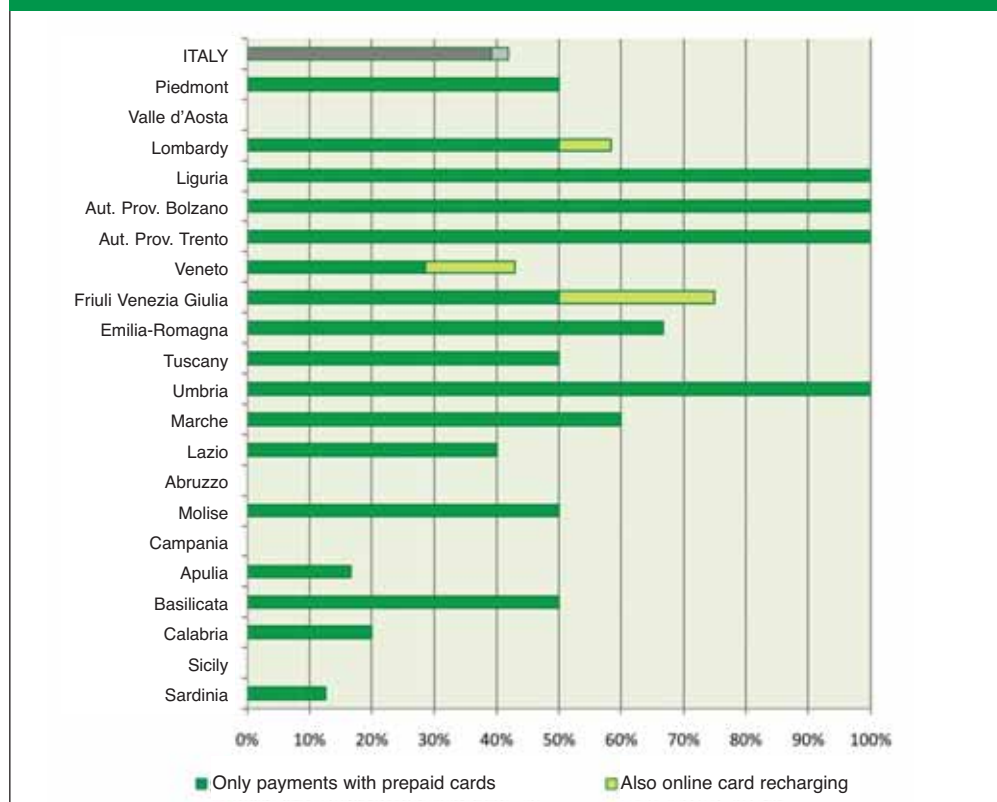
As regards private mobility management systems, a survey was made about the presence of systems (basically cameras) controlling access to LTZ areas and about the possibility of requesting permits via the Internet and/or SMS (Fig. 5.5).

Electronic gates are present throughout the Country but are totally absent in Basilicata, Trento and Bolzano , while the service of applying for access permits online/SMS is available only in six Regions .

|5.3.2| Electronic payment for parking services

E-payment of parking fees has been considered in terms of adoption of prepaid rechargeable cards with microchips that can be recharged directly online on the website of the concessionaire of the service.

Fig. 5.6. Payment of parking fees with prepaid cards (% Capital towns)



Base: 110 Capital towns

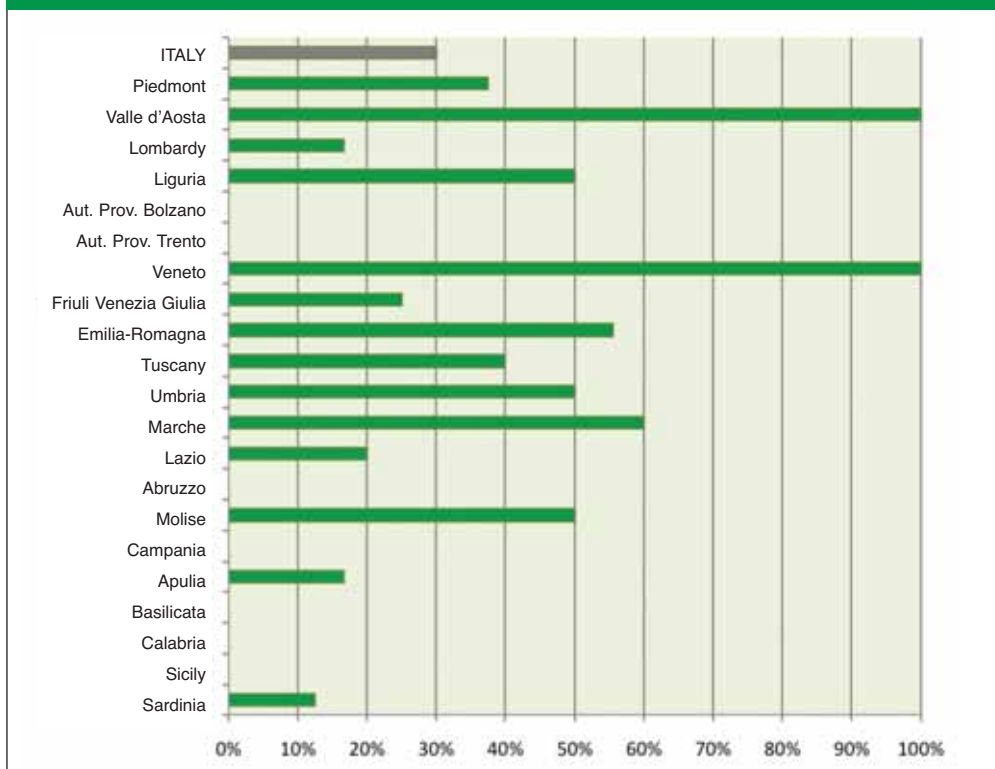
Source: Between Platform Observatory(October 2010)

Electronic parking payment systems have been found in some 40% of the Municipalities that are capital towns including all capital towns of Liguria, Umbria, Trento and Bolzano . They are absent in four Regions (Valle d'Aosta, Abruzzo, Campania and Sicily). Online card recharging systems are not very common and are currently available only in three towns in Lombardy, Veneto and Friuli Venezia Giulia.

|5.3.3| Information services for private transport

The information services for private transport are a very broad and heterogenous class of services, delivered to different kinds of users. For the purposes of this report only the services that provide real-time updated information on road and traffic conditions have been considered, and particularly the information directly available on the institutional web sites of the Municipalities that are capital towns and on the institutional websites of Municipalities and mobility companies¹⁵.

Fig. 5.7. Online real-time information on road and traffic conditions (*) (% Capital towns)



(*) presence of the service on institutional web sites (Municipalities and/or mobility company)

Base: 110 Capital towns

Source: Between Platform Observatory(October 2010)


Only 30% of institutional sites of Municipalities that are capital towns provide real-time information on road traffic conditions. In particular the service is in operation in all the capital towns of Veneto where there is a regional service. The service is available in the towns of Liguria, Emilia-Romagna and Marche, while in the rest of the Country it is available only in a small number of towns, and is notably nearly absent in the South.

¹⁵ Since the analysis focuses essentially on urban infomobility, information on suburban and motorway routes has not been included.

Services for businesses and services for labour



| 6 | SERVICES FOR BUSINESSES AND SERVICES FOR LABOUR

 CONSISTENTLY with the action programme launched by the European Commission in its new “Europe 2020” initiative aimed at guiding the Union out of the economic crisis, all Member Countries are called upon to strengthen their engagement for re-launching employment and production by siezing the opportunities offered by the new ICT.

In the framework of e-Government initiatives it is some time that a redefinition has been underway in Italy of the modalities according to which the PA can improve its operational efficiency. The focus is on innovative processes and instruments capable of meeting the complexities of the “labour world” and the “business world”, also from the viewpoint of the local dynamics linked to these systems.

In this direction, the simplification of the relationships between administration and businesses on the one hand, and the implementation of instruments that can help demand meet supply in the labour market on the other, are extremely important goals.

| 6.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter describes the level of deployment and use, at the local level, of the following categories of service:

- services for businesses, in their capacity as legal entities that have specific obligations (e.g. registration, authorizations, submission of financial statements, etc.), and as suppliers of goods and services for the PA or simply businesses that operate in a given local context. In particular the focus was on one-stop-shops/desks for businesses, statements to be made by start-ups, e-procurement for having access to incentives;
- services for labour aimed at matching supply and demand and at fighting against long-term unemployment, by providing help and support to job-seekers (active policy services, supply/demand matching, readjustment to the labour market, requalification, services that support the anti-crisis measures, etc.). The services for labour refer to the platform called “IT labour system” (SIL), the system that produces, processes and manages information on the labour market, concerning workers, companies and other authorized or accredited operators (employment agencies).

| 6.2 | SERVICES FOR BUSINESSES

In analysing the level of Digitization of the services delivered to businesses by the PA, of special importance are some operational instruments and procedures managed by organizations that operate at different administrative levels:

- the One-Stop-Shop/Desk for businesses in the light of the amendments made by Article 38 of Act 133/08;

- the issuing of incentives and contributions to businesses by Regions and Local Authorities;
- the PA procurement cycle (e-procurement, electronic billing, etc.).

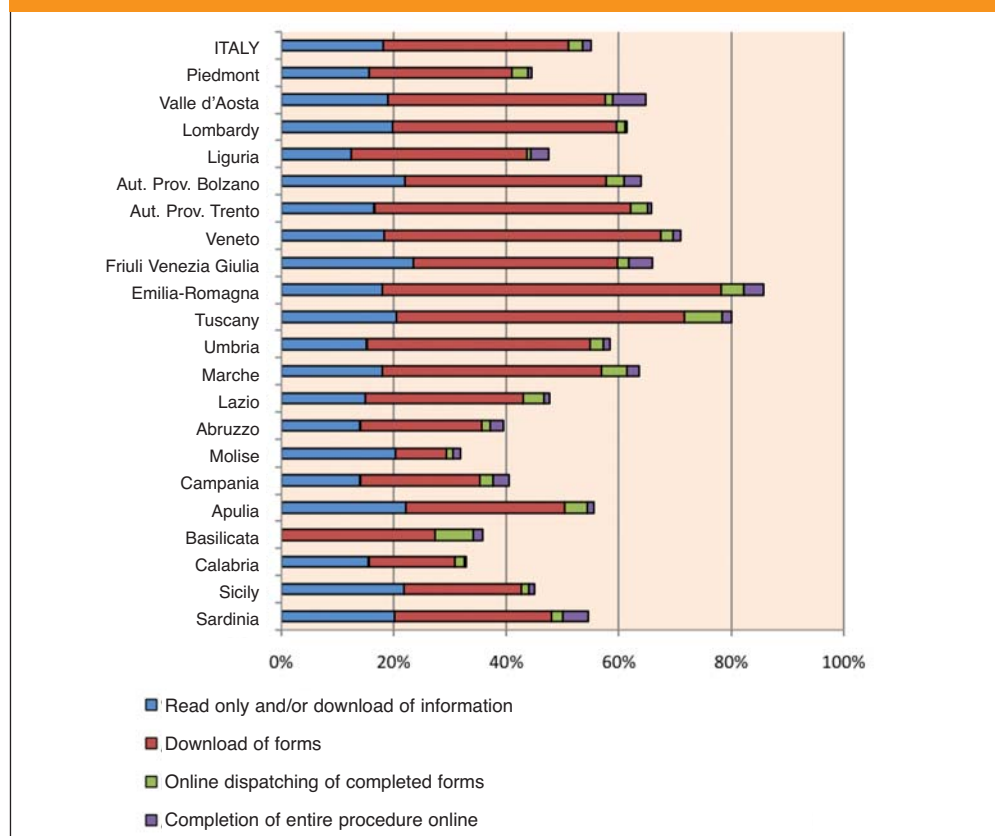
6.2.1 Online front-desks for businesses

Many services for businesses are delivered by municipal administrations through their institutional web sites.

The histogram below offers a snapshot of the degree of availability of a section devoted to businesses on the portals of Municipalities and of the degree of interactivity reached by the relevant services.

In terms of diffusion, almost 60% of Municipalities have portals with sections dedicated to services for the business world. In terms of performance, Regions worthy of mention are Emilia-Romagna followed by Tuscany, Veneto and Valle d'Aosta. (Fig. 6.1).

Fig. 6.1. Online availability of the thematic section: "Services for businesses" (% Municipalities having a website)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

The transactional service most widely used is the downloading of forms (which prevails also with respect to sections that exclusively provide information), offered by more than 30% of Municipalities with peaks that are above 50% in the Autonomous Province of Trento, in Tuscany and above all in Emilia-Romagna.

Without forgetting that on the whole the most advanced services are not uniformly diffused, the highest concentration of Municipalities with web sites having a dedicated section for businesses and with high levels of interactivity are those of Valle d'Aosta, followed by Sardinia, Friuli Venezia Giulia and Emilia-Romagna.

The One Stop Shop for Industry (Italian acronym SUAP – “Sportello Univo Attività Produttive”) and the Statement of Beginning of Construction Works (Italian acronym DIA – “Denuncia Inizio Attività”) are extremely important areas for improving interaction between PA and businesses especially for the contribution that correct implementation may generate in terms of efficiency and simplification of administrative procedures for the duties to be fulfilled by businesses (Figg. 6.2 e 6.3).

Fig. 6.2. Online availability of “SUAP”
(% Municipalities with website)

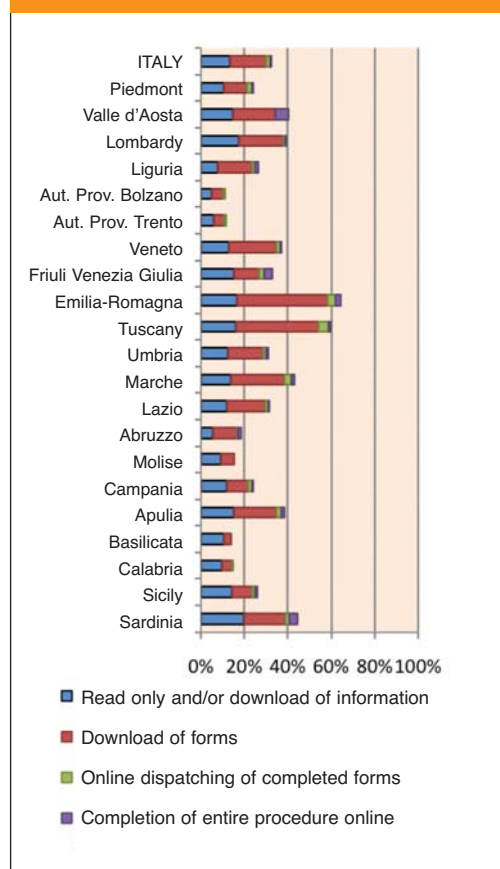
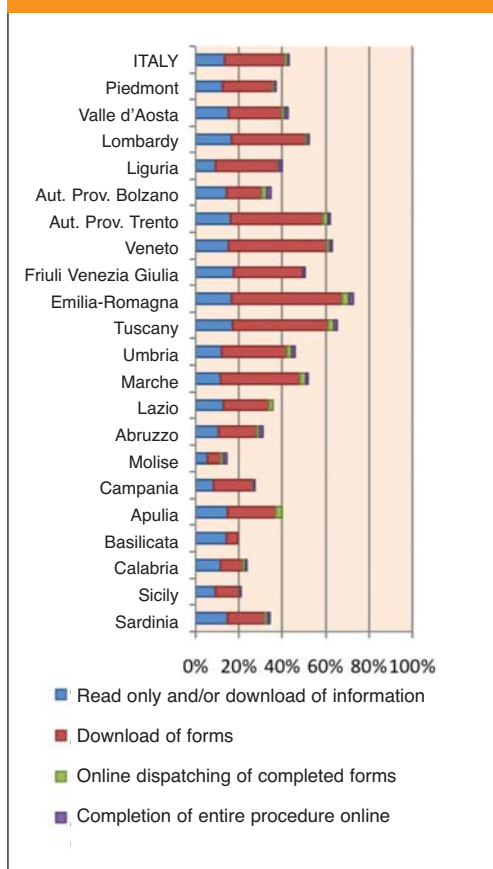


Fig. 6.3. Online submission of “DIA”
(% Municipalities with website)



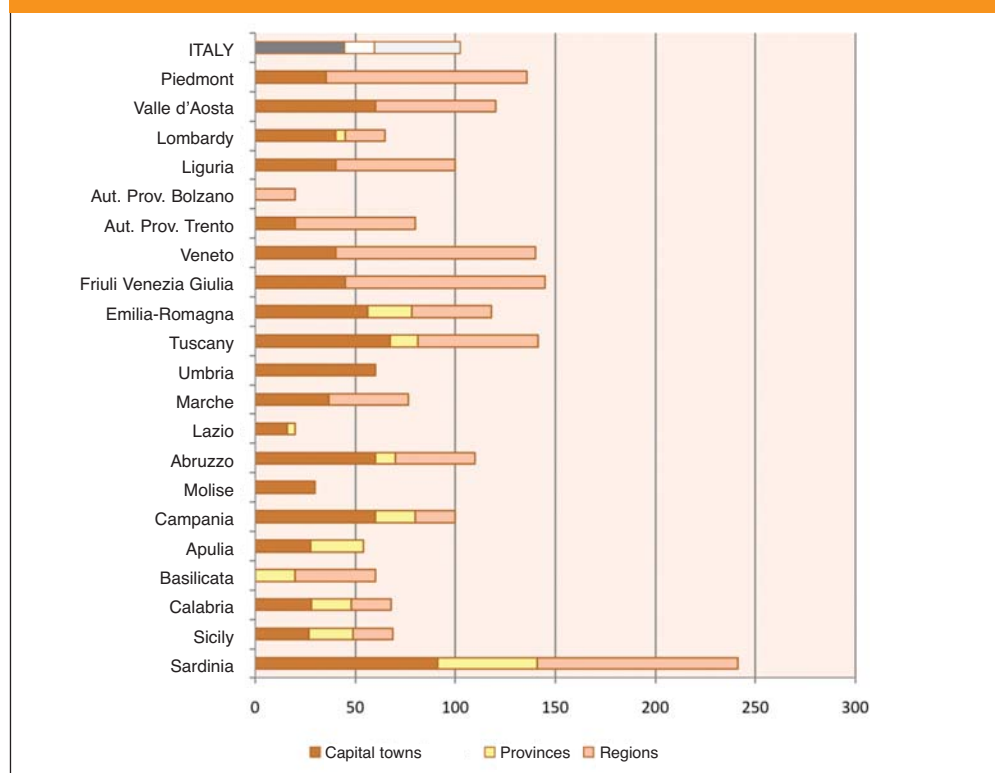
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Just over 30% of Municipalities provide SUAP on their portals. From the standpoint of interactivity, the service offered online consists in viewing the information and downloading the forms to be filled in. The diffusion of this service is highest in Emilia-Romagna and Tuscany, while the leading Regions where the service is transactional are Valle d'Aosta and Sardinia. As regards DIA, the data show on average a higher level of diffusion, but Interactive services are not common.

Since the new Regulation on the reorganization of the SUAP discipline envisages that the electronic channel is compulsory for communications between businesses and the public administration, some local indicators have been developed examining in detail the services delivered online by the one-stop shop for productive activities of the Municipalities that are capital towns. The services considered here are:

- providing information on the functioning, goals, regulations and procedures that can be obtained at the SUAP, remotely and in the traditional manner;
- downloading the forms required to submit the application;
- availability of a single form that can be used for all applications;

Fig. 6.4. Availability of transactional SUAP (Municipalities that are capital towns, Provinces, Regions/Autonomous Provinces) (*)



(*) The overall score indicator (0-300) considers subsidiarity and levels of interactivity of the services on the web sites of public bodies

Source: Between Platform Observatory(July 2010)

- availability of a database of procedures, that is to say a dictionary containing all the procedures and steps required to complete the application (each procedure is summarized in a fact sheet and attached to it are the forms to be filled in to submit the application);
- the entrepreneur or front-desk operator can forward the application remotely directly to the web site or by certified e-mail ;
- the entrepreneur can track his application as it goes through the process and he has access to all the applications he has submitted.

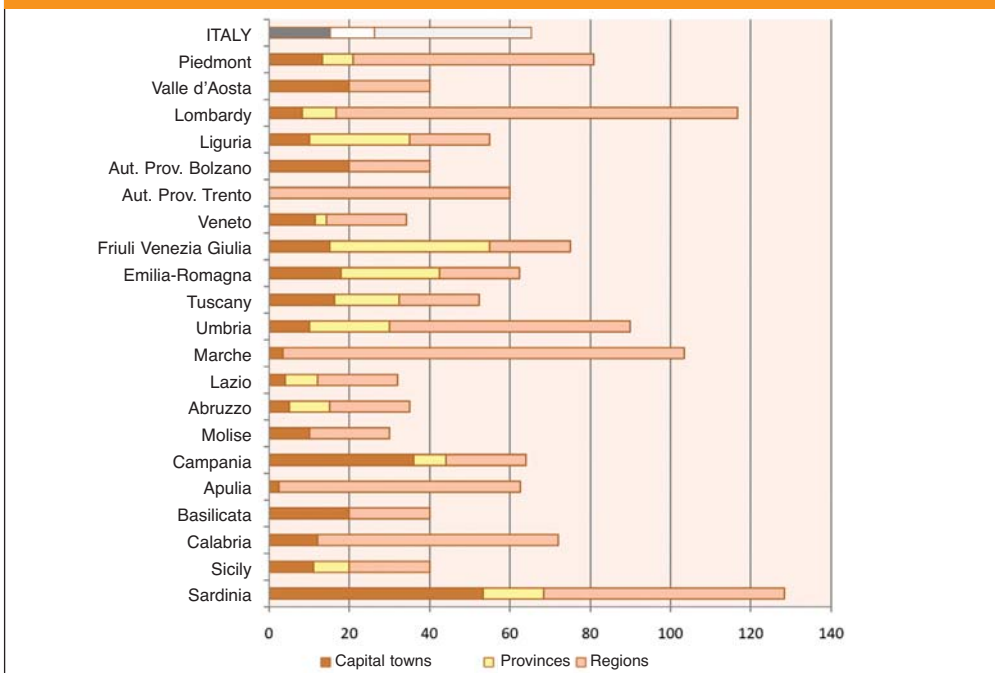
The presence of specific regional initiatives accounts for the high indicator scores obtained for some territories (Piedmont, Valle d'Aosta, Veneto, Friuli Venezia Giulia, Emilia-Romagna, Tuscany and above all Sardinia). Some delays in providing this service are noticed for the Autonomous Province of Bolzano , Lazio, and Molise. (Fig. 6.4).

6.2.2 Incentives for businesses

The websites of the PA were analysed to see the degree of diffusion and level of interactivity of the incentives and subsidies offered online to businesses.

The regions where this services is most common are Sardinia, Lombardy, Marche and

Fig. 6.5. Availability and transactional degree of incentives for businesses (Municipalities that are capital towns, Provinces, Regions/Auton. Prov.) (*)



(*) The overall indicator score (0-300) considers subsidiarity and levels of interactivity of the services on the web sites of public bodies

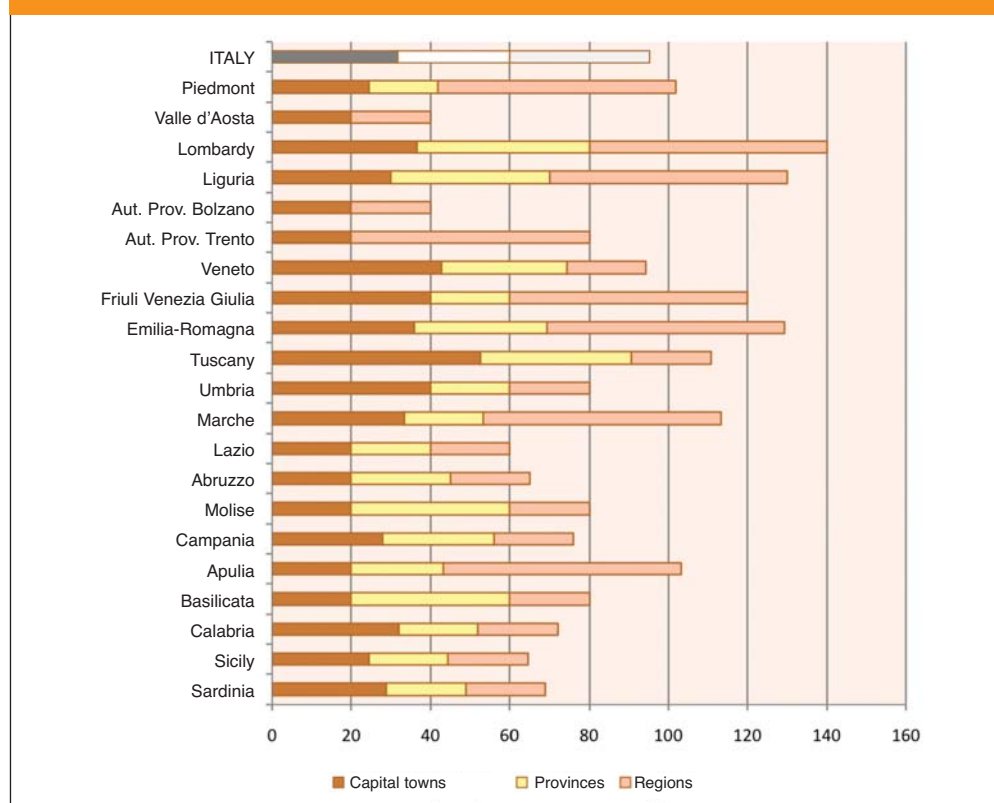
Source: Between Platform Observatory(December 2009)

Umbria, while lower levels of diffusion/transactional degree are found in Veneto, Lazio, Abruzzo and Molise (Fig. 6.5).

6.2.3 | E-procurement services

The analysis of the transactional degree of e-procurement services offered by Municipalities, Provinces, Regions and Autonomous Provinces concerns information and the calls for bids, auctions and e-procurement tenders that can be executed directly on the website with online display of the invoices.

Fig. 6.6. Availability and transactional degree of e-procurement (Municipalities that are capital towns, Provinces, Regions/Auton. Prov.) (*)



(*) The overall indicator score (0-300) considers subsidiarity and levels of interactivity of the services on the web sites of public bodies

Source: Between Platform Observatory(December 2009)

The picture is not uniform across the Country. Lombardy, Liguria, Emilia-Romagna and Friuli Venezia Giulia are the Regions where the services have highest diffusion and highest interactivity, whereas in Valle d'Aosta and in the Autonomous Province of Bolzano e-procurement is not a very common service.

|6.3| SERVICES FOR LABOUR

In recent years, the Minister for Labour and Social Policies has developed and enhanced e-Government services devoted to the labour market.

As envisaged in the e-Government development plan, instruments having a high social impact have been produced that will contribute to making the public services for the labour market more efficient, to providing easier access by citizens, bodies and businesses, and to speeding up the activities of the public administration.

In this framework, enabling forms of cooperation between public and private bodies, is an essential goal pursued through the creation of an organic and articulated network called "Network of Labour Services" (Italian acronym RSL – "Rete dei Servizi per il Lavoro"), identified as the technology-intensive information and organizational infrastructure that is necessary for the development, governance, management and analysis of the labour market in Italy. The "point of access" to IT instruments made available by the Services Network is the new portal called ClicLavoro, online since 22 October 2010. This portal offers citizens, businesses and the workers of the "labour system" immediate access to a detailed list of information and services, thus improving the matching of supply and demand, and facilitating links with the sectors involved: business, education, training and social policies.

The services analysed in this section concern the availability of IT Labour Systems at the local level, with special reference to some fundamental components such as:

- compulsory reporting of labour relations information that is managed at the national level (hiring, variation, termination);
- systems for matching the supply and demand for jobs.

|6.3.1| IT Labour Systems (SIL)

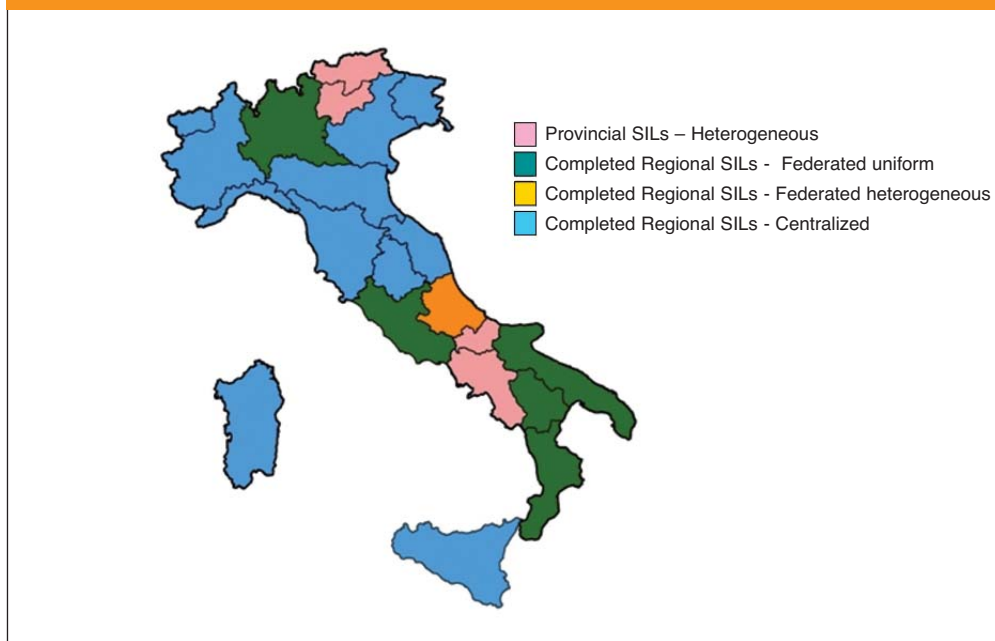
At the local level IT Labour Systems (SIL) have been developed by adopting different models. The models that have been used and that concern IT solutions for supporting both front-office (providing information, delivering services) and back office activities (front-desk activities of the Provincial Job Centres), are:

- centralized regional systems; (Fig. 6.7);
- federated regional systems based on uniform provincial IT Labour Systems;
- federated regional systems based on heterogeneous provincial IT Labour Systems;
- stand-alone, heterogeneous provincial systems.

The architecture and deployment of IT Labour Systems at the level of the local administrations are at the present time fairly heterogeneous: half of the Regions (plus the two Autonomous Provinces) have centralized regional systems, six Regions have federated systems that are generally uniform (except for Abruzzo), while Campania and Molise have heterogeneous provincial systems (Fig. 6.7).

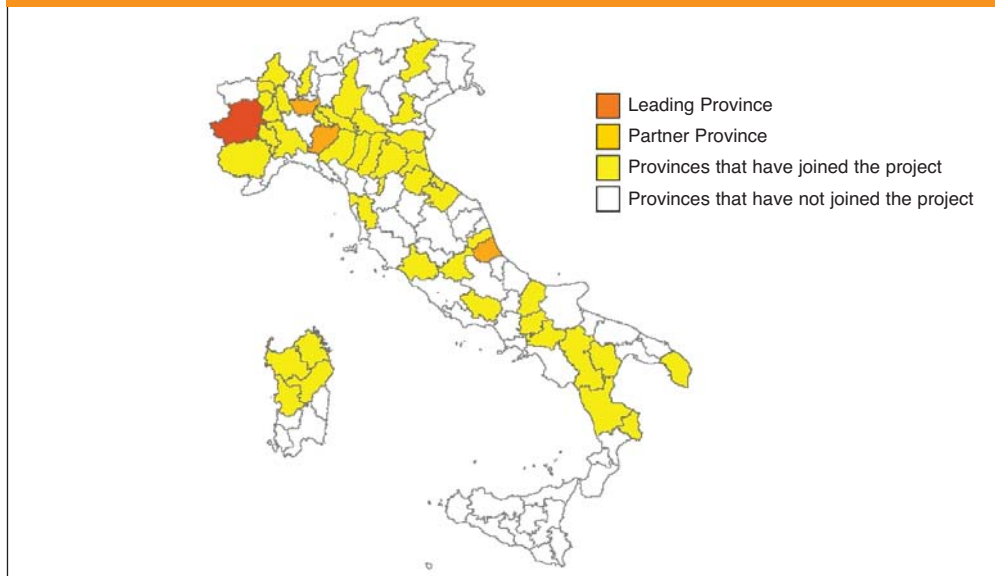
Some Provinces have developed a project called "LABOR" with the goal of enhancing the provincial IT Labour Systems through the development of new user-friendly online services (for businesses and workers) available on the Internet. More than 50 Provincial administrations have joined the project. (Fig. 6.8).

Fig.6.7. Situation of IT Labour Systems (SIL)



Source: Ministry of Labour and Social Policies (2010)

Fig.6.8. Map of Provinces that have joined the “LABOR” Project



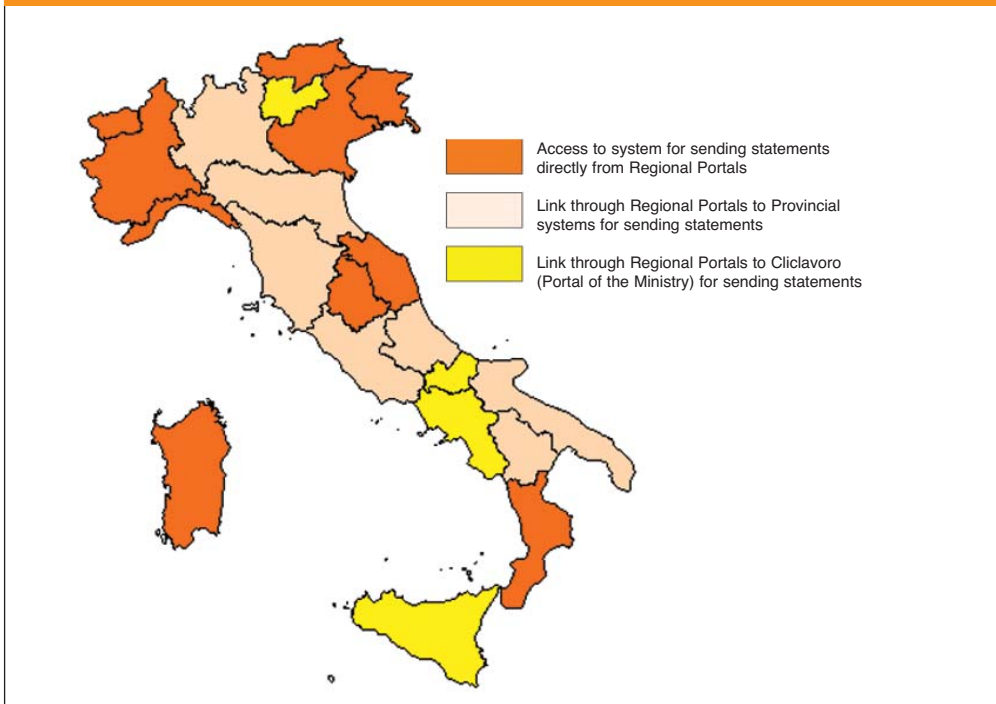
Source: LABOR Project Portal - www.upinet.it/labor (2010)

|6.3.2| Compulsory statements

Compulsory statements must be forwarded by all public and private employers to the Job Centres, INPS, INAIL and to the Ministry of Labour and Social Policies whenever they hire a worker, or when contracts are extended, transformed and terminated. Under a recent law it is compulsory to forward such information via web, thus replacing the traditional paperwork procedure. By directly accessing the Cliclavoro portal it is now possible to be redirected to the various regional or provincial systems for forwarding the statements required by law.

Below are some of the main results of a survey carried out to identify the modes of forwarding such statements used by the Regions and by the Autonomous Provinces. Three different modes were found for the electronic forwarding of statements: directly through the Cliclavoro portal, through a regional system or through provincial systems linked to the Ministry's network.

Fig. 6.9. Modes of forwarding compulsory statements on the portals of Regions/ Autonomous Provinces



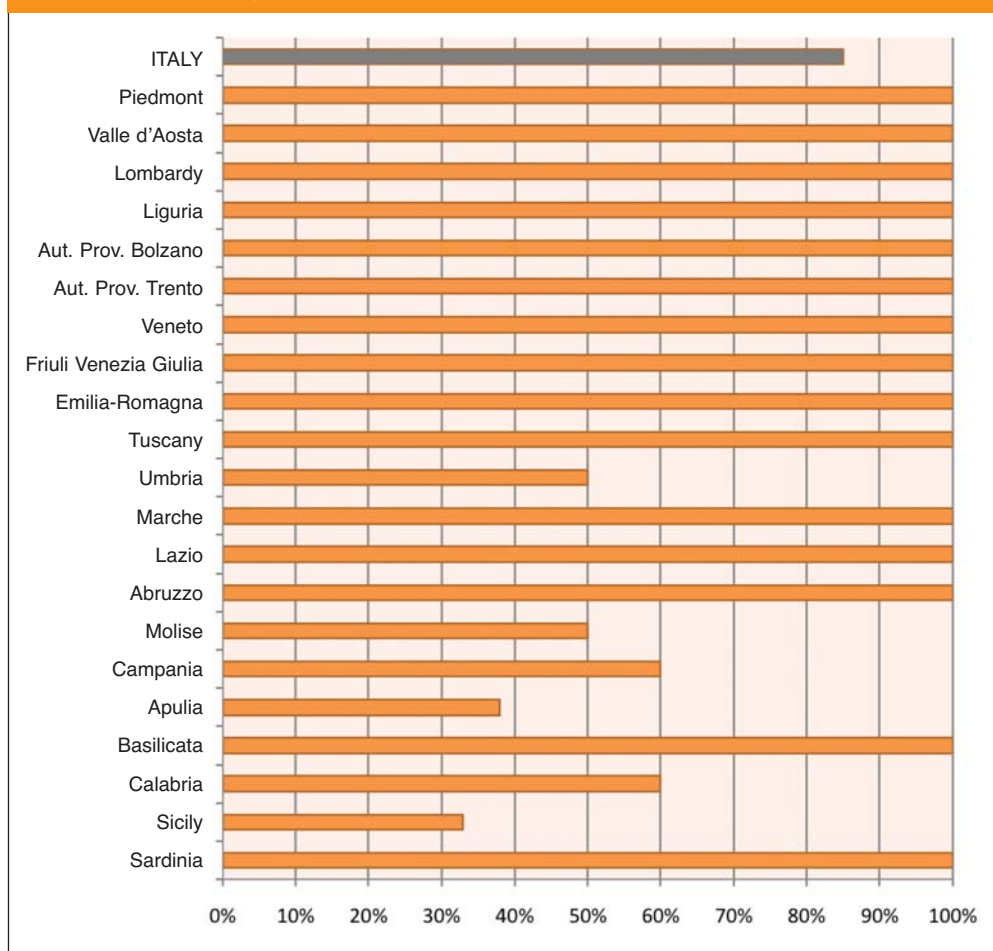
Source: Between Platform Observatory(November 2010)

Four Regions have links on their portal with the Ministry's portal. Half the Regions have set up a unified regional portal for forwarding statements required by law.

|6.3.3| Services for matching labour supply and demand

The indicator takes into account the level of availability and interactivity of the services available on the web sites of Provinces and Regions, aimed at facilitating the matching of job supply and demand

Fig. 6.10. Overall index of availability and interactivity of services for matching labour supply and demand (Provinces, Regions/Autonomous Prov.) (*)



(*) The overall indicator score (0-300) considers subsidiarity and levels of interactivity of the services on the web sites of public bodies


Source: Between Platform Observatory(December 2009)

Many Regions have developed online platforms which provide coverage across the territory of reference. Instead in six Regions (Umbria, Molise, Campania, Apulia, Calabria and Sicily) the service has been implemented exclusively in some Provinces and hence is available only to the people living in those areas.

Public databases



| 7 | PUBLIC DATABASES

 ONE OF THE MAIN goals of the e-Government Action Plan is to achieve full data and information sharing amongst the different levels of administrative government. This would enable true interoperability across Administrations.

Public data-bases are a great many and are differentiated by nature of the data processed and by the type of bodies that own such data. The main data bases that are targeted by the actions aimed at improving interoperability and availability of data are the Registry Offices, the local data bases and the tax data bases.

In particular the improvement actions focus on the following aspects:

- digitization of the administrations that manage the data bases, which is not uniform across the whole Country, especially with regard to the Local Authorities;
- updating and matching the various data bases that contain the same data (e.g. birth, marriages, death data) and that hence require accuracy and timeliness;
- making the contents of the data bases available via the Internet to all the other administrations by means of systems that are designed in line with criteria that ensure interoperability and cooperation on applications;
- making available (to citizens, businesses and their intermediaries) on line information and services linked to the data bases that are managed (e.g. birth, marriage and death certificates, searches of the Land Registries, tax payment, etc.).

The 2012 e-Gov Plan includes some strategic goals on the availability and sharing of data among the Administrations like the completion of the computer management of the Registry Offices of all the Municipalities and the standardization of Public Administration geographic data.

| 7.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

This Chapter describes the level of availability, interoperability and use of central or local, centralized or federated data bases that gather, in a homogeneous manner, information of national interest such as: birth, marriage and death data of citizens, geographic data, taxes, Land Registries.

In particular, the indicators concern:

- on the one hand, the level of computerization of the various data bases of the Municipalities and their ability to make their respective services available online;
- on the other hand, the state of progress of the projects aimed at linking the Local Authorities with the central data bases and the latter's level of access/updating of the data, with special reference to the updating and prompt sharing of data with INA-SAIA system (National Index of Resident Registry Records – Resident Registry Record Access and Exchange System) owned by the Ministry of Home Affairs and with the System for the sharing of Land Registry Data.

|7.2| POPULATION REGISTERS

The Population Register is the systematic collection of information on the place of residence of individuals, households and cohabitation. It has the function of entering the names of all the citizens who reside in a Municipality as singles, as members of a family or as partners, as well as the variations in population that occur in time as a result of births, deaths, and moving.

Even though the law provides that the Municipalities are in charge of keeping and updating the Register of Resident Population, the identity and residence data lie at the heart of many public services delivered by other administrations as well such as the electoral, school, tax, conscription, health and socio-welfare services that draw on the Source Register for the data they need to define the relationship between citizen and local level through the residence data.

It is therefore of utmost importance to make sure that all the bodies that deliver services to the citizens promptly receive updates whenever variations occur. This is to be done through the interconnection of the data bases and by matching the registers.

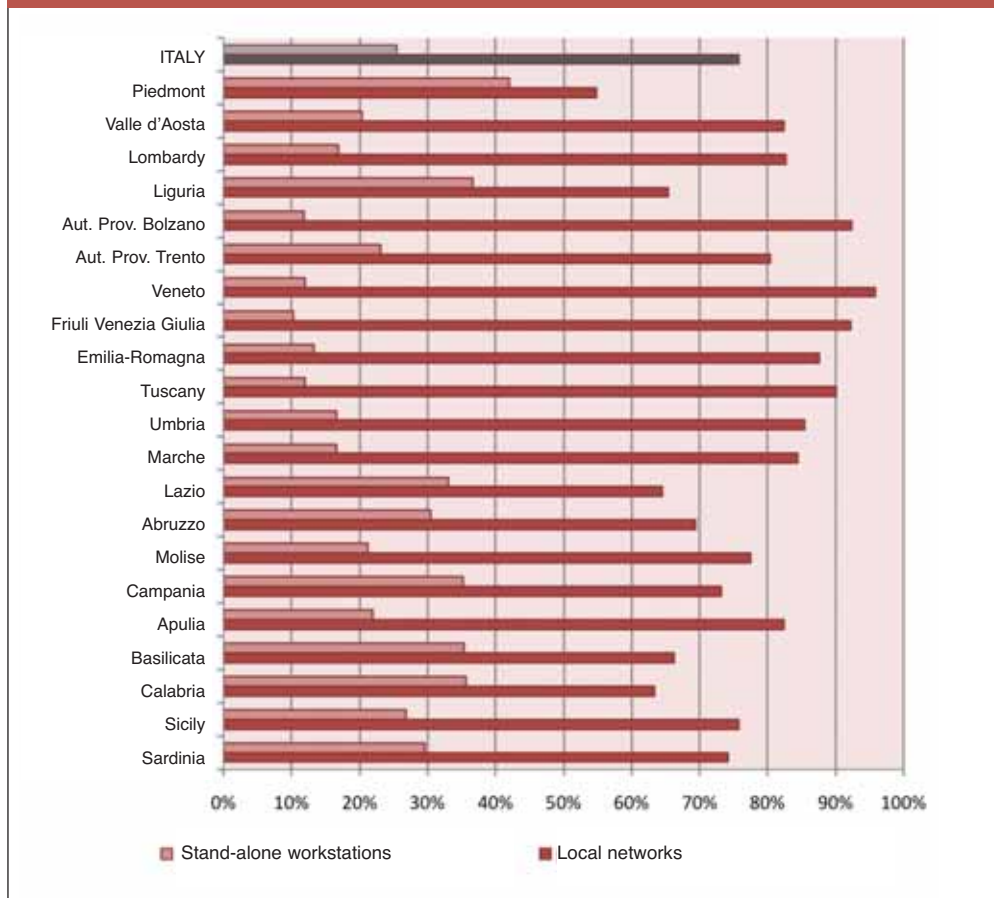
In this section an analysis is made of:

- the Digitization levels of the Municipal registers and the degree to which the respective services are available online;
- the use of the INA-SAIA system of the Ministry of the Interior for the flow of data between registers and in particular:
 - connected Municipalities and frequency of the updates;
 - Central connected bodies and frequency of the updates (tax register, INPS, Traffic Control Authority, etc.);
 - Regional connected (or in the process of being connected) bodies on the basis of agreements signed with the Ministry of the Interior .

|7.2.1| Digitization of Municipal Registry Offices

The figure shows the level of digitization of the services of the Registry Offices of the Municipalities in terms of specific and data base applications both in the case of workstations connected in a local network and stand-alone workstations.

Fig.7.1. Digitization of the management of Registry Office activities (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Virtually throughout the whole country the use of Register applications in a local network is more common than stand-alone workstations, the latter being used only in a quarter of the Municipalities. The Municipalities in the North East are those where the digitization process and adoption of local networks are most advanced and they are the Regions with the largest share of small Municipalities that have highly computerized stand-alone workstations (e.g. Piedmont).

| 7.2.2 | Availability and level of interactivity of municipal Registry services

This paragraph highlights the level of online availability of information and services related to Registry Offices and the specific service of dispatching certificates (birth, family status, etc.).

Fig.7.2. Online availability of Registry Office services
(% Municipalities with website)

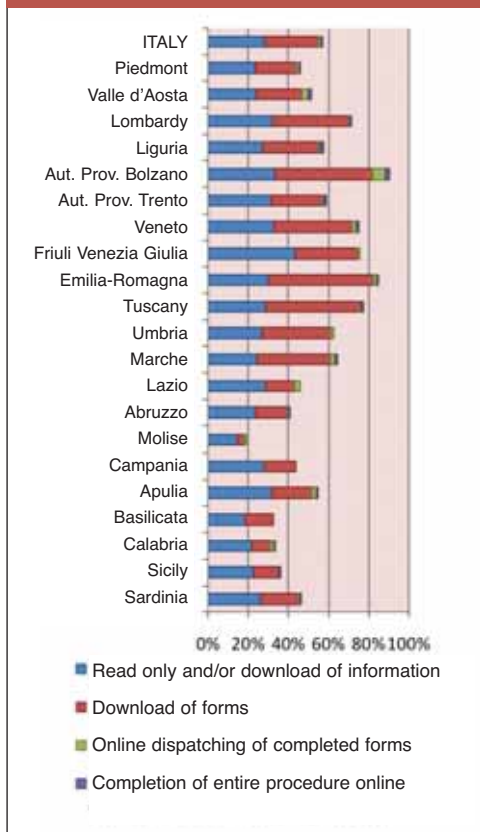
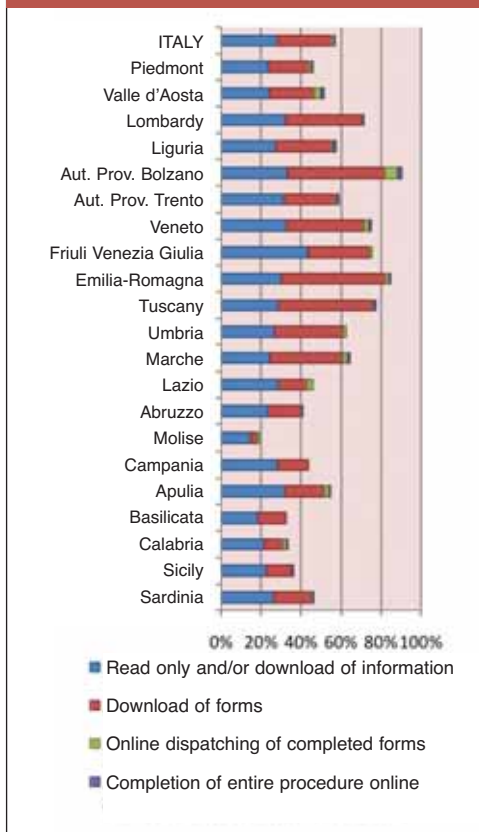


Fig. 7.3. Online availability of certificates issued by the Registry Offices
(%Municipalities with website)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

More than 60% of Italian Municipalities provides Registry-related information and services, but the level of interactivity is very low: in most cases indeed it is only possible to download documents from the site.

The online dispatch of "Registry certificates" is led by Emilia-Romagna and Molise which is the only Region with more than 5% of the certificates delivered online (Figg. 7.2 e 7.3)

| 7.2.3 | National Index of Registry Offices (INA)

The National Index of Registry Offices (INA) is the technological infrastructure of reference for the sharing of data between the Municipal Registry Offices. The index does not contain the Registry data of the citizen because it is the Municipality of residence that has exclusive competence over such data. The INA, instead, contains minimum data that can help retrieve the data or speed up access to full data.

The INA, created and managed by the Ministry of the Interior, is a service which is accessible on the web to all Municipalities which are obliged to take part in the creation and constant updating of the Index. The INA services are completed and enriched by the information from the System for Access and Sharing of Registry Data (SAIA) which is the network infrastructure through which the additional Registry data is conveyed to update the INA database, as well as the data bases of connected administrations. The SAIA was conceived as a technical hub that sorts out the incoming Registry data and furthers them to the public administrations authorized to receive them.

| 7.2.4 | Connecting the Regions with INA-SAIA

Since May 2008, in agreement with the Ministry of the Interior and together with DigitPA, the Regions started to test the interoperability of the Public Connectivity System (Italian acronym SPC), in its local version ICAR (Regional Interoperability and Cooperation on Applications), with the INA-SAIA system. (Fig. 7.4).

Fig.7.4. Regions that have signed the Memorandum of Understanding with the Ministry of the Interior for integrating INA-SAIA with SPC (Public Connectivity System)



Source DigitPA, calculation based on Ministry of the Interior data (2010)

To date 12 Regions have signed a specific Memorandum of Understanding (MoU) with the Ministry of the Interior for testing interoperability on their territory. In these local areas discussions on regional coordination have started and interoperability tests between SPC/ICAR and INA-SAIA have been completed.

| 7.2.5. | Connecting the Municipalities with INA-SAIA

Since almost all Italian Municipalities are connected to the INA-SAIA System of the Ministry of the Interior, it is interesting to analyse the data on the frequency of the update provided by the Municipalities which provide data on new births, deaths, and residence changes. For the purposes of this report, the data relevant to the months of August, September and October 2010 have been considered (Fig. 7.5).

Fig. 7.5. Municipalities contributing to the INA-SAIA system (% Municipalities)



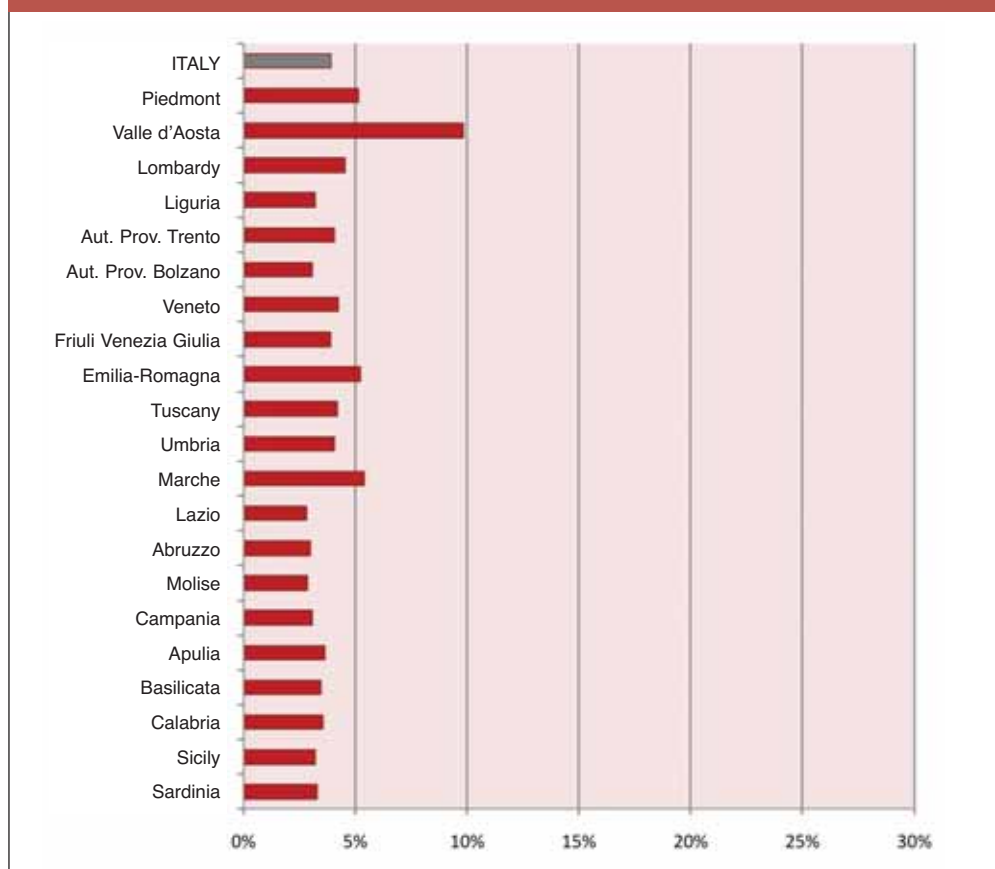
Source DigitPA, calculation based on Ministry of the Interior data (2010) (Period of reference: August, September and October 2010)

In the last quarter of 2010, 85% of Italian Municipalities were engaged in the INA-SAIA system. The highest proportions were found for the Regions of Valle d'Aosta, Veneto, Emilia-Romagna, Umbria and Basilicata, while the lowest were found for Lazio and the Autonomous Province of Bolzano.

By relating the number of reports forwarded by the Municipalities to the INA-SAIA system to the resident population, an archive “variation” index is obtained.

At national level, in the three months considered here, the dispatches refer to 3.9% of the resident population. In general there is a higher variation index for the populations of the Centre-North and in the less populated areas. The index for Piedmont, Emilia-Romagna and Marche was above 5%. The Municipalities of Valle d’Aosta were particularly active in the quarter considered here with one variation every 10 resident citizens (Fig. 7.6).

Fig. 7.6. Reports sent by Municipalities to INA-SAIA (% Municipalities over resident population)

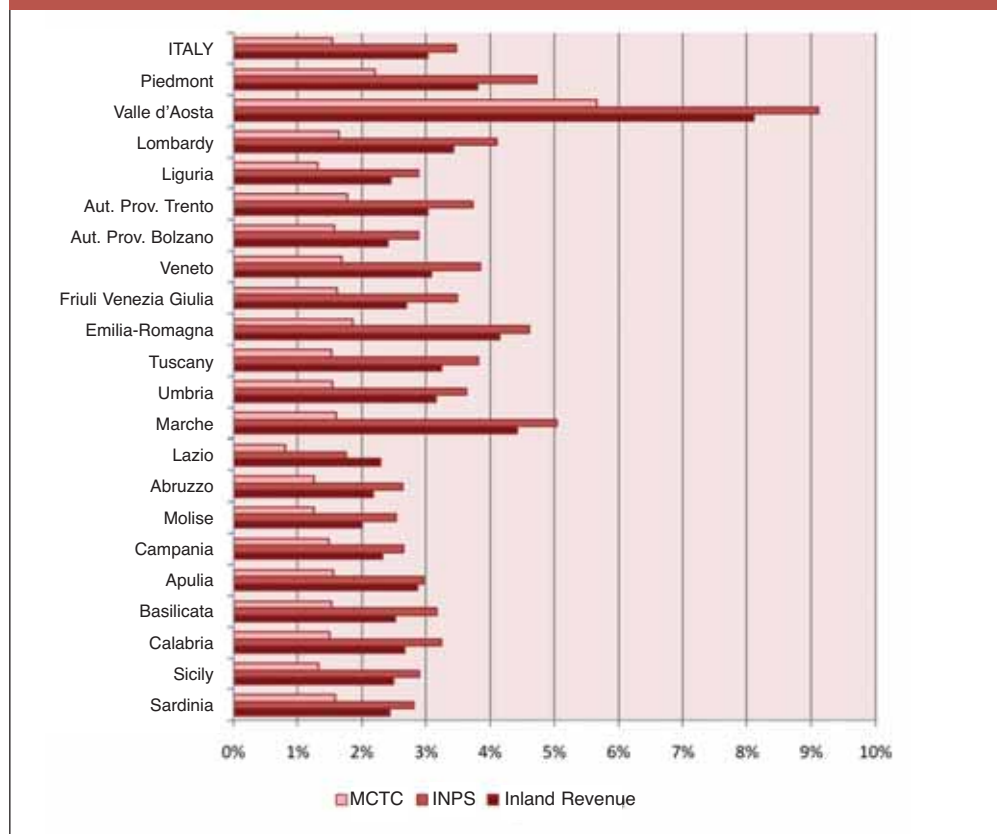


Source DigitPA, calculation based on Ministry of the Interior data (2010) (Period of reference: August, September and October 2010)

Another interesting figure concerns the notifications sent out during the same time period by INA-SAIA to the central administrations that issue services linked to the place of residence of citizens. The Bodies considered are the Traffic Control Authority (MCTC), INPS and the Inland Revenue. Also in this case the ratio between number of variations and resident population was calculated.

Quite understandably (Fig. 7.7), the data reflect the incoming variations with some differences due to the type of communication made by INA-SAIA to the administrations concerned, and hence for instance, the MCTC is interested essentially in variations deriving from the moving of citizens to another Municipality.

Fig. 7.7. Notifications sent by INA-SAIA to MCTC, INPS and the Inland Revenue
(% Municipalities over resident population)



Source DigitPA, calculation based on Ministry of the Interior data (2010) (Period of reference: August, September and October 2010)

|7.3| THE LOCAL LEVEL

Local data have a strategic role in decision-making concerning the management and government of the territory at the local, regional and National level: indeed, the Public Administration produces, manages and uses a vast amount of local data.

Moreover the possibility of easily retrieving local data is strategic to the economic development of a Country: the European Commission estimates that the value of local public data is around € 35 billion per year.

Considering the fact that at the national level there are many public Bodies, Institutions and Agencies involved in the production and management of local data, it is necessary to know the modalities and formats of the data processing systems used so as to improve access, sharing and reutilization.

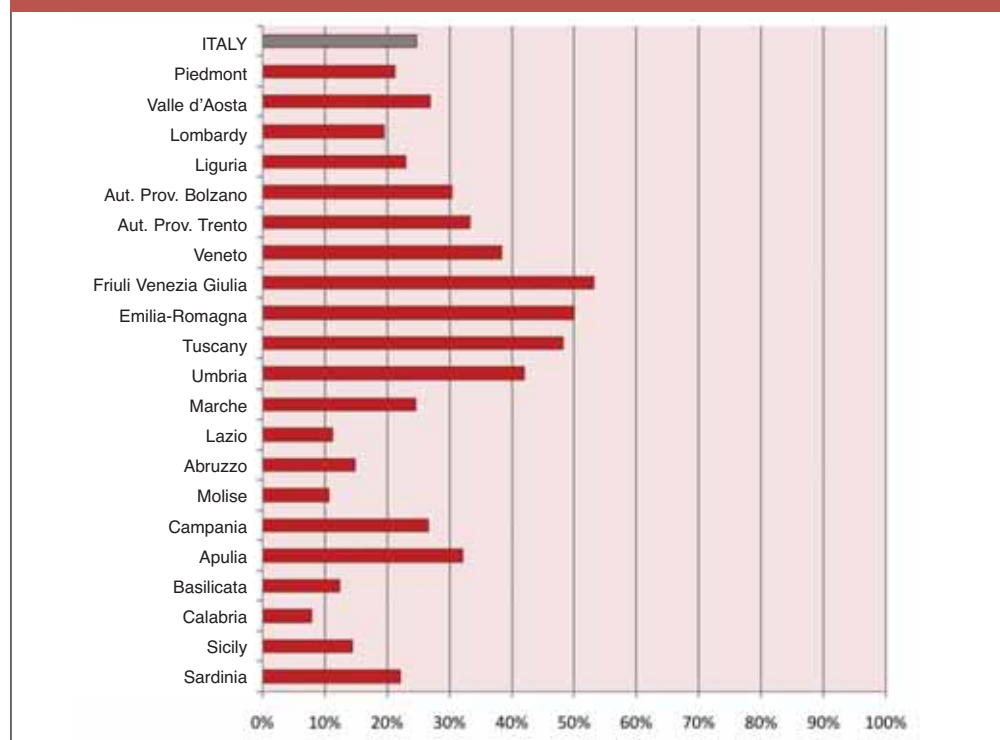
This section focuses in particular on:

- the levels of Digitization of the local IT systems of the Municipalities and the level of online availability of the relevant services;
- the extent to which the services are made available by the Territorial Agency on the portal for the sharing of land registry data.

|7.3.1.| Local IT systems in the Municipalities

In order to measure the diffusion of local area IT management systems, the following paragraphs show data on the adoption of a Geographical Information System (GIS) ¹⁶ in the Municipalities as well as the general availability of online information and services related to the territorial data bases.

Fig. 7.8. AVAILABILITY OF GIS - Geographic Information System (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

¹⁶ A Geographic Information System – GIS is any IT system that matches an alphanumeric description with a geographic or spatial element in order to capture, store, retrieve, transform and visualize spatial data from the real world

The diffusion of advanced instruments for the computer management of local area data in the Municipalities is still low: less than 25% are endowed with GIS facilities. In four Regions more than 40% of the Municipalities are endowed with GIS facilities (Friuli Venezia Giulia, Emilia-Romagna, Tuscany and Umbria).

Fig. 7.9. Online availability of data on local environment & area managem. (% Municipalities with website)

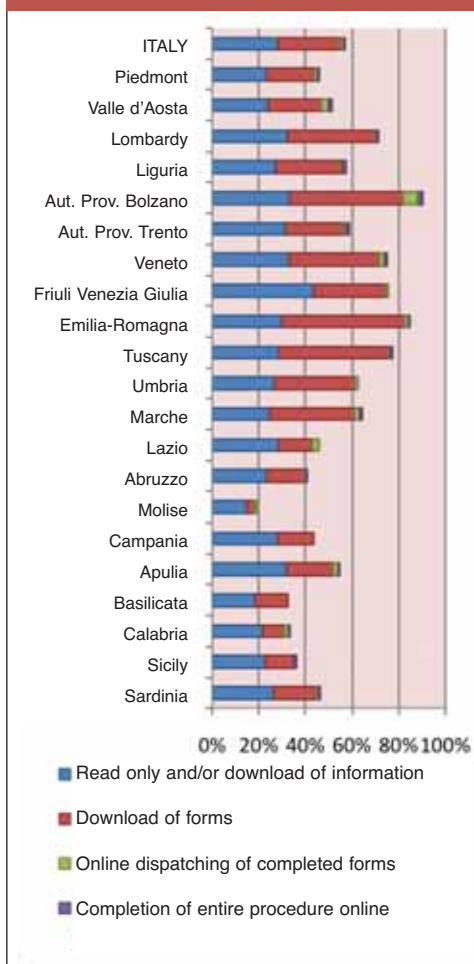
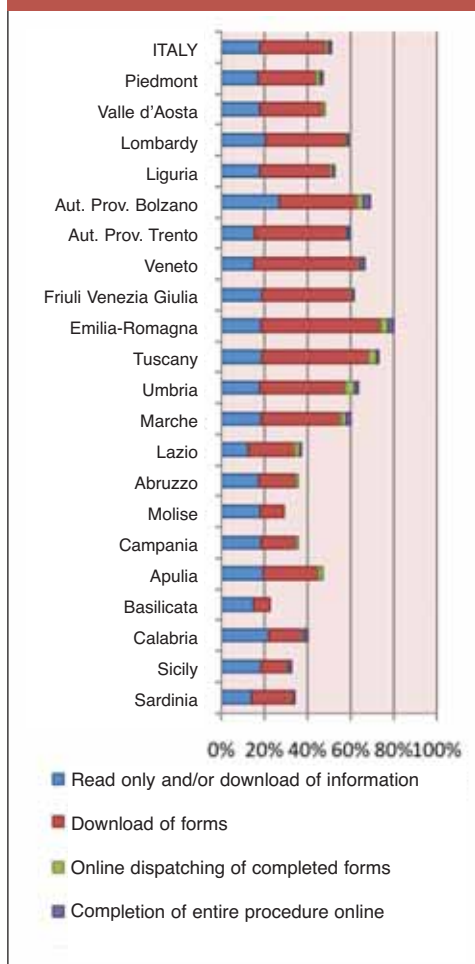


Fig. 7.10. Online availability of Housing & Land Registry data (% Municipalities with website)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Two areas of activity of the Municipalities were chosen to examine the general online availability of information and services: "Environment and Territory" and "Building and Land Registry".

For these two areas online services are available in 50%-60% of the Municipalities, but the

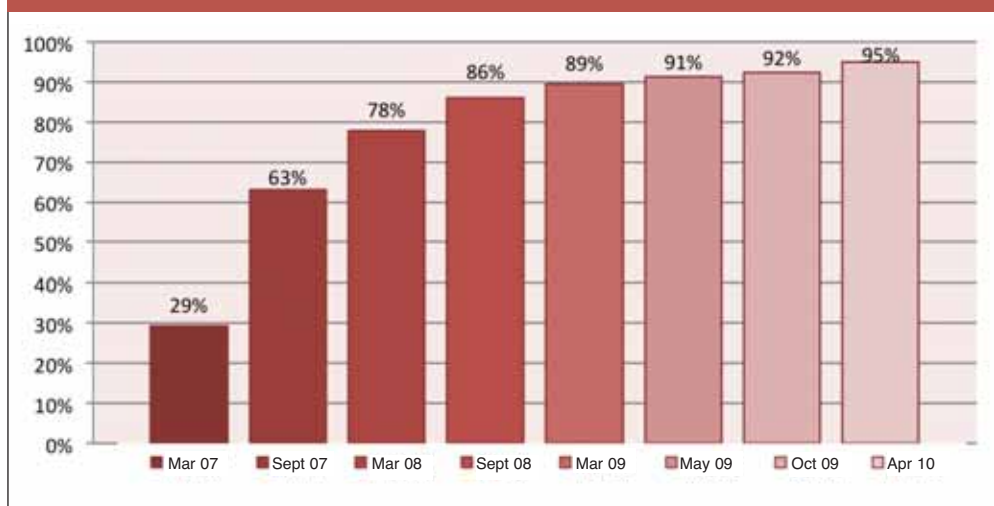
level of interactivity is low, at the most, users can download the forms. Completion of all the paperwork via the web is rather rare, with appreciable proportions only for the Municipalities of the Autonomous Province of Bolzano and Emilia Romagna.

| 7.3.2 | Sharing land registry data: the Portal for Municipalities

The Portal for sharing land registry data for the Municipalities is an electronic channel set up by the Agenzia del Territorio (Territorial Agency) to provide data, upon request, to Municipalities and Mountain Communities regarding their territories and for institutional purposes. The Portal allows the latter to retrieve and forward data on restricted local areas (municipal).

The data below refer (Fig. 7.11) to 19 Regions, because the Autonomous Provinces of Trento and Bolzano are endowed with an autonomous Land Registry and are not connected to the National Land Registry Information System.

Fig. 7.11. Municipalities that share data on the Portal for Municipalities as at 31/12/2009 (%)



Base: 7,759 Municipalities managed by the National Land Registry Information System

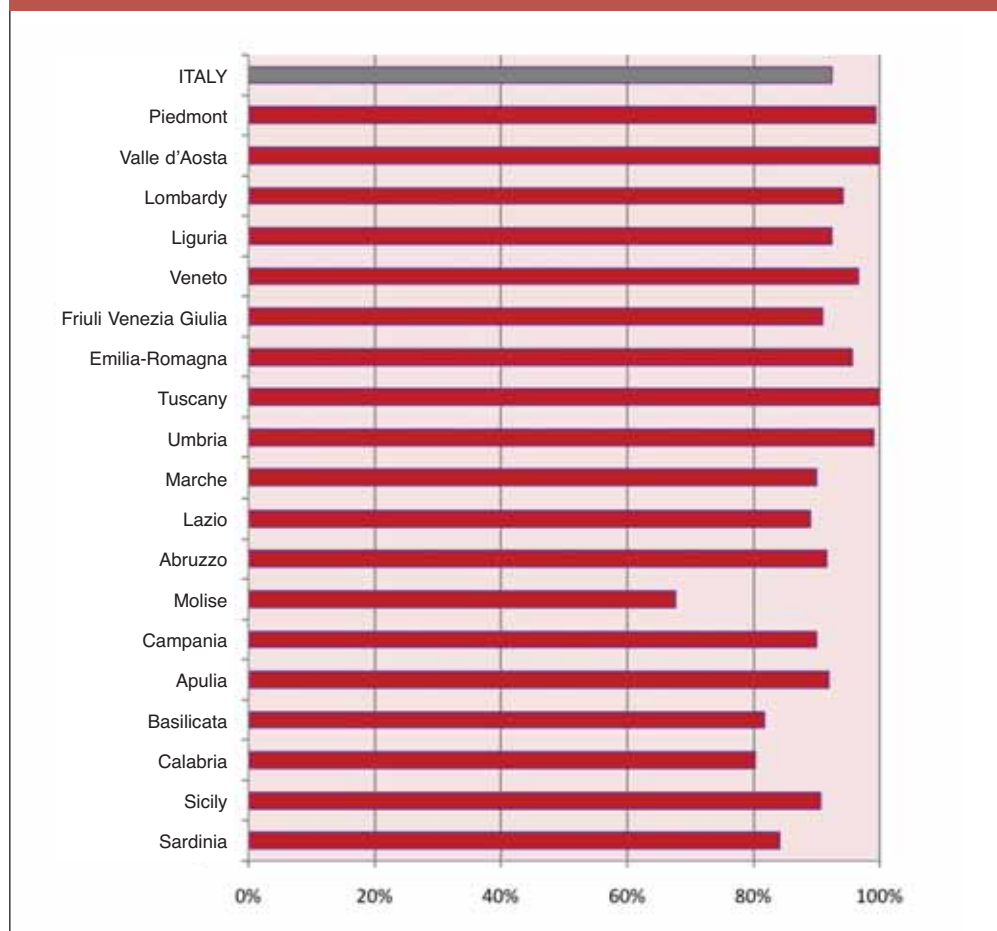
Source: Agenzia del territorio (April 2010)

The figure shows how the Municipalities joined the Portal over time. To date the service is available in over 95% of Municipalities.

The average rate of adoption reflects a very dishomogeneous local situation as shown in the figure below (the data refer to the October 2009 survey), which shows the extent to which the system had been adopted in the 19 Regions of the National Land Registry Information System (Fig. 7.12).

The rates of adoption are lower in some areas of the South (Molise, Basilicata, Calabria, Sardinia), compared to the Centre-North where there are Regions where almost all the Municipalities have joined the service of the Agency (Piedmont, Valle d'Aosta, Tuscany and Um-

Fig. 7.12. Municipalities that have signed service interchange agreements on the Portal for Municipalities as at 31/10/2009 (% Municipalities*)

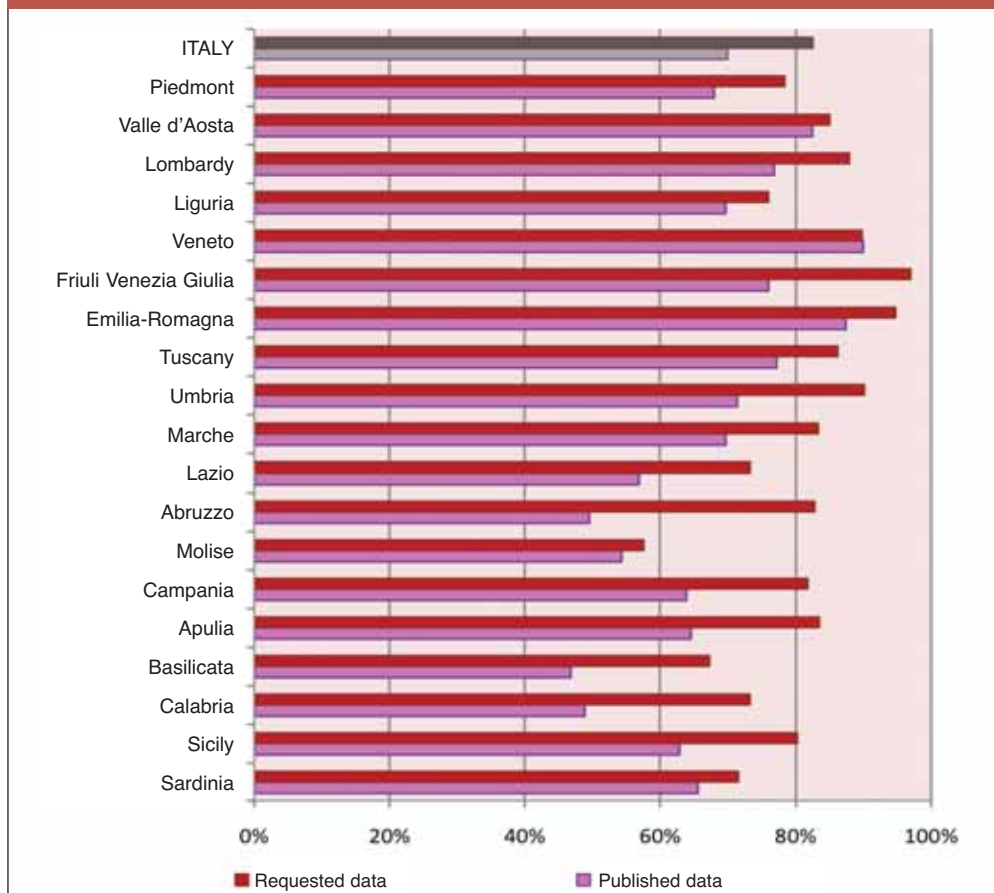


(*) Base: 7,759 Municipalities managed by the National Land Registry Information System
Source: Agenzia del territorio (October 2009)

bria).

In the Portal for the sharing of land registry data for the Municipalities there are two different types of electronic supply of data: “published”, i.e. provided periodically (registrations and variations, registration notes, etc.) and published “upon request”, which concern data from the land and buildings register and cartography. (Fig. 7.13).

Fig. 7.13. Municipalities that have signed service interchange agreements on the Portal for Munic. as at 31/10/2009 “published” and “on request” data (% Municipalities *)



(*) Base: 7,759 Municipalities managed by the National Land Registry Information System
Source: Agenzia del territorio (October 2009)

In general, the services on request are those most frequently used and consequently they generate a higher degree of utilization, especially in the Regions of the Centre-North, where coverage is quite significant.

| 7.3.3 | Sharing land registry data: applications cooperation

The administrations endowed with advanced IT systems can have access to the Land Registry data of the Territorial Agency through the Sistema di Interscambio (Interchange System), designed to meet the needs of the Bodies interested in an automatic and not manual sharing of data, as instead is the case of the Portal for the Municipalities.

This mode of access, set up according to the technical rules of the Public Network and Cooperation on Applications System (refer to Chapter 8), is suitable for the Bodies whose institutional activities cover significantly large territories because it allows them to automatically integrate the data within the information systems.

Fig. 7.14. Regions that have joined the system for sharing land registry data



Source: Agenzia del territorio (October 2009)

In nine Regions the system has already been adopted and is in operation whereas it is in the start-up phase in seven Regions. The adoption of the system by Lombardy, Lazio and Molise is in the process of being defined (Fig. 7.14).

|7.4| INLAND REVENUE

The implementation of tax federalism, which determines the financial autonomy of Municipalities, Provinces and Regions, makes it necessary for the local authorities to adopt instruments for the management and control of revenues, for upgrading tax assessment and collection systems and for improving the fight against tax evasion.

In particular, the availability of services that provide instant access to the tax status of each tax-payer facilitates an appropriate and efficient management by the land management bodies, local tax and revenues authorities, especially when such services can be

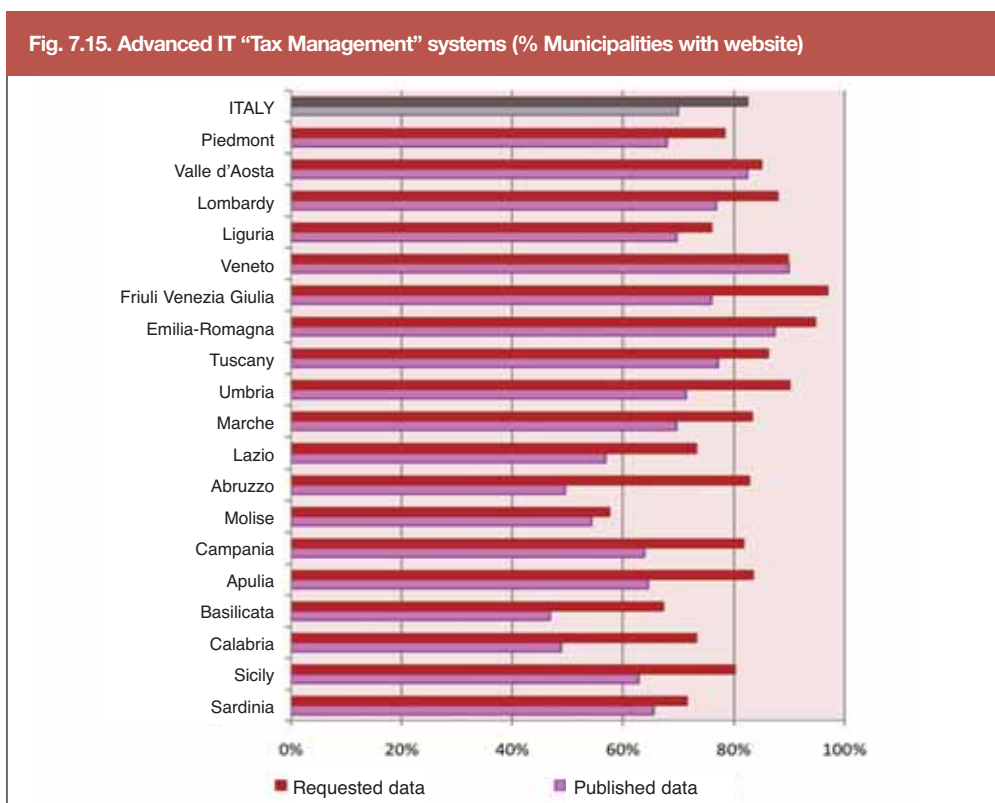
accompanied by the sharing of data and instruments made available by the central administrations and by the Agencies.

In this section an analysis is provided of:

- the degree of digitization of tax management by the Municipalities;
- the online availability of the relevant services in the Municipalities with special reference to the two most widespread taxes paid by citizens, namely the ICI tax (property tax, Italian acronym for “Imposta Comunale sugli Immobili”) and the TARSU tax (Tax on urban waste disposal).

| 7.4.1. | Digitization of tax collection by the Municipalities

The diffusion of databases or softwares that are specific for tax management in Municipalities has been analysed by distinguishing between ‘stand-alone’ softwares and data sharing softwares that run on the local municipal network.



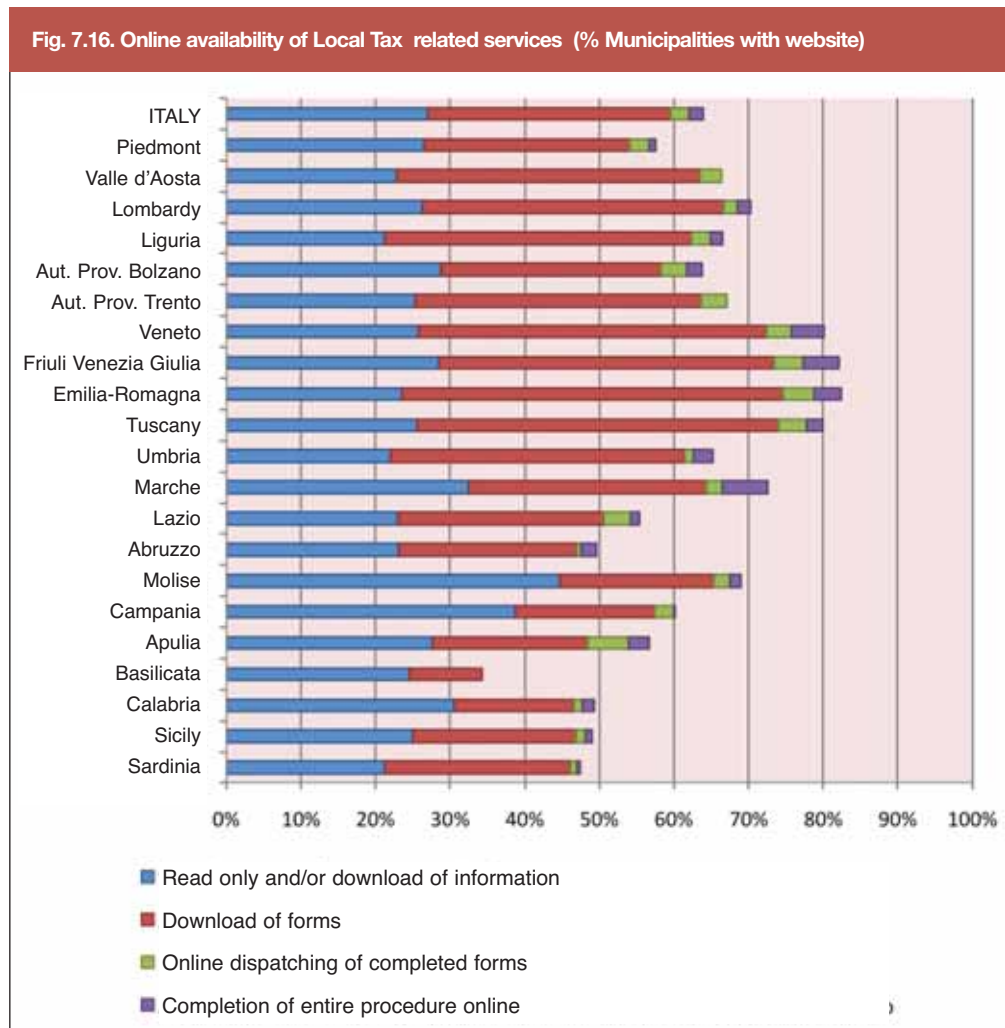
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

The indicator shows that the Digitization of the local network is more widespread than the Digitization of workstations; a leading Region for network Digitization is the Autonomous Province of Bolzano while for the Digitization of workstations the Region where this service is most advanced is Basilicata.

7.4.2. Availability and level of interactivity of online tax collection services in the Municipalities

Here an analysis is provided of the online availability of services concerning “Local Taxes” and then also of the services related to the payment of property tax (ICI) and urban waste disposal tax (TARSU).

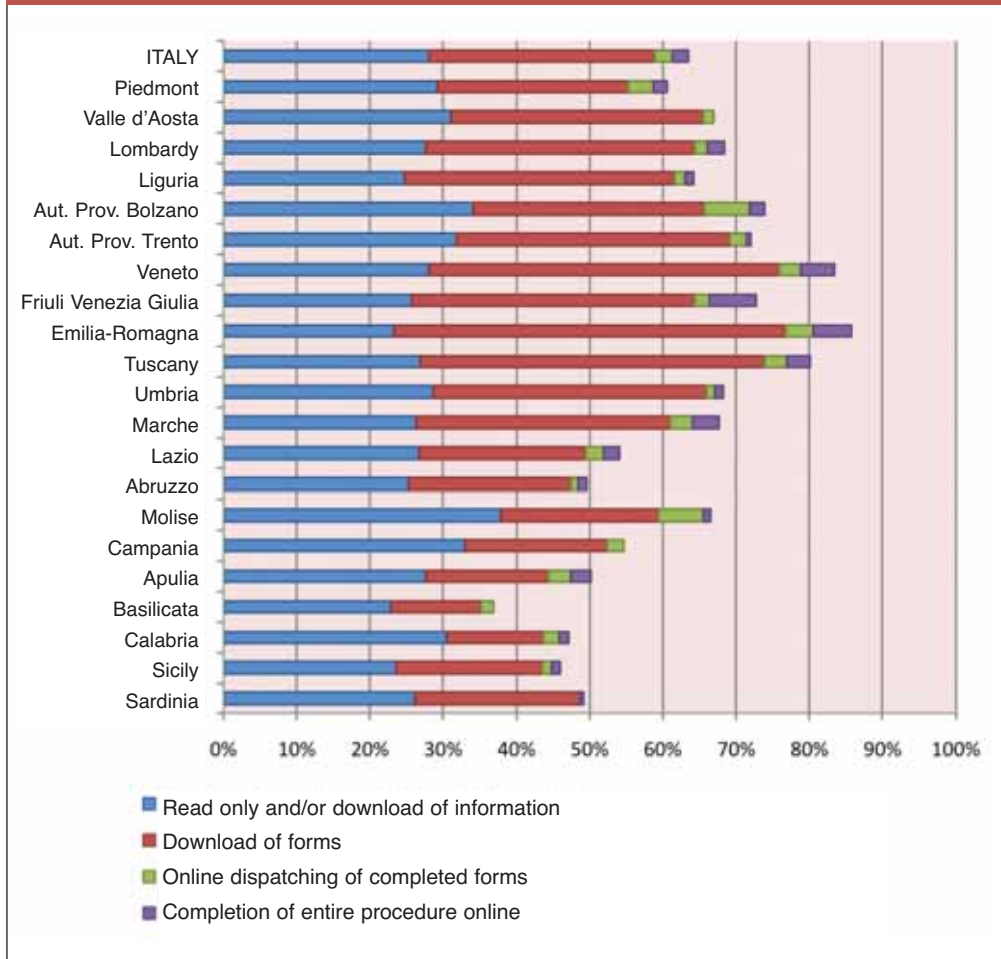
Over 60% of the institutional websites of Italian Municipalities contains sections and services on local taxes, which mainly provide information or allow the user to download forms. The full online availability of the service is achieved in only a few Municipalities, even though there are examples of best practice especially in the Regions of Friuli Venezia Giulia and Marche. (Fig. 7.16).



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

The following figure 7.17 provides a deeper insight into the level of interactivity of online services for the local property tax (ICI).

Fig. 7.17. Online availability of “ICI” services (% Municipalities with website)

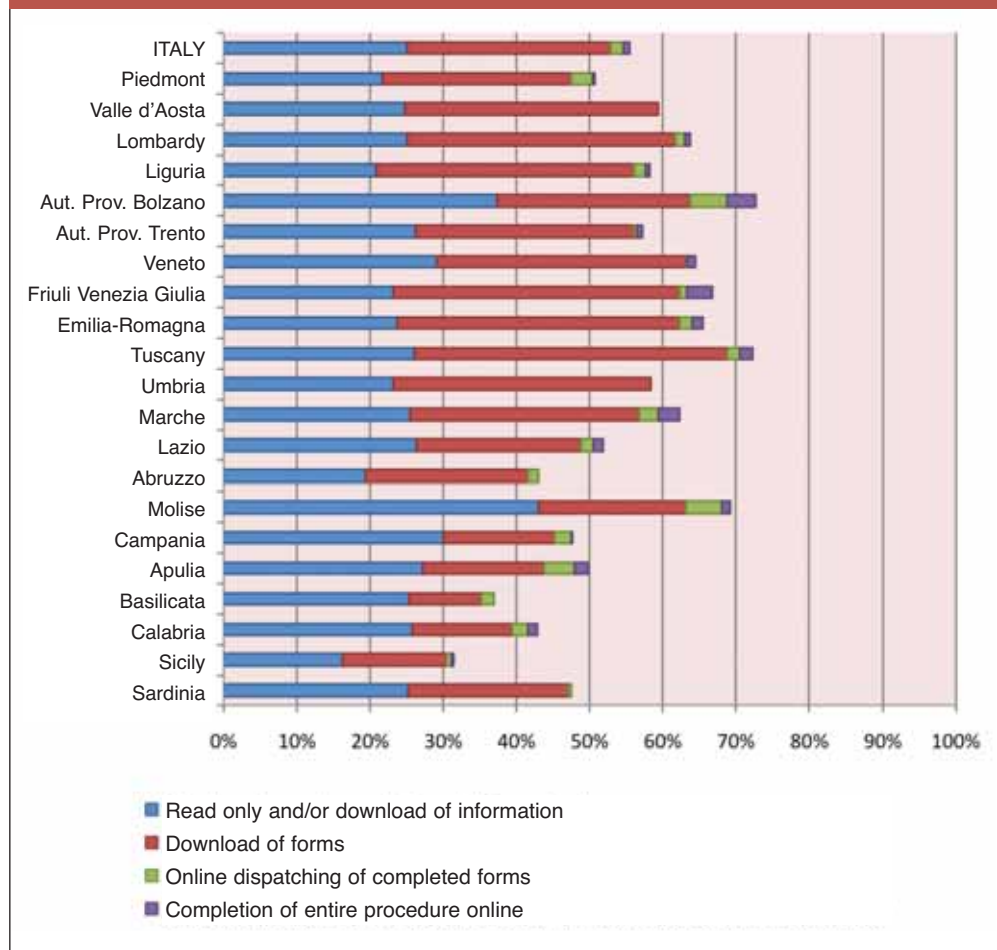


Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Just over 60% of Municipalities provide online information on their institutional web site on the local property tax and allow the user to download the forms. Also in this case only a small number of Municipalities enable the whole administrative procedure to be completed online. The highest proportions are found for the Municipalities of Emilia-Romagna, Friuli Venezia Giulia, Tuscany, and Marche. The figure for the Municipalities of Basilicata is very low compared to the other Regions.

The figure below provides information on the availability of transactional online services for the payment of the TARSU (urban waste disposal) tax.

Fig. 7.18. Online availability of the “TARSU” service (% Municipalities with website)




Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

In almost 60% of the institutional websites of the Municipalities there is a TARSU service which mainly consists in providing information and in allowing users to download the forms. The Autonomous Province of Bolzano, Tuscany and Molise are the Regions where the service is most widespread, even though the proportion of Municipalities which provide a transactional service is highest in the Autonomous Province of Bolzano, Friuli Venezia Giulia and Marche.

IT equipment, networks, and infrastructural services of the PA



| 8 | IT EQUIPMENT, NETWORKS, AND INFRASTRUCTURAL SERVICES OF THE PA

 THE AVAILABILITY OF SAFE and reliable infrastructure is of fundamental importance for the deployment and development of digital services for citizens and businesses. Consistently with the indications of the 2012 e-Gov Plan, the upgrading of technological equipment must occur both within the administrations, beginning with the Digitization of workstations and the use of innovative instruments supporting management activities, and outside with the full deployment of the Public Connectivity System (SPC) thereby meaning all the technological infrastructure and technical rules for the development, sharing, integration and diffusion of public administration information and data.

Being part of the SPC is necessary in order to ensure basic and advanced interoperability and cooperation on applications among the IT systems and information flows, providing security, confidentiality of information as well as protection and autonomy of the body of information held by each public administration.

| 8.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

The problems related to the technological infrastructure of the public administration are complex in that they cover a vast range of equipment (from the Digitization of workstations to cooperation on applications for the various IT systems of the administrations).

The Chapter describes the elements of growing complexity which make up the infrastructure of the administrations, in particular:

- basic IT endowment, in all its aspects including hardware and software;
- connection with the Internet, access to broadband and VoIP technology connections, joining the SPC and to all related services;
- implementing basic and advanced interoperability services, cooperation and security for applications (such as for instance Regional/Local networks and facilities for managing them, the services for interoperability and cooperation on applications for back-office systems) required to deliver the services to citizens and businesses.

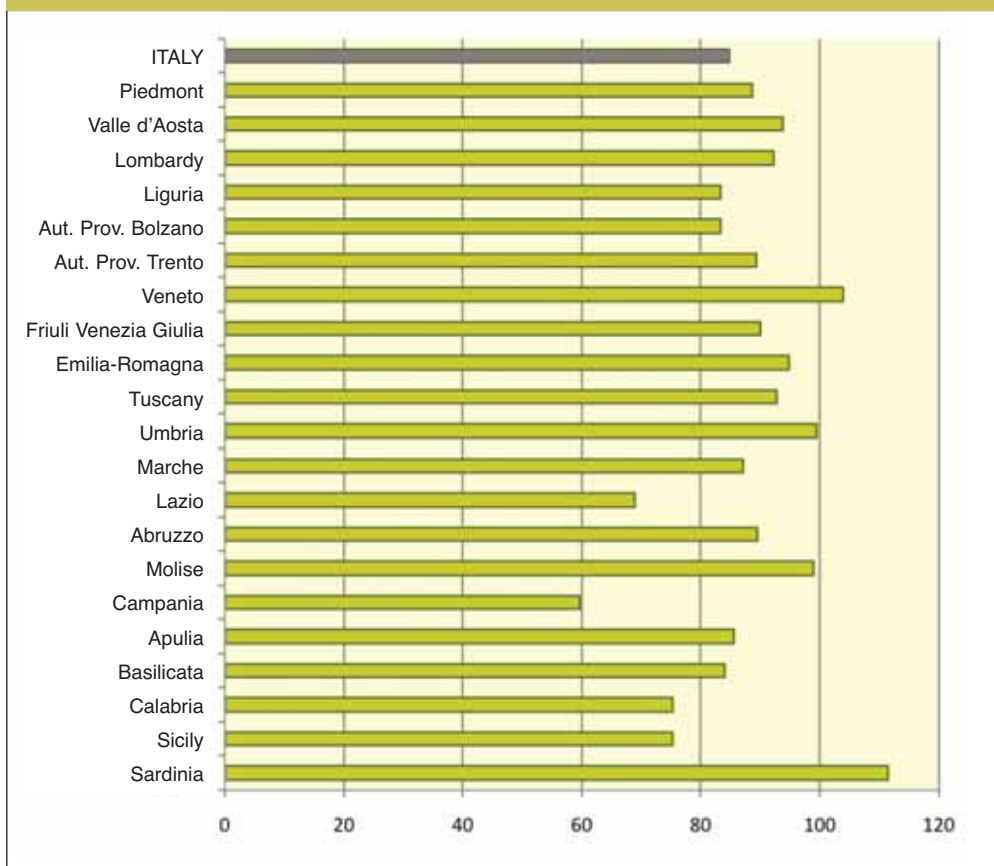
|8.2| IT EQUIPMENT OF THE MUNICIPALITIES

The availability of basic infrastructure – personal computers, connection in the local area network, document identification system – to the local authorities is a fundamental requirement for starting and consolidating initiatives for delivering e-Government services and for enhancing the efficiency of internal processes and of operational procedures. .

|8.2.1| IT equipment for employees

The Digitization of workstations is measured here through the ratio between number of PCs present in the administration and number of employees. (Fig. 8.1).

Fig. 8.1. Number of Personal Computers in the Municipal Administrations (x 100 employees)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

On average in the Municipalities there are 84 PCs per 100 employees and also in the areas where the ratio is lower, there is at the least one PC every two employees.

| 8.2.2 | Digitization of management procedures

The indicator shows the level of digitization of some management activities – administration, accounting, contract management – considering the diffusion across Municipalities of



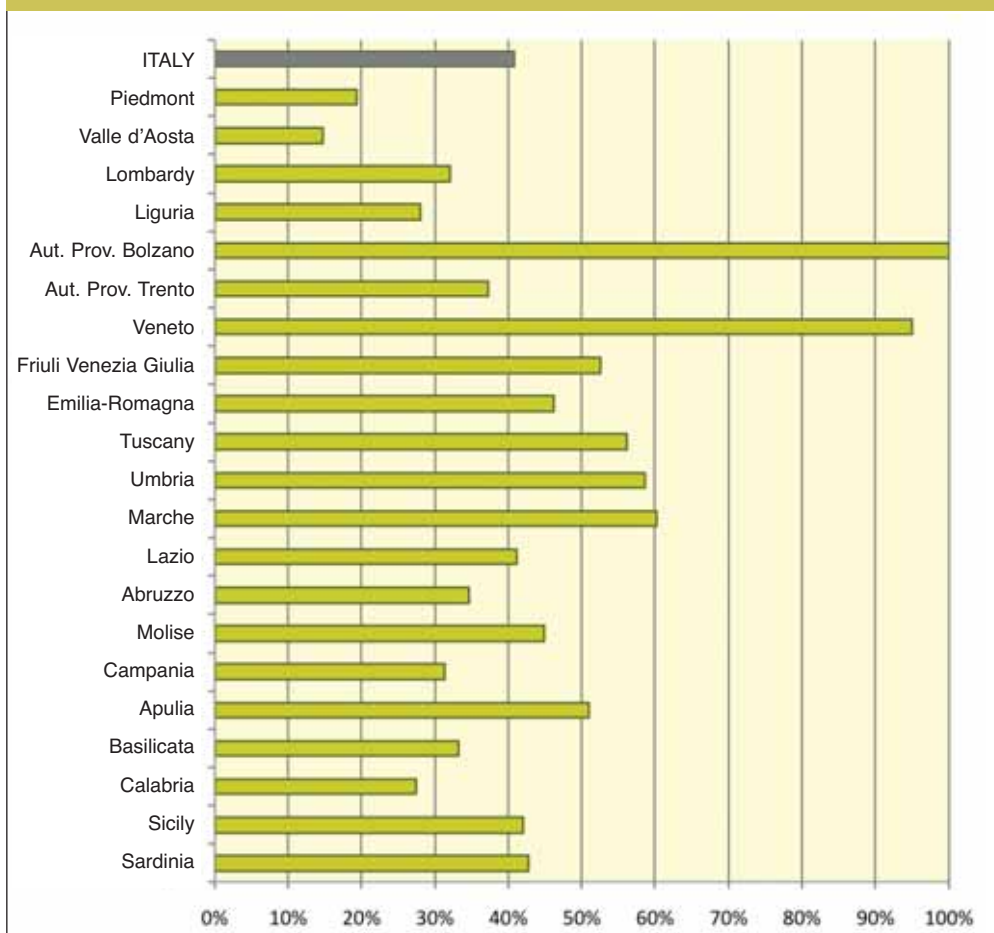
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

specific applications for each sector of activity. These applications allow the system to work in stand-alone mode or it enables the sharing of procedures, technological instruments and data. Even though the applications for the three sectors are deployed in different degrees, in all cases the accounting sector has the highest level of computerization with preference for workstations being connected to the local network rather than operating in stand-alone mode.

|8.2.3| Intranet

The availability of a private network within the administration enables all employees to share data and IT resources, and the offices of a given administration located on different sites to connect. In many cases, but not always, the intranet is connected to the Internet.

Fig. 8.5. Municipalities endowed with Intranet (% Municipalities)



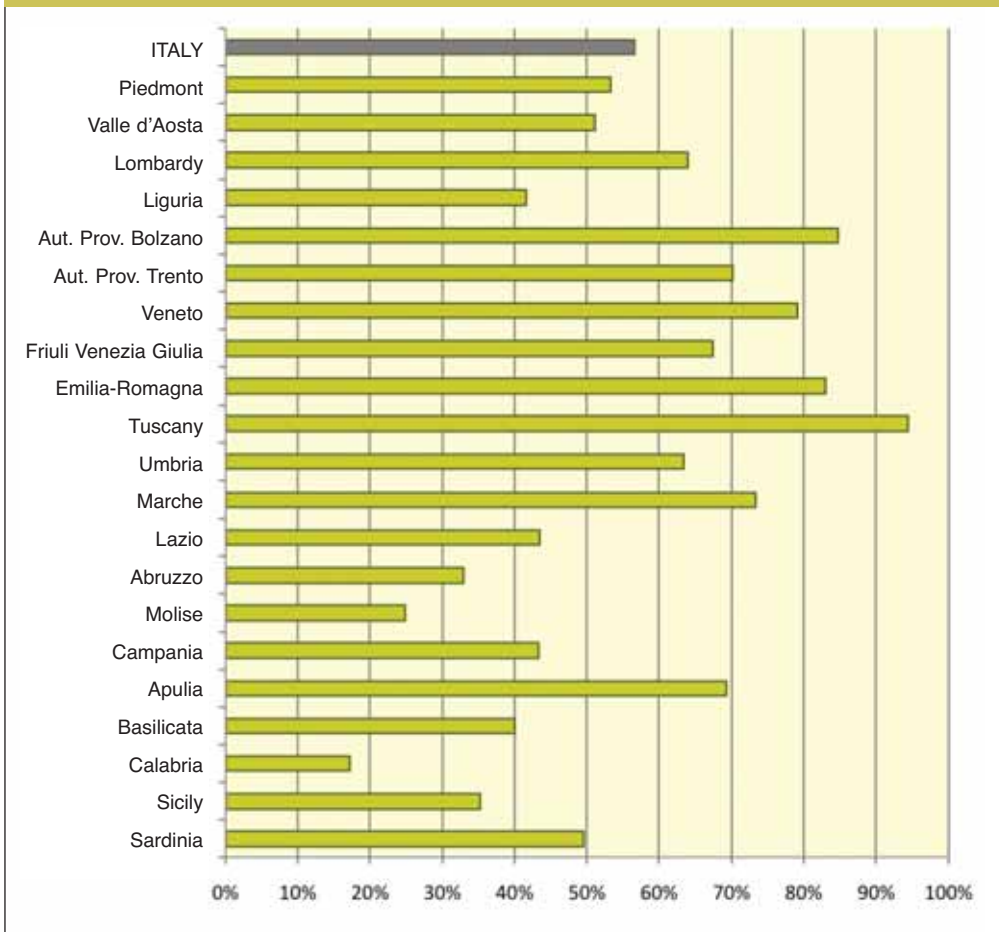
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Just over 40% of Italian Municipalities is endowed with an Intranet; only in two Regions does the deployment of the Intranet exceed 80% of the Municipalities: notably the Autonomous Province of Bolzano and Veneto. On the other hand, in Piedmont and Valle d'Aosta the percentage is below the Italian average, probably because of the presence in these territories of very small and (< 5000 inhabitants) medium-small Municipalities (between 5000 and 10000 inhabitants).

|8.2.4| Digital signature for employees

Using the digital signature of public administration officers is of crucial importance in order to achieve the dematerialization of administrative procedures, among which those to be completed at the one-stop-shops for productive activities, for housing and for health and welfare services.

Fig. 8.6. Municipalities with employees endowed with digital signature certificates (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

In Italy almost 57% of Municipalities are distributing digital signatures to their employees; the deployment of digital signatures is highest in Tuscany, the Autonomous Province of Bolzano and Emilia-Romagna, with proportions that are above 80%. On the other hand, digital signature is available to less than 40% of the employees of the Municipalities of Abruzzo, Molise, Calabria and Sicily.

|8.2.5| IT management of incoming and outgoing documents

The registration and identification of incoming and outgoing documents, by attributing them a progressive number and date, is an important step in administrative activities. In the development of digital administration, an innovative and rational management of incoming and outgoing documents is the top requirement for achieving efficiency and transparency.

The IT management of incoming and outgoing documents is therefore the set of computation resources, communication networks and IT procedures required to implement an automatic system for the electronic management of documents (Fig. 8.7).

Fig. 8.7. Municipalities with an electronic document registration system (% Municipalities)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

92% of Italian Municipalities is endowed with an electronic document registration system, which means that this instrument has almost entirely replaced the old paper registers; the most advanced Region is Umbria where the electronic document registration system is available in all Municipalities; in the Autonomous Province of Trento and in Sicily this system is available in 80% of the Municipalities.

| 8.3 | INTERNET CONNECTIVITY IN THE PUBLIC ADMINISTRATION

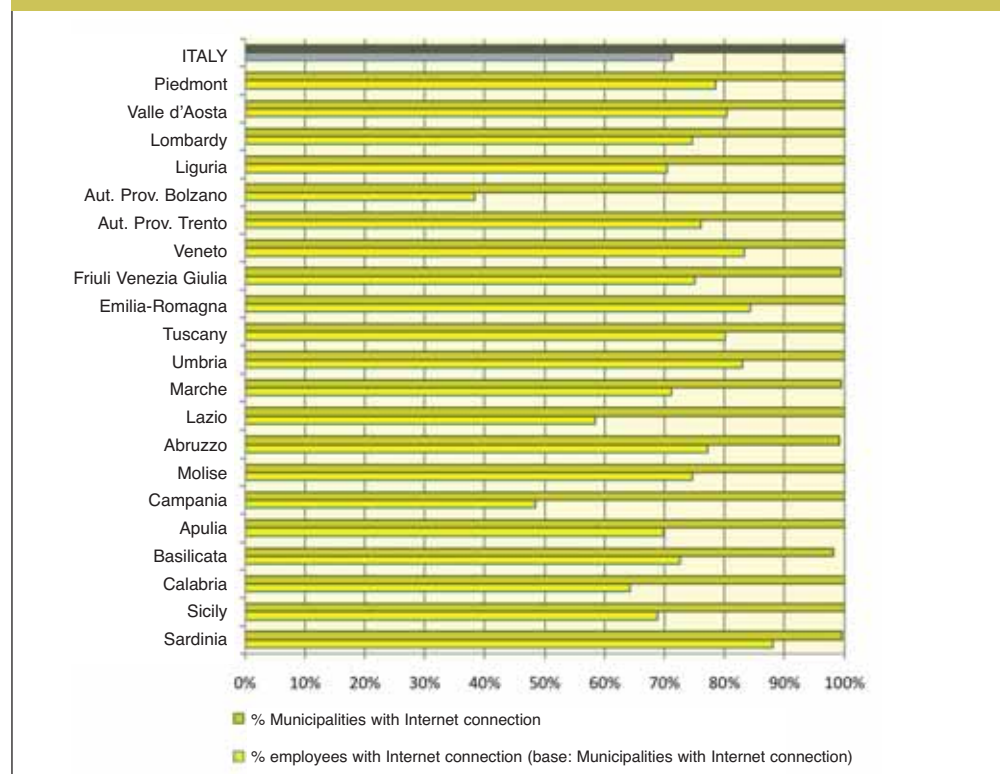
In order to enable the public administrations to fully share data and services there needs to be an adequate network. Indeed, while in the early stages of the implementation of e-Government providing Internet connection for all the central and local administrations was the goal of many initiatives aimed at spreading the infrastructure, at this point in time greater importance is given to connection speed, security and reliability of the networks. Hence broadband connections, new generation networks and being part of the Public Connectivity System (SPC) (i.e. the federated, multicentric and non hierarchical network of the public administration) are becoming increasingly important.

| 8.3.1 | Internet connection

Being connected to the Internet is a fundamental requirement for PA and almost all public administrations are now connected. It is interesting to look at how many employees have access to the Internet (Fig. 8.8).

All Italian Municipalities are endowed with traditional or broadband connection to the

Fig. 8.8. Municipalities and employees connectd to the Internet (% Municipalities and % employees)



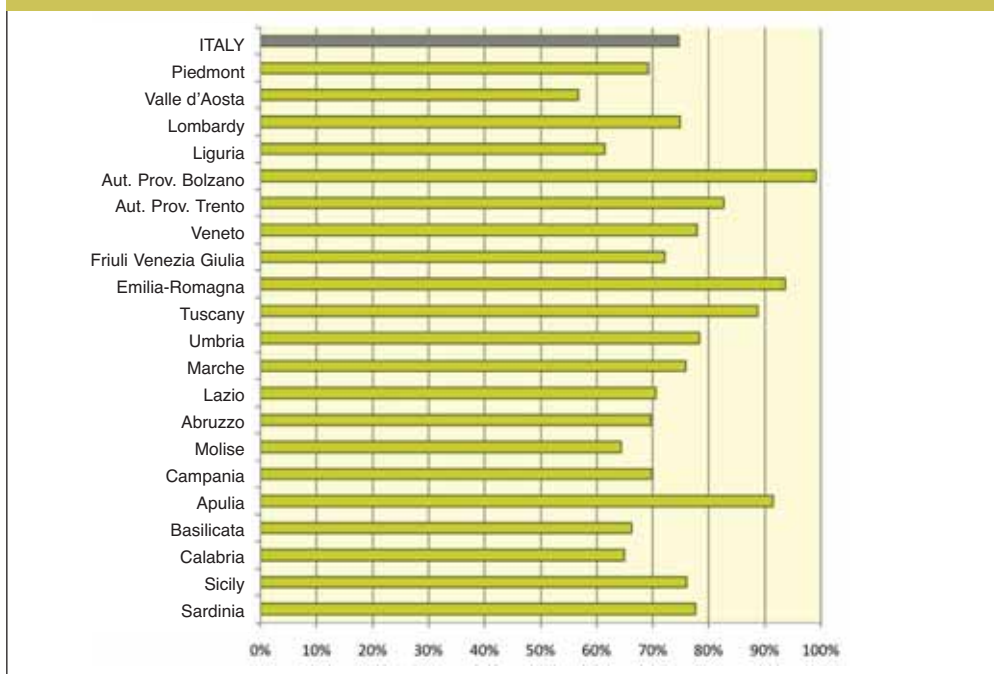
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Internet. Internet connections are available to 71% of employees, albeit with high variability between different territories; indeed, while several Regions do not exceed the figure of 80% of municipal employees being connected, there are some where the percentage is even lower than 50%.

|8.3.2| Broadband connection

There is now a tendency to implementing Internet connections on broadband networks that are faster and enable the dispatching of large files. Because of the digital divide (see Chapter 9), there are several Municipalities where the services delivered by the Telco are not provided at high speed and this causes major difficulties for the Municipalities in getting suitable connections. In some local areas the Regions have implemented their own networks to provide Internet connection to the more disadvantaged Municipalities. The figure reported here refers to connections with transmission speeds above 2 Mbit/s, that is now the minimum speed for broadband connections (Fig. 8.9).

Fig. 8.9. Municipalities with Broadband connection (% Municipalities that have Internet)



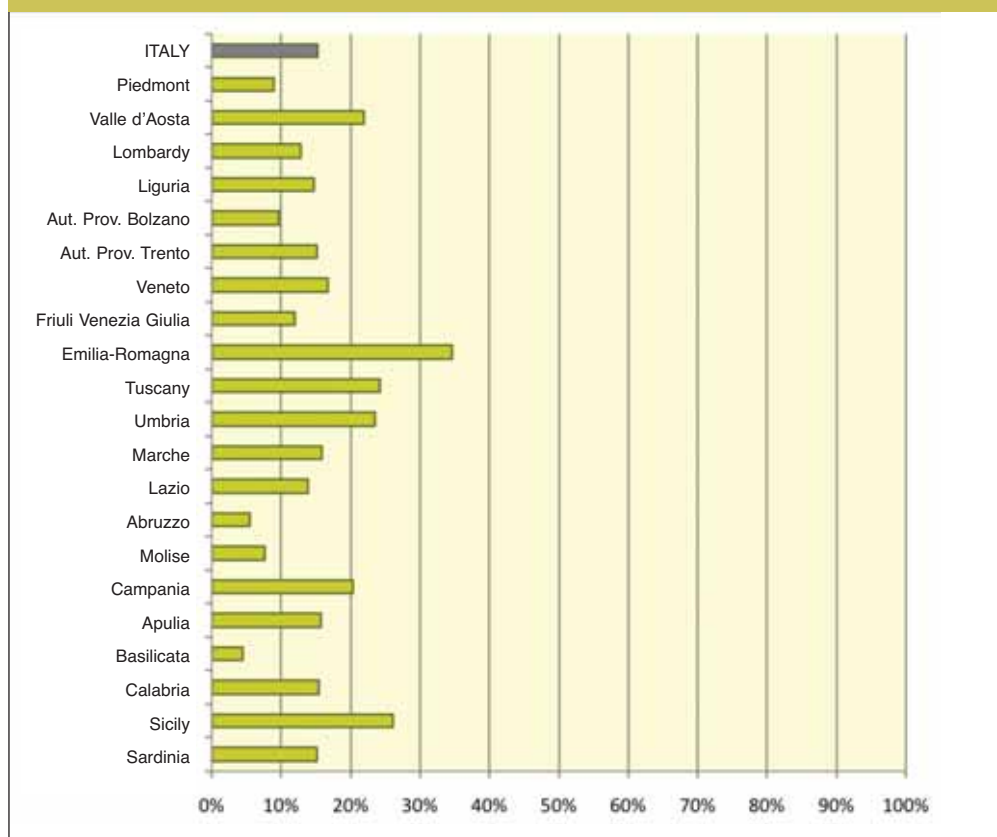
Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

Almost 75% of Municipalities have broadband Internet connections at a speed greater than 2 Mbit/s. Deployment is above 90% in the Municipalities of Emilia-Romagna and Apulia and almost 100% in the Autonomous Province of Bolzano. Valle d'Aosta is the only Region where the percentage is below 60%.

| 8.3.3 | VoIP

The introduction of Voice Over Internet Protocol (VoIP) technology in the administrations is linked to the integration of traditional telephony services with data network services available to workstations connected to local networks. The economic advantages that can be obtained from the adoption of VoIP are a reduction in telephone bills and in management/maintenance costs of the systems since the voice and data services are integrated and therefore access to the networks is provided by a single cable (Fig. 8.10).

Fig. 8.10. Municipalities that use VoIP technology (% Municipalities that have Internet connection)



Source: ISTAT, ICT in the Local PA, year 2009 (November 2010)

The VoIP technology is not yet very common: only 15% of Municipalities have stated that they use this technology. Emilia-Romagna is the Region with the highest percentage, followed by Sicily, Tuscany, Umbria and Valle d'Aosta. Well below 10% of Municipalities in Abruzzo, Molise and Basilicata use VoIP technology.

|8.3.4| Connection to PA networks

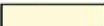
Being part of the Public Connectivity System through the ICAR (Interoperability and Regional Cooperation on Applications), guarantees that interaction between the Central and local PA and all the bodies connected to the Internet, as well as the networks of other bodies, is endowed with a high level of security, confidentiality of the information and protection; it also guarantees that the data held by each public administration is autonomous.

|8.3.4.1| Connection of Central Administrations to the SPC (Public Connectivity System)

In the following tables a list is provided of Central PA (PAC) connected to the SPC, the relevant number of hits and the types of services requested

Tab. 8.1. Number of Central Public Administrations connected to the Public Connectivity System (SCP)					
Name of the Central Public Administration	Number di hits	Type of hits			
		Transport services	Voip services	Security services	Inter-operability services
DigitPA	20				
CONSIP	217				
State Audit Court	44				
ENAC – National Civil Aviation Body	48				
ENPALS – National Social Security Body for Show Business workers	14				
GdF - Guardia di Finanza	773				
INAIL – National Institute for Industrial Accidents	530				
INGV – National Geophysics and Volcanology Institute	17				
INPS – National Social Security Institute	680				
IPOST – Post and Telegraph Institute	5				
EIM – Italian Mountain Body	2				
MEF – Ministry for the Economy and Finance – Tax Policy Dept.	129				
MEF - Ministry for the Economy and Finance – Customs Agency	378				
MEF - Ministry for the Economy and Finance – Territory Agency	190				
MEF - Ministry for the Economy and Finance – Inland Revenue	710				
MEF - Ministry for the Economy and Finance – State Property Office	29				

 Requested

 Not requested

Segue >

Name of the Central Public Administration	Number di hits	Type of hits			
		Transport services	Voip services	Security services	Inter-operability services
MEF - Ministry for the Economy and Finance - SSEF	7				
MEF - Ministry for the Economy and Finance – Minister's Office	3				
MAE - Ministry for Foreign Affairs	5				
Ministry for Economic Development – Communications Department	75				
MPI - Ministry for Education, Universities and Research	140				
MPI - Ministry for Education, Universities and Research	3.969				
PCM - Presidency of the Council of Ministers	13				
PCM - Presidency of the Council of Ministers_Civil Protection Dept.	93				
PCM - Presidency of the Council of Ministers_Civil Protection Dept._Seismology	66				
PCM - Presidency of the Council of Ministers_ Civil Volunteer Service	2				
SSPA – Advanced Public Administration School	6				
APAT – Agency for environmental protection and technical services	16				
AGEA – Agency for Subsidies to Agriculture	9				
Arma dei Carabinieri	1				
ICE - Informazioni Telematiche S.p.A.	18				
INEA – National Institute for Agricultural Economics	17				
Ministry of the Environment, Land and Sea Protection	2				
Ministry for International Trade	2				
Ministry for Defence	81				

 Requested

 Not requested

Segue >

Name of the Central Public Administration	Number di hits	Type of hits			
		Transport services	Voip services	Security services	Inter-operability services
Ministry of Defence – Military Airforce	9	(*)			
Ministry of Justice	1.167				
Ministry of Justice - Justices of the Peace Campania Region	14				
Ministry of Justice - Justices of the Peace Sardinia Region	38				
Ministry of Justice - Justices of the Peace Piedmont Region e Valle d'Aosta	40				
Ministry of Justice - Justices of the Peace Lombardy Region	35				
Ministry of Justice - Justices of the Peace Marche Region	14				
Ministry of Justice - Justices of the Peace Emilia-Romagna Region	27				
Ministry of Justice - Justices of the Peace Liguria Region	10				
Ministry of Justice - Justices of the Peace Veneto and Friuli Regions	36				
Ministry of Justice - Justices of the Peace Lazio and Umbria Regions	30				
Ministry of Justice - Justices of the Peace regione Calabria	57				
Ministry of Justice - Justices of the Peace Sicily Region	74	(*)			
MIPAAF - Ministry for Agricultural, Food and Forestry Policies_ICRF	73				
MIPAAF - Ministry for Agricultural, Food and Forestry Policies_CFS	1.356				
AGES – Autonomous Agency for the Management of the List of Municipal and Provincial Secretaries	20				
ISS – High Institute for Health	1				
Ministry of Transport	474				
Ministry of Labour and Social Policies	131				
Ministry of Health	203				

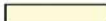
 Requested

 Not requested

Segue >

Name of the Central Public Administration	Number di hits	Type of hits			
		Transport services	VoIP services	Security services	Inter-operability services
Ministry of Infrastructure	85				
MIBAC – Ministry for Cultural Heritage and Activities	518				
AAMS - Autonomous Administration of State Monopolies	322				
Notartel	1				
ACI	114				
Council of State	514				
INPDAP	159				
ISTAT – National Statistics Institute	25				
Min. for Economic Development	18				
Ministry of the Interior DIA	2				
Min. of the Interior - CNSD	10				
Min. of the Interior – Police Department	1				
Min. of the Interior – Dept. For Civil Freedoms and Immigration	1				
AVLP – Authority for Supervision of Public Works	20				
AGS – State Lawyers' Office	28				
CRI - Italian Red Cross	23				
IIMS – Italian Institute for Social Medicine	1				
IPSEMA – Social Security Institute for the Maritime Sector	8				

 Requested

 Not requested

(*) only survey of needs.

Source: DigitPA (2009)

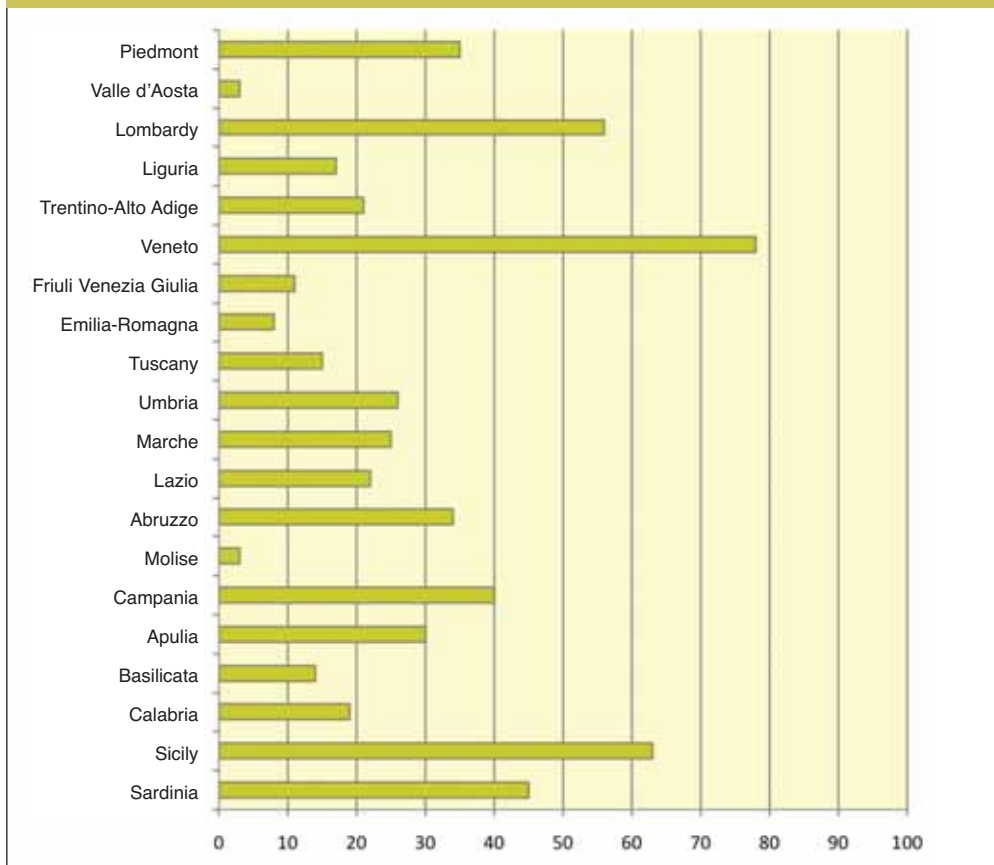
The central administrations with the highest number of hits are the Ministry of the Economy and Finance, the Ministry for Education, Universities and Research (for the schools), the Ministry of Justice (also for Justices of the Peace), the Ministry for Agricultural, Food and Forestry Policies followed by the Guardia di Finanza and the National Institute for Social Security (INPS).

All the administrations that have entered into an agreement for being part of the SPC requested transport services; half of them also requested security services while request for VoIP services was the lowest and, above all, interoperability services were requested only by about a dozen central administrations.

8.3.4.2 | Connection of local administrations to the Public Connectivity System (SPC)

The connection of Local PA (PAL) to the Public Connectivity System represented here includes the bodies that signed a contract with accredited suppliers while it excludes those with a connection through regional networks or Regional Community Networks, with which many bodies are connected thanks to the initiatives of the Regions. To these bodies, a limited number of accesses to the SPC concentrated in the regional hub, is provided.

Fig. 8.11. Number of local administrations connected to the Public Network System (SPC)

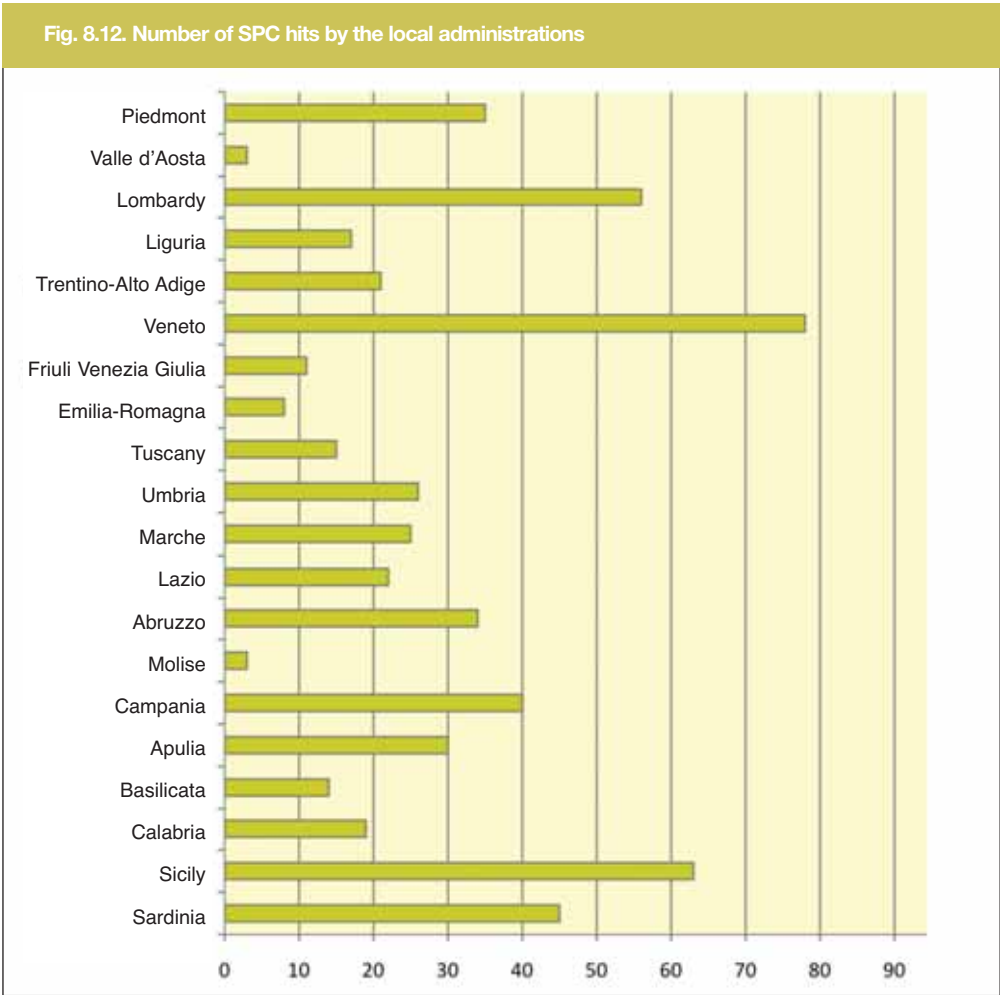


Source: DigitPA

Veneto is the Region which has the largest number of local administrations that have autonomously joined the SPC (78), followed by Sicily (63) and Lombardy (56). The smallest number of direct agreements refer to the local administrations of Molise, Valle d'Aosta and Emilia-Romagna. It is worthwhile recalling that these data do not reflect the deployment of SPC at the local level because bodies are connected to the regional networks and to the community networks set up by the Regions that comply with the SPC/ICAR model.

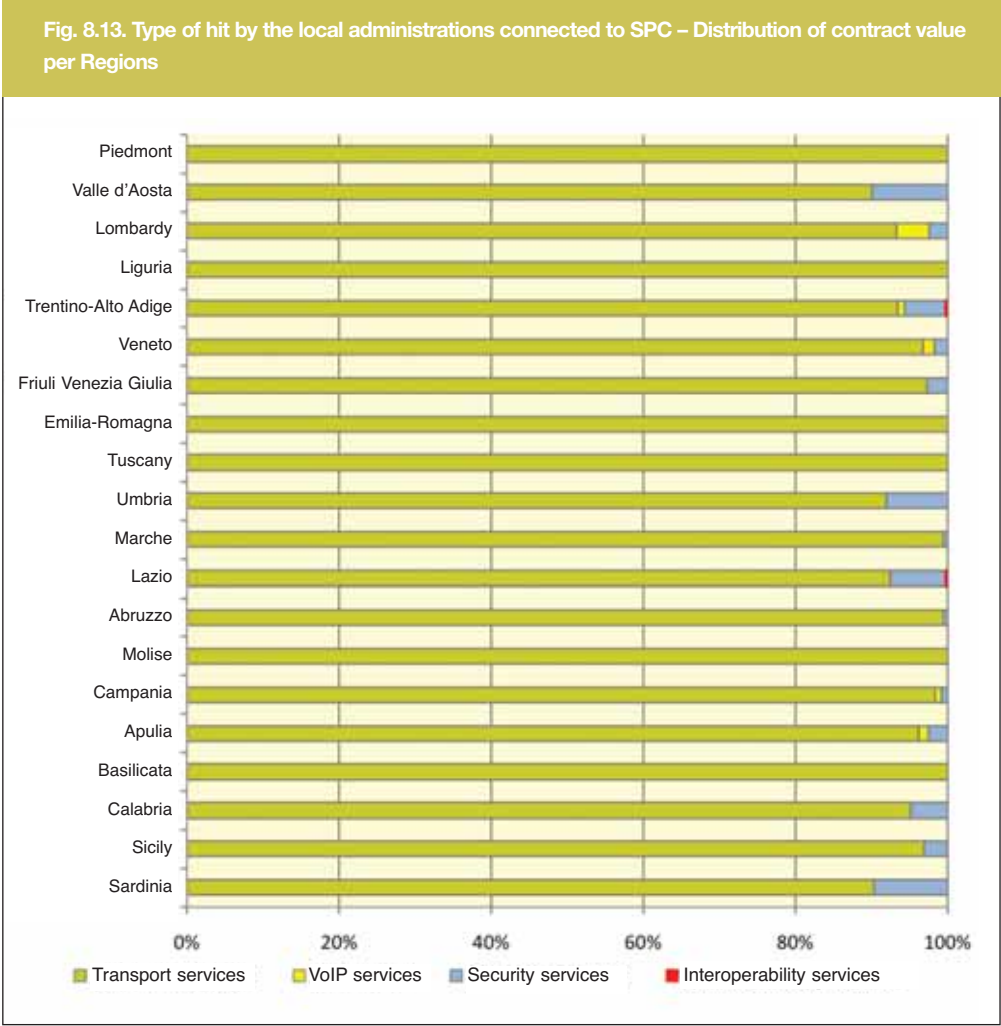
Indeed, almost all local bodies are connected through the Regional network.

The following figure shows the number of SPC hits resulting from agreements made directly with accredited suppliers, similarly to the data provided in the previous figure. Sicily is the Region where the local administrations record more than 1000 hits, while 800 hits are recorded in Veneto and in Trentino Alto Adige.



Source: DigitPA

The following figure 8.13 shows the distribution, by type and by Region, of the economic value of the services SPC performs under contract for the local administrations.



Source: DigitPA

Similarly to what was found for the central PA, most requests concern transport services; there are some large numbers also for security services. Instead VoIP services (with some exception, e.g. in Lombardy) and above all interoperability services are very marginal.

| 8.4 | APPLICATIONS COOPERATION

The Public Cooperation System (SPCoop) is the enabling infrastructure for integration of the information held by the Administrations connected by the SPC. The integration of the processes and data of the administrations, that cooperate on applications, occurs through the architectural interface instruments used by the different systems and organizations to present and share their data and services.

Through the deployment of the SPCoop a single infrastructure is therefore obtained which is based on shared standards that enable citizens and businesses to have an integrated view of the services of the central and local public administrations irrespective of the delivery channel.

| 8.4.1 | Domain gateways in the Central Public Administrations and in Regions

A fundamental step for joining the Public Cooperation System is the qualification of the applicant's *domain gateway*, a component through which access is provided to the application domain of the Administration, in order to use its services and that acts as gateway to the data and services available in the domain; it is also the exit gateway from the domain to access external services.

In particular, a domain gateway traces the boundary of responsibility of an administrative body and contains all the applications that it manages.

In the Central Public Administrations there are 39 qualified domain gateways, listed in the table below.

Tab. 8.2. Ministries, Agencies and Public Bodies endowed with qualified domain gateways

Ministries	Agencies	Other Bodies
Ministry for Foreign Affairs	Customs' Agency	State Audit Court
Ministry of Justice	Inland Revenue	Equitaly
Ministry of the Economy and Finance	Territory Agency	INPS
Ministry of the Interior	Agency for the delivery of subsidies to agriculture	INAIL
Ministry of Labour and Social Policies		INPDAP
Ministry of Health		Authority for the supervision of public works & procurement contracts

Source: DigitPA (December 2010)

The table shows that most of the domain gateways belong to Agencies and Social Security Bodies and some central administrations which deliver services based on the sharing and exchange of data also with local bodies and with the Regions.

The presence of regional domain gateways is shown in the following figure with an indication of their current qualification level.

Fig. 8.14. Presence of Regional qualified domain gateways



Source: Osservatorio ICAR plus, CISIS (2010)

Almost all Regions have a domain gateway. In 13 cases the gateway operates and is qualified in accordance with SPCoop specifications, whereas in 3 Regions qualification procedures are under way.

It must also be pointed out that also the Regions which do not have a domain gateway take part in the ICAR project which defines the basic aspects of the infrastructure according to the SPC model, also for the aspects related to cooperation on applications.

Broadband infrastructure coverage



| 9 | BROADBAND INFRASTRUCTURE COVERAGE

BROADBAND is considered to be of strategic importance in all countries because of the impact it has on digital inclusion and on economic development.

The Digital Divide is an effect produced by the absence of coverage of broadband services in some areas of Italy. The effect consists in slowing down the general economic development of the area involved. For this reason the areas experiencing digital divide are at great risk of seeing a slowdown in their development and of becoming areas of emigration in the medium term. The availability of broadband connections is increasingly becoming a critical factor for quality of life, for the competitiveness of businesses, including the small and medium sized enterprises that constitute Italy's productive backbone, and ultimately for the efficiency of the public administrations. Access to broadband telecommunications infrastructure is now recognized as being a primary factor for the sustainable development of an area.

The European Commission has set precise goals, in terms of infrastructure, in the European Digital Agenda; one such goal, for instance, is that of making "basic" broadband connection services available to 100% of citizens by 2013 and more advanced services (at least 30 Mbit/s) by 2020. Moreover, by that date, 50% of households should have access to ultra-broadband (100 Mbit/s) services.

The Ministry for Economic Development, and in particular its Communications Department, in line with the Community goals mentioned above, deems that defining a national broadband plan for bridging the digital infrastructure divide is a strategic priority to make sure that all citizens have access to broadband connections (at least 2 Mbit/s) by 2013. Moreover the Ministry is starting a very high-speed communications infrastructure development Plan (100 Mbit/s) for at least 50% of the population. For this purpose on 10 November 2010 the Minister for Economic Development and the main telecommunications operators (Telecom Italy, Vodafone, Wind, H3g, Fastweb, Tiscali, Bt Italy and, subsequently, FOS) signed a Memorandum of Understanding for the construction of passive infrastructure (civil works for the laying of cables, dark fibre cables, passive common infrastructure, etc) designed to enable delivery of ultralarge services. An executive committee appointed by Ministerial Decree is defining the final detailed plan for all the technical, economic and operational aspects, among which the technical plan, the governance model and the business plan of the initiative.

This Chapter, drawn up by the Communications Department of the Ministry for Economic Development, focuses attention in particular on "basic" broadband services (at least 2 Mbit/s), and it analyses the differences at the local level in fixed and mobile network coverage. This priority is justified first of all by the fact that out of all the European Digital Agenda's goals this is the one to be achieved at shortest notice, and then because it is closely linked to the initiatives for the introduction of the obligation of fulfilling administrative duties via web, which is already underway in Italy (e.g. online tax payment,

online obligatory notifications of labour relations, and more recently workers' sickness reports to be dispatched via the web). Indeed, it is self evident that the availability of high-speed Internet connections is one of the conditions for being able to transfer administrative activities on to the web.

The Government has started specific initiatives for broadband diffusion also in cooperation with the Regions, and Local Bodies (Provinces and Municipalities). The local bodies have been playing an important role in the area of broadband services, both because they have brought the issue to the attention of politicians and because they have offered solutions through infrastructural interventions.

| 9.1 | DEFINITIONS AND SCOPE OF THE ANALYSIS

Broadband services may be offered through combinations of access network technologies based on physical transmission media (copper or fibre optics) or radio. Copper network put in place to meet the needs of telephone services, has the advantage of being available ubiquitously since telephone lines are present in all homes across the Country. Through ADSL and VDSL technologies it is possible to ensure broadband services of between 20 and 50 Mbit/s by replacing copper with fibre only on the backhauling network, therefore maintaining copper as the access network. As an alternative, radio access technologies are cost-effective both in terms of speed and of implementation costs for lower band capacities. These technologies may replace one another or be complementary, depending on the lie of the land and on demographics.

The indicators shown below are the outcome of an analysis of the national digital divide performed by the Communications Department of the Ministry for Economic Development. The aim of the analysis is to identify the size and distribution across the Country of the digital divide and of monitoring the effects of public and private actions that are being undertaken. The digital divide, in terms of fixed network, essentially depends on three factors. The first involves the infrastructure and materializes as the impossibility by the network code to issue the service because of insufficient bandwidth in the backhaul network (main node not reached by fibre optics). The second is due to the existence of "secondary" nodes between network nodes and end user, generally for the high concentration of lines. The third is due to the physical distance of the user from the network node, with the ensuing decay of the signal and technical impossibility of achieving adequate speeds.

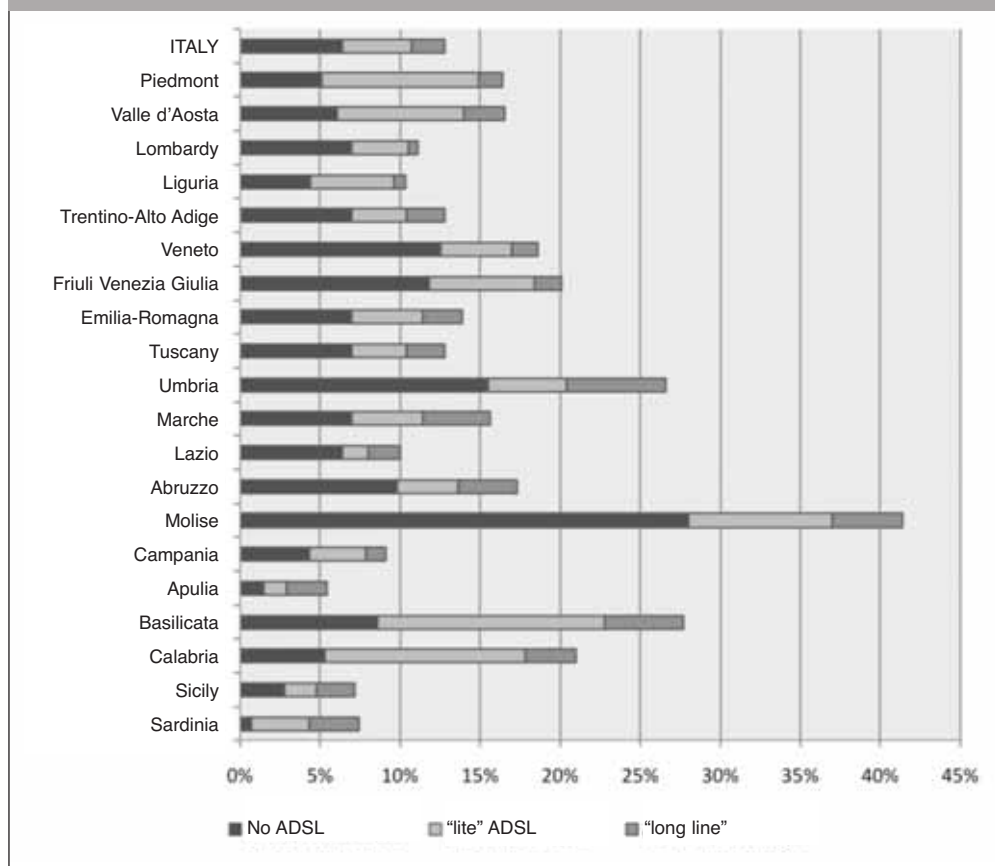
| 9.2 | THE FIXED NETWORK DIGITAL DIVIDE

Coverage of connection services to broadband¹⁷ Internet in Italy is not uniform: in metro-

¹⁷ The definition of broad band connection currently reflects speeds greater than 2Mbit/s, according to the ITU-T I.113 Recommendation.

politan areas this service may be available with connection speeds from fixed network up to 20 Mbit/s (except for some places where pilot projects of the new generation network at 100 Mbps are being carried out), while in remote rural areas these services drop

Fig. 9.1. "Gross" fixed network digital divide (% resident population)



Source: Ministry for Economic Development, Communications Department (June 2010)

dramatically because providing them with broadband connections is too burdensome for operators who would not get short term returns on their investment.

The figure represents the regional distribution of the Digital Divide for fixed network in its three components: percentage of resident population not covered by ADSL via fixed network, percentage of population covered by nodes capable of issuing only speeds below 2 Mbit/s ("lite" ADSL), and percentage of the population covered by broadband only nominally because in fact they are unable to access the services for problems due to the physical distance of the user from the network node. This figure is to be read as a "gross" figure, namely inclusive of all the reasons related to shortcomings in the equipment of the

network node, to problems of the backhaul network and to the length of the line. All the problems that in fact do not make the service available.

The Regions with the biggest digital divide (more than 20% of the population) are Molise, Basilicata, Umbria and Calabria followed by Trentino-Alto Adige and Friuli Venezia Giulia. As has emerged in recent years, the phenomenon does not only heavily affect the Regions of the South but also some of the large Regions of the North (Piedmont, Veneto and also partially Lombardy) characterized by mountain ranges and vast plainlands where the low population density makes it difficult to reach out to all users and provide them with efficient communication services.

To the contrary, at the top of the list, with less than 10% of the population suffering from digital divide, are most of the large Regions of the South that have high population densities or where the lie of the land and the conurbation characteristics are particularly favourable (as in the case of Apulia).

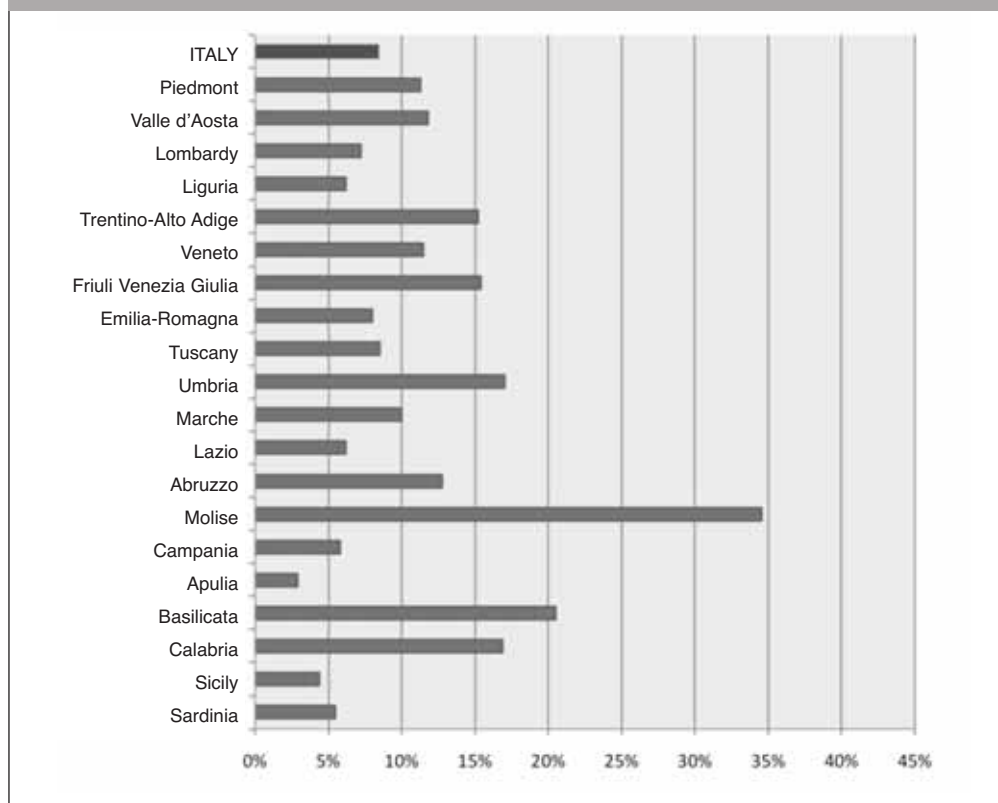
Also the components of the digital divide vary widely from place to place: large populations that do not have ADSL are found not only in Molise, but also in Umbria, Veneto and Friuli Venezia Giulia. In Calabria and Basilicata instead most of the population suffering from digital divide has access to speeds of less than 2 Mbit/s, since the ADSL coverage is the so-called “lite” version which was the initial response to the problem of digital divide in remote areas. Today however the “lite” version is no longer an adequate response to current needs in terms of Internet connection. The population that cannot access the service due to “long line” reasons is a very small proportion at national level but the figures are high for some territories like Marche, Sardinia and Apulia, where it represents the main reason for the digital divide.

Here we need to recall that some territories (especially the Regions, but also in some cases the Provinces) have started broadband infrastructure projects in areas where there is a large digital divide. Not all these projects appear to have been completed yet and in some cases they have led to the implementation of (fixed or mobile network) technologies providing speeds that are below the minimum 2 Mbit/s which is now considered to be the entry level for broadband connections. Even though it is not possible to obtain precise data on the impact of public infrastructure projects on reducing the digital divide, in examining the data account must be kept of the fact that in some cases the digital divide percentage would probably be even greater if these actions had not been taken.

| 9.3 | DIGITAL DIVIDE FOR FIXED AND MOBILE NETWORKS

In analysing the extent of the digital divide account must be kept also of radio coverage that could help reduce the digital divide at least for the proportion of population that is not reached by the fixed network. At present the technologies used to provide broadband services via radio are WiMax, UMTS and HSDPA. These services are provided by mobile operators. The figure shows the percentage of resident population that so far does not have access to neither fixed nor mobile broadband services (Fig. 9.2).

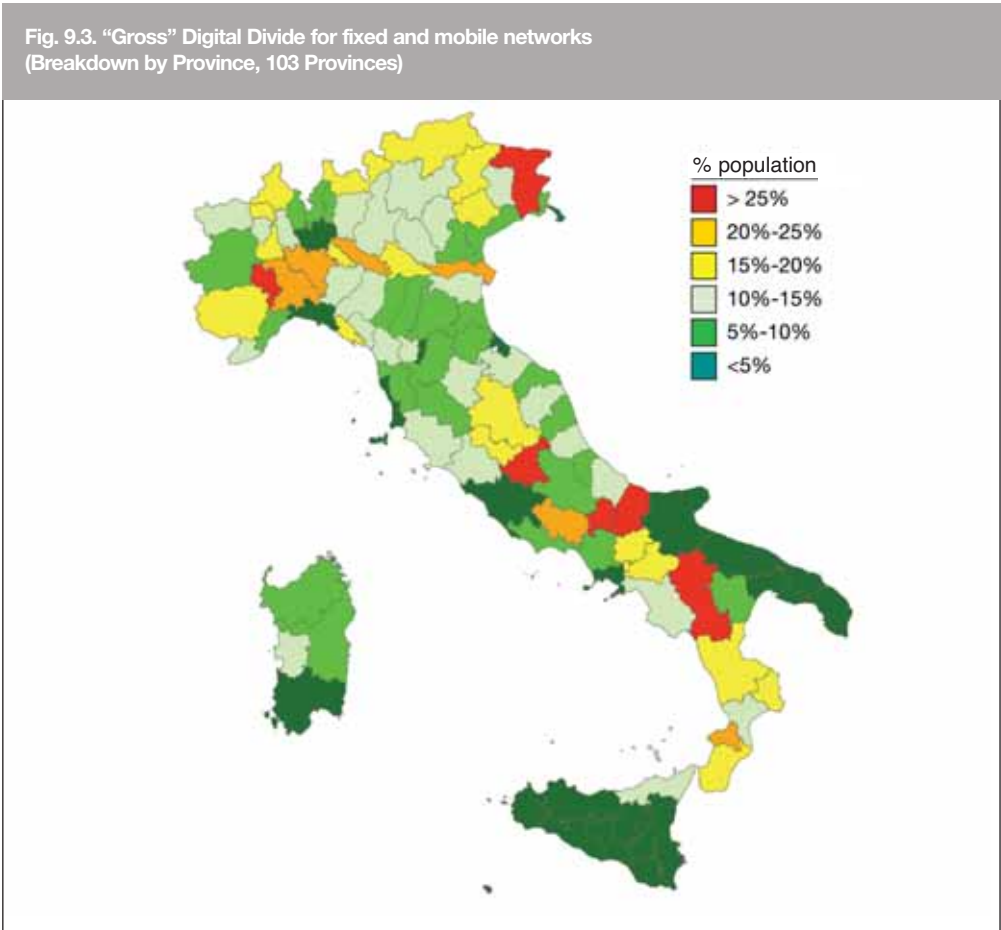
Fig. 9.2. "Gross" Digital Divide for fixed and mobile networks (% resident population)



Source: Ministry for Economic Development, Communications Department (June 2010)

The overall Digital Divide drops to 8-9% of the population. The Regions with the largest digital divide are Molise and Basilicata, while the comparison with the digital divide for the fixed network shows that radio connections now provide coverage for most of the population of Umbria and Calabria, where the digital divide drops to below 20%.

The map below describes the digital divide for fixed and mobile networks in the Italian Provinces¹⁸.



Source: Ministry for Economic Development, Communications Department (June 2010)

It can be noticed that the Alpine range and the Po Valley, with the exception of the larger towns, present a digital divide that is much greater than the Italian average, while in the Centre-South the areas at a greater disadvantage are located on the Apennines. The areas in red are the Provinces with the largest Digital Divide.

The following tables 9.1 and 9.2 list the Provinces where the digital divide for fixed and mobile networks is largest and smallest.

¹⁸ Base data come from the 2001 ISTAT Census

Tab.9.1. "Gross" Digital Divide for fixed & mobile networks by Province (*)

Province	DD fixed + mobile network
Isernia	>30%
Rieti	>30%
Campobasso	>30%
Potenza	26%
Asti	26%
Udine	26%
Alessandria	25%

Tab. 9.2. "Gross" Digital Divide for fixed & mobile networks by Province (*)

Province	DD fixed + mobile network
Roma	2%
Lecce	2%
Brindisi	2%
Palermo	2%
Taranto	2%
Siracusa	2%
Napoli	1%
Prato	<1%
Trieste	<1%
Milano	<1%

(*) Base: 103 Provinces, 2001 ISTAT census

Source: Ministry for Economic Development, Communications Department (June 2010)

PART II



Regions Fact Sheets



PIEDMONT REGION

E-GOV IN A SNAPSHOT IN THE PIEDMONT REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 44.4%	Citizens Number of requests for PEC services for citizens 27,461%	Municipal online services % Municipalities with at least one advanced interactive service 4.5%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 30.8%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 38.1%
Education	Schools % Schools with MIB 53.3%	Students % Students with MIBs in the classroom 2.7%	Use of PEC with parents % schools that use PEC to communicate with parents 13.9%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 50.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 94.4%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 50.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 95.8%	Businesses % Businesses with PEC 19.1%	SUAP % Municipalities with SUAP online (*) 2.0%

DATABASES AND INFRASTRUCTURE

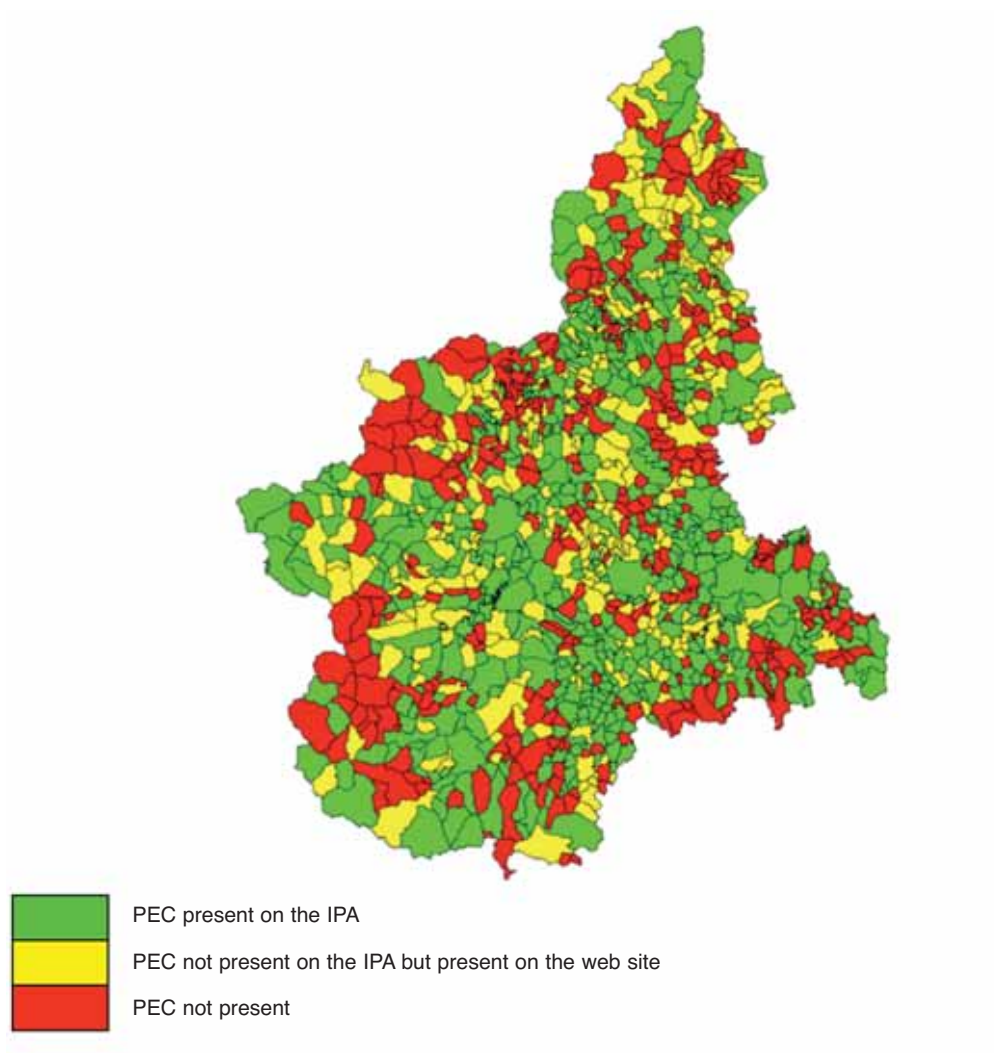
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.8%	Land Registry % Municipalities that have joined the land registry data sharing service 99.3%	Taxes % Municipalities with tax services online (*) 3.0%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 69.2%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 11.3%

(*) at least online delivery of forms

E-GOV IN THE PIEDMONT REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

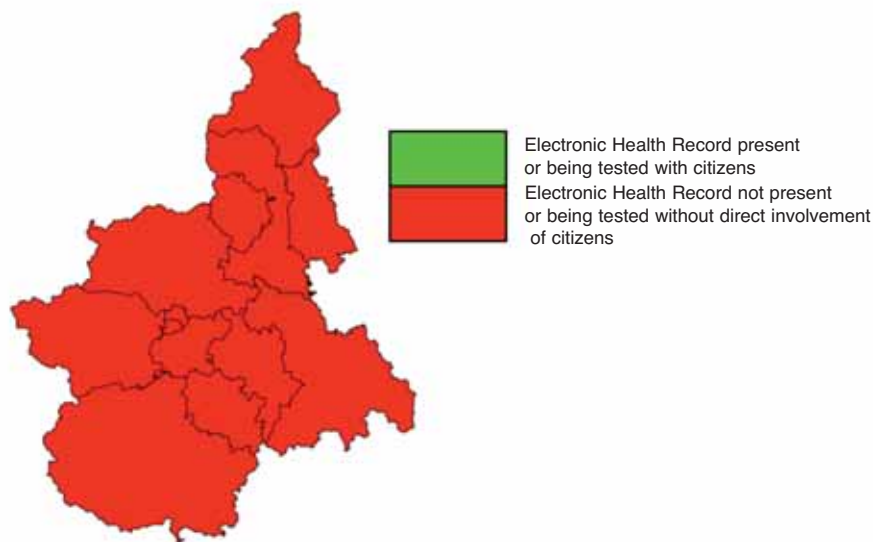
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

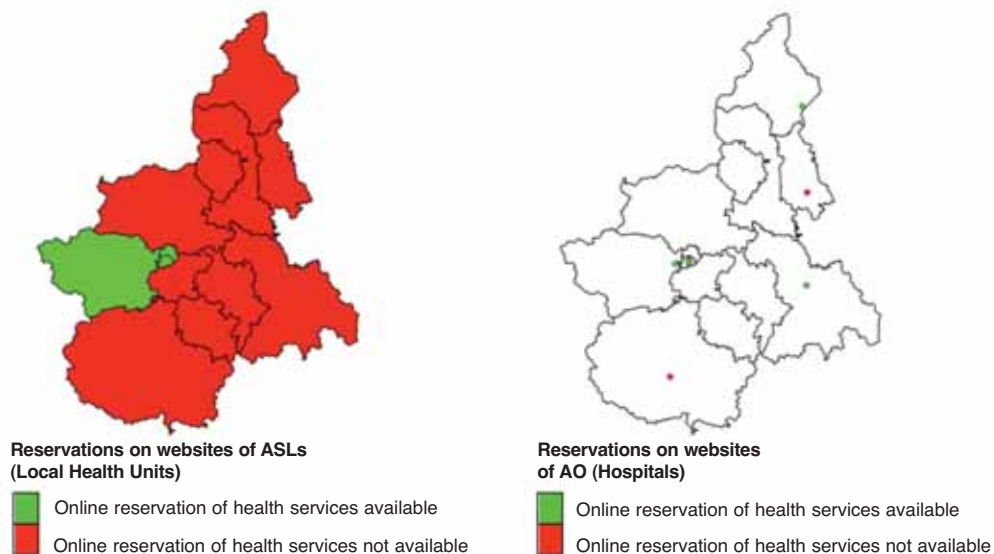
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

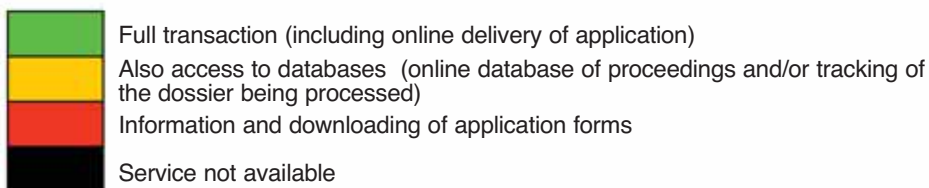
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

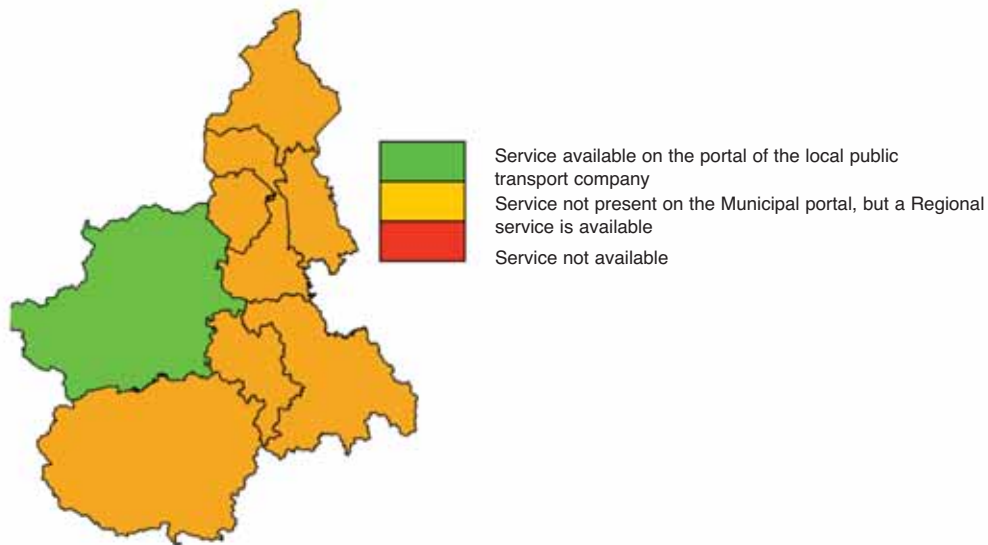
- SUAP - One-stop shop for businesses online in Capital towns
(presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

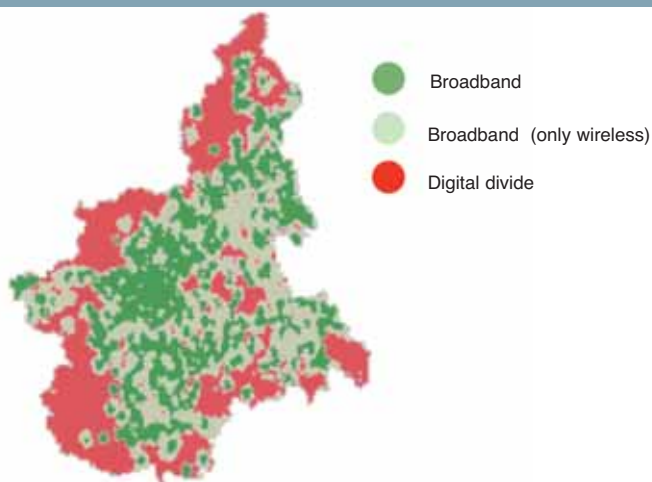
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

Telemedicine

Description of the Project

The Telemedicine project is addressed to chronic patients (with heart disease, diabetes, oncological and pulmonary disorders) who need constant care, to fragile individuals like the elderly, the disabled, people who are alone and to people who are taken on by the bodies that provide socio-health care in the Piedmont Region.

This project provides for the remote care and monitoring of patient conditions: sensors record key parameters and forward them electronically to a healthcare centre where the medical staff monitors the conditions of the patient. In case of anomalies appropriate care protocols are activated (remodulation of drugs, visit by a doctor, admission to hospital where necessary), otherwise the patient can go on living at home under the control of the IT instruments. In order to make sure the project is correctly implemented, a permanent monitoring panel has been set up which includes all the players involved, especially patient representatives.

State of implementation State of progress

The project was started in June 2009 in the territory of the Province of Verbano Cusio Ossola (Territory of competence of the ASLVCO) and is currently being implemented. The model is to be extended to the Piedmont provinces neighbouring on Verbano Cusio Ossola; the project is implemented by the Piedmont Region – Directorate for Innovation, Research and Universities, in cooperation with the Province of Verbano-Cusio-Ossola, the ASLVCO and the CSI-Piemonte – Health Division. The same model is already being re-used in the Province of Biella.

Expected / achieved results

The system currently monitors 180 patients; the service is to be extended to 500 patients who have any of the abovementioned four diseases.

PUBLIC DATABASES

Portal for the reuse of public data

Description of the Project

The portal which is available to the URL <http://www.dati.piemonte.it/> is the instrument developed by the Piedmont Region to implement the European Directive EC 98/2003 on the reuse of information in the public sector, transposed into the Italian legal system by Legislative Decree n° 36 of 24 January 2006. Under this law the Public Administrations can disclose the body of public information they hold in accordance with specific rules. The goal of this portal is therefore to make available the public data of the Piedmont Region so that this heritage can be easily used by ci-

tizens and businesses thus facilitating the creation of a new generation of services that will simplify and improve the quality of the relationships with the Public Administration.

The principle underlying the initiative is that public sector information, namely the information produced and held by the Public Administrations, constitutes “an important source of ‘raw material’ for making products and services having digital content”, that should be reused to “exploit its potential and contribute to economic growth and job creation” (5th point of the preamble of EC Directive 98/2003). Consequently, since these data belong to the collectivity, unless there are higher level reasons related to the protection of public interest (protection of personal data, security, etc.), making them available at equitable and transparent conditions to all those interested in reusing them must be encouraged. In particular, the portal dati.piemonte.it makes available the regional data according to a rule of general openness characterized by three elements:

- 1) access without restrictions – through IT media and legal instruments aimed at regulating and clarifying the procedure for requesting and accessing a document- to unprocessed or rationally organized public data, including metadata, primarily through the Internet and with standard and open electronic formats;
- 2) the use of standard legal instruments (licences that lay down the terms and conditions of reuse), primarily based on Creative Commons licence systems, and where possible, attributing priority to the Creative Commons CCO licence, useful for releasing data at conditions that are as close as possible to those of a public domain;
- 3) possibility of reusing and redistributing the data free of charge.

Alongside the creation of this portal, in order to facilitate its use, the Piedmont Region has drawn up the “Guidelines on the reuse of the Regional Body of Information”, it has prepared a document defining a “Standard Licence Model for the reuse of the Regional Body of Information” and an “Instructions” booklet for adopting alternative licences besides the standard licence proposed as model: these Guidelines, the licence models and the Instructions are a procedural instrument that support the enhancement and implementation of this body of knowledge of great value, presenting itself as a point of reference for the other administrations interested in doing something similar.

State of implementation

To date, the portal, published in a first beta-version, offers some functions: from access to the first set of data, to the downloading of data by means of a standard licence, to the feedback on the quality of the information provided, to the blog, the news on new data and on available licences, to “the expert answers” services. In the upcoming versions other functions will be available such as advanced search functions or applications for retrieval from alphanumeric and geographic data, the application of dynamic licences for downloading alphanumeric or geographic data, the possibility of republishing applications/services developed by privates on the basis of reused data .

Expected / achieved results

The following Regional data have been made available:

- 1) Data of the ICT Observatory of Piedmont (e.g. diffusion, use of ICT by businesses, citizens and PA)
- 2) Data from the school survey system (list of schools in Piedmont, number of students starting from 1980, the outcome of exams, types of schools (state, private), etc
- 3) Historic data on the codes of the Municipalities and of foreign states
- 4) Recent data from the Trade Observatory
- 5) Shops (by type and commodity)

6) Other forms of retail sale (monopolies, news-stands, outlets)

7) Bars, restaurants, holiday farms, etc.

8) Markets

Shortly the following data will be available:

- Agriculture:

9) Register of farms (land and land use, husbandry and Register of businesses)

- Rural development plan (financial data, statistics on beneficiaries, program monitoring)

- Tourism:

10) Statistics on arrivals

11) Statistics on accommodation facilities

- Geographic data bases (data from the Regional Technical Map)

- Management data bases (data from accommodation facilities, raw data / databases)

Until October 2010, 2083 downloads had been made in the following sectors:

- Resource development and management - STATISTICS

- Education, culture and leisure time – SCHOOL EDUCATION

- Resource development and management – INFORMATION AND IT SYSTEMS

- Economic development and productive activities - TRADE

- Economic development and productive activities - TOURISM

SERVICES FOR BUSINESSES

Platform for Calls for tenders

Description of the Project

This is an applications platform, available via web, for the management of public grants from European, national or regional sources delivered by the Region. The System tracks the administrative procedure of the funds from the time of submission of the application by the beneficiary, to the delivery of the grant and to the implementation of any other regulatory requirement. The Platform operates through a single system with a single point of access for all the officials involved in the management of the various steps of the granting procedures: ex-ante assessment, life cycle and monitoring. Each user interacts with a dynamic environment that allows a clear vision of the activities to be carried out. The system complies with the rules of administrative transparency between Public Administration and Beneficiaries because it offers a real time view of the state of progress of the administrative procedure. The Platform is based on a process analysis of the various types of funds, presenting itself as a general solution capable of adapting to the various administrative contexts. The monitoring phase refers to compliance with the regulations on Community funds (ERDF, ESF, EAFRD) and State funds (FAS); furthermore it complies with the needs related to the periodical institutional assessments by the Ministry of the Economy and Finance – Regional Accounting Office of the State (IGRUE). Data security is ensured by safe access via digital certificate, in accordance with the rules on data processing and the indications provided at national level by the Digital Administration Code. The solution is addressed to two types of users: the employees of the Public Administration or their delegates who specifically control and monitor the applications submitted and the projects financed; the businesses, the bodies of the Public Administration, the NGOs, the Research Institutes that submit an

application on any grounds for public grants. The System also provides for control on documents and projects made by the managing authority and tracking of possible frauds, managed according to the requirements of the European Anti-Fraud Office (OLAF) and by the ministerial procedure "Irregularities Management System – I.M.S."

Progress

The Platform is already available and is currently being used by:

- Piedmont Region – Directorate for Productive Activities for the ERDF-ROP measures;
- Directorate for Innovation and Research for the ERDF-ROP measures of competence and CIPE;
- Directorate for Professional Training and Employment for the ESF-ROP measures – development of businesses
- Directorate for Strategic Programming, local policies and building activities
- Directorate for Financial Resources as Certification Authority and Systems Auditor of ERDF-ROP funds;
- Finpiemonte S.p.A. as Intermediate Body delegated by the Piedmont Region

Expected / achieved results

To the present time the Platform manages some 42 Calls broken down as follows:

- 30 actions under the 2007-2013 ERDF-ROP
- 6 actions under the 2007-2013 ESF-ROP
- 5 actions under the Regional Law 34-04 of the Piedmont Region
- 1 action under the CIPE 2006 funds

On the whole the projects managed to date through the platform are 2,794, corresponding to 575 Beneficiaries / delegates listed in the System.

VALLE D'AOSTA REGION

E-GOV IN A SNAPSHOT IN THE XVALLE D'AOSTA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 40.5%	Citizens Number of requests for PEC services for citizens 793	Municipal online services % Municipalities with at least one advanced interactive service 8.2%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature n.d.	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 31.3%	Students % Students with MIBs in the classroom 1.0%	Use of PEC with parents % schools that use PEC to communicate with parents 6.3%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 100.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 0.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 0.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 98.6%	Businesses % Businesses with PEC 10.1%	SUAP % Municipalities with SUAP online (*) 0.0%

DATABASES AND INFRASTRUCTURE

Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.0%	Land Registry % Municipalities that have joined the land registry data sharing service 100.0%	Taxes % Municipalities with tax services online (*) 2.6%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 56.7%	Cooperation on Applications Regional domain gateway Not yet qualified	Broadband coverage % Population in fixed and mobile network digital divide 11.8%

(*) at least online delivery of forms

E-GOV IN THE VALLE D'AOSTA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



PEC present on the IPA

PEC not present on the IPA but present on the web site

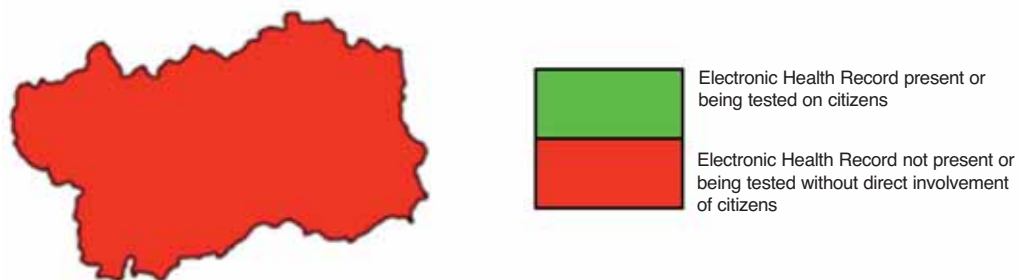
PEC not present

Source: DigitPA (July 2010)

The Region points out that as at December 2010 all of its 74 Municipalities and 8 Mountain Communities have at least a PEC address.

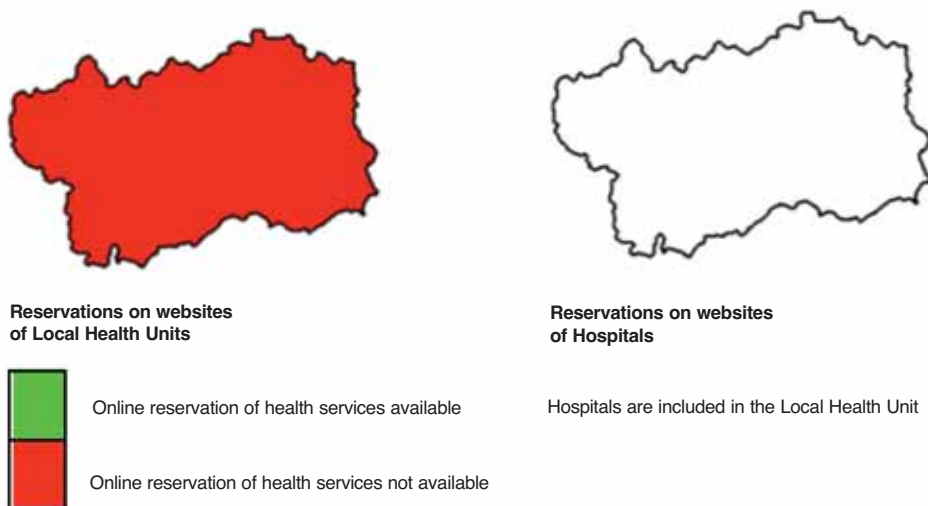
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) more detailed data from CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- **SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)**



Full transaction (also online forwarding of applications)

Also access to databases (online database of proceedings and/or tracking of the dossier being processed)

Information and downloading of forms

Service not available

Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

- **Public transport online travel planning in Capital towns (available - capital towns of Province)**



Service available on the portal of the local public transport company

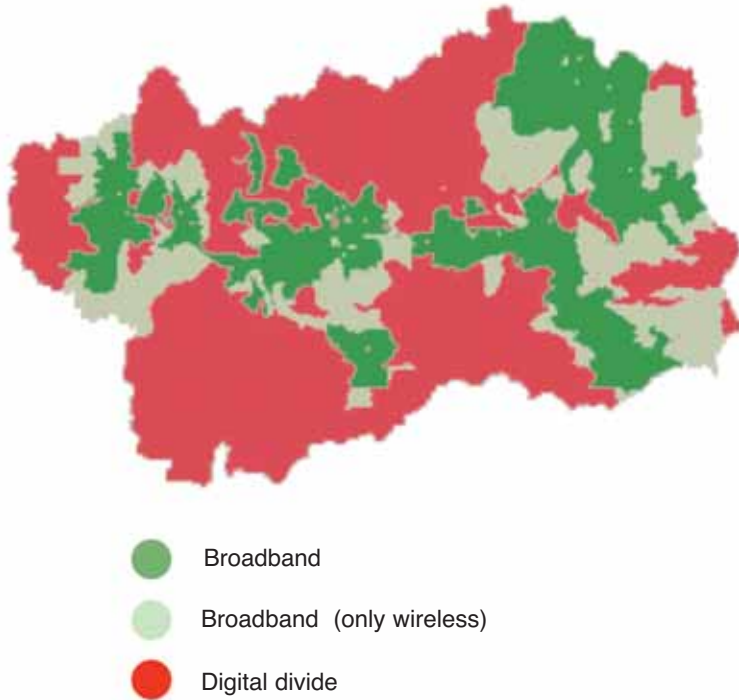
Service not present on the Municipal portal, but a Regional service is available

Service not available

Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

RIVA – Valle d'Aosta PEOPLE Reuse Project

Description of the Project

The RIVA-People project offers to the Municipalities of Valle d'Aosta a system that facilitates and standardizes the activation of municipal online services for citizens and businesses. The project benefits from the solutions and experiences of other Bodies of the Public Administration by reusing the e-Government PEOPLE project (Online portals of local e-government bodies), ensuring that all Municipalities, irrespective of size, can have equal opportunities in making available online all their services by sharing instruments and models.

The project involves the Autonomous Region of Valle d'Aosta, as leader and coordinator for reuse, the Standing Council of local bodies of Valle d'Aosta (CPEL) on behalf of all local bodies that have opted for re-use, the Aosta Municipality as tutor, and the two Mountain Communities of Mont Emilius and Grand Combin as pilot testing bodies.

Progress

The project is in progress and is half-way through its implementation. In particular, negotiations with suppliers for adapting back-office operations have been concluded, the kick-off event has taken place, the infrastructure has been inspected, the front-end experimental environment has been released (forms are available: demographic, taxes, payment, sports and Culture, services for individuals); the integration of Back-End solutions is in the testing phase.

Expected results

With the RIVA-People re-use project, the group has engaged to obtain the following results in terms of diffusion of services:

- 50 Level 1 services (information) and 2 services (downloading of documentation) are available to all regional bodies;
- 6 Level 3 essential services (transactive with online initiation of a procedure) are available simultaneously in the Aosta Municipality and in the two pilot Mountain Communities;
- 4 Level 4 essential services (complete transaction online) are available simultaneously in the Municipality of Aosta and in the two pilot Mountain Communities;
- At least 20 services are delivered by the Aosta Municipality;
- At least two payment services are available to all Regional bodies.

INFOMOBILITY

Infomobility in the North-West

Description of the Project

The North-West Infomobility project envisages a system of infrastructure and cooperation with neighbouring areas in support of the infomobility central unit, for the collection, verification, dissemination, analysis of information and planning of actions. It is therefore aimed at starting services capable of increasing the dissemination of information on road traffic and mobility across the Region, enhancing all the partial or experimental initiatives undertaken thus far in providing information on traffic mobility and optimizing the synergies to be attained through a global approach to the problem of mobility and safety of citizens.

Progress

Pilot actions were carried out in 2008-2009. The technical and organizational feasibility study for operating infomobility services in the North-West within the 2007-2013 Valle d'Aosta PAR FAS project is in its final stages. This study will use the results obtained by the intervention carried out in the "Second framework programme agreement on e-Government and information society in Valle d'Aosta" concerning the identification and planning of technical solutions that enable infomobility and verifying their feasibility by implementing pilot actions. The outcome of the study will lead to the development of the organizational and technical actions required to operate the services.

Expected results

- Improve logistic conditions in the North-West, expanding the endowment of services for information and communication and improving accessibility to the networks
- Provide the infomobility central unit with the information gathered for other purposes by road traffic operators (e.g. franchisees-private individuals, or organizations with public participation) such as traffic flows, notifying events (planned or extemporary)
- Expand to other franchisees the cooperation system for exchanging information
- Output indicators – information gathering modalities: 3 – information dissemination modalities: 3 – information dissemination systems: 3
- Outcomes indicators – transport of hazardous goods with manned monitoring at entrance / exit gates: 70% – extent of road network covered by information systems: 50%

SERVICES FOR BUSINESSES

RiSiLER – Re-use of the Emilia-Romagna IT Employment System

Description of the Project

The project for the Re-use of the Emilia-Romagna IT Employment System offers operators, citizens and businesses access to the fullest range of available employment information and services, through a cooperative, shared IT system distributed throughout the territory and governed by the Region which is open to all public and private bodies. Through the Re-use project, Valle d'Aosta has intended to meet the need for Regional uniformity both at the functional and applications level thanks to the possibility of harmonizing service delivery modalities from the standpoint of applications, adopting modalities for the cooperative delivery of services and introducing concepts of electronic access to services for citizens and businesses.

The re-use solution involves the services that seek to bring the demand for jobs into contact with the businesses' needs. To date the preselection and matching of supply and demand are provided by the Employment Centres – Flèchemploi – that have been set up throughout the Region (Morgex, Aosta, Verrés), that run the local job services and that use instruments that have adjusted to the reorganization of services for users in response to the emerging labour dynamics.

Progress

The project is being implemented and is half way through completion.

The various functions are being integrated into the IT system (Act n° 68/99. targeted job finding, ...).

Expected / achieved results

- Upgrade the efficiency of job demand and supply matching services provided by the bodies that deal with active labour policies (employment centres, work agencies, etc.)
- Adapt organizational models to the new sector dynamics (regulations, intermediaries, recruitment modalities and forms)
- Create individual worker files

LOMBARDY REGION

E-GOV IN A SNAPSHOT IN THE LOMBARDY REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 48.3%	Citizens Number of requests for PEC services for citizens 67.730	Municipal online services % Municipalities with at least one advanced interactive service 5.4%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 69.6%	Citizens % Citizens with NSC health card 100.0%	Online reservations % ASL/AO with online reservation service 76.6%
Education	Schools % Schools with MIB 43.9%	Students % Students with MIBs in the classroom 4.6%	Use of PEC with parents % schools that use PEC to communicate with parents 16.1%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 50.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 89.9%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 58.3%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 91.1%	Businesses % Businesses with PEC 26.8%	SUAP % Municipalities with SUAP online (*) 0.8%

DATABASES AND INFRASTRUCTURE

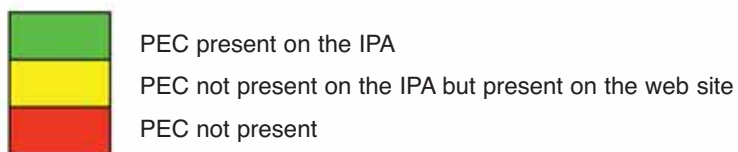
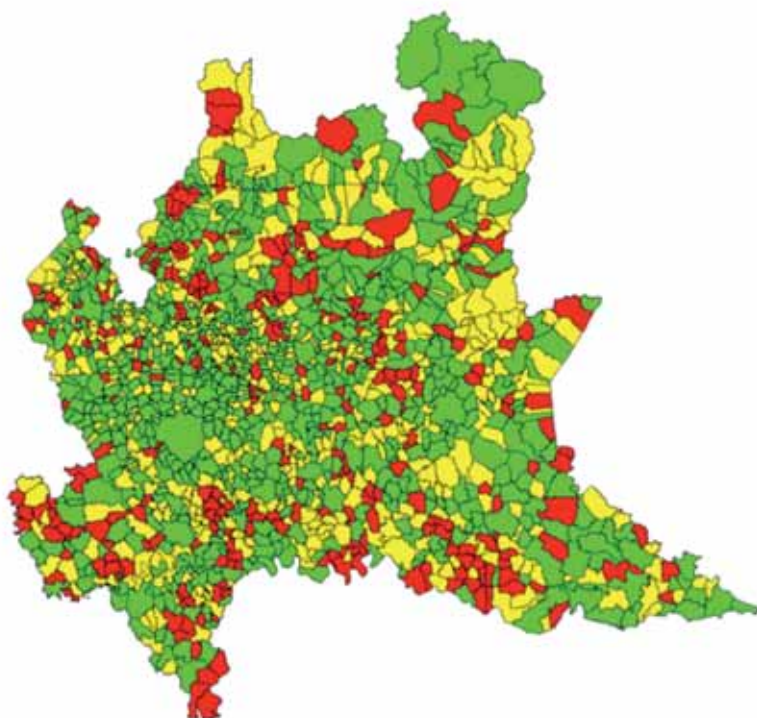
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 2.6%	Land Registry % Municipalities that have joined the land registry data sharing service 94.0%	Taxes % Municipalities with tax services online (*) 3.4%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 74.8%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 7.2%

(*) at least online delivery of forms

E-GOV IN THE LOMBARDY REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

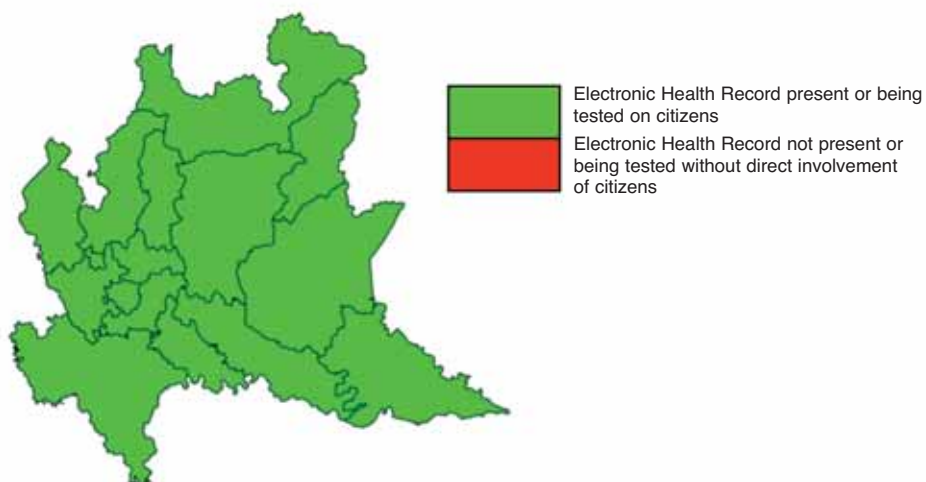
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

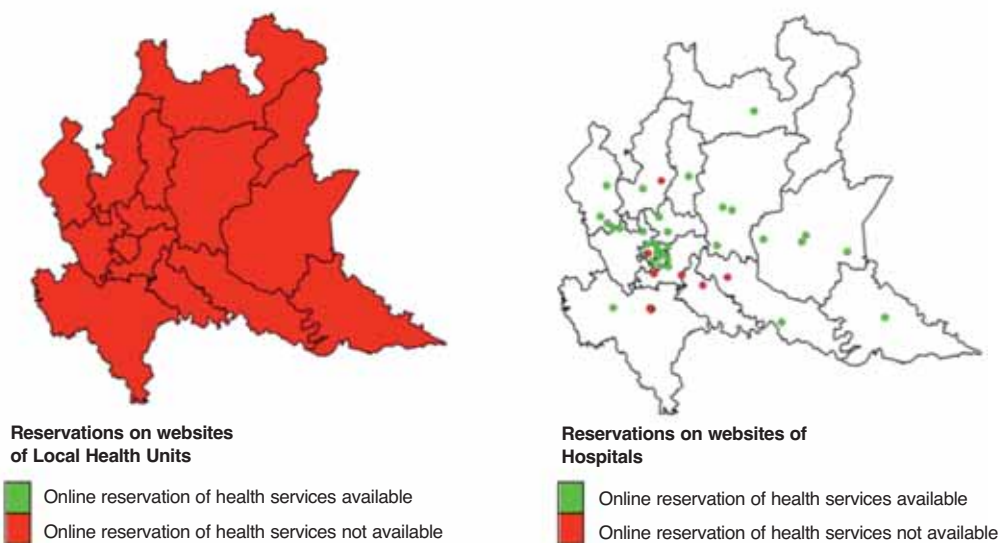
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

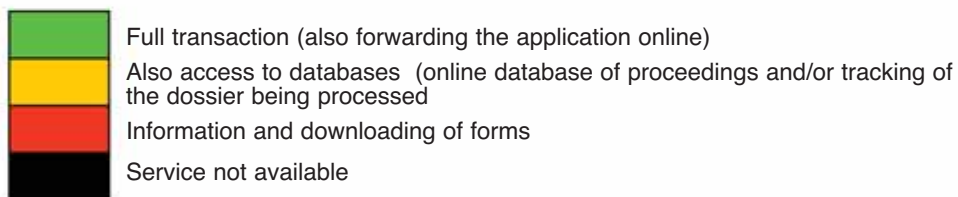
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

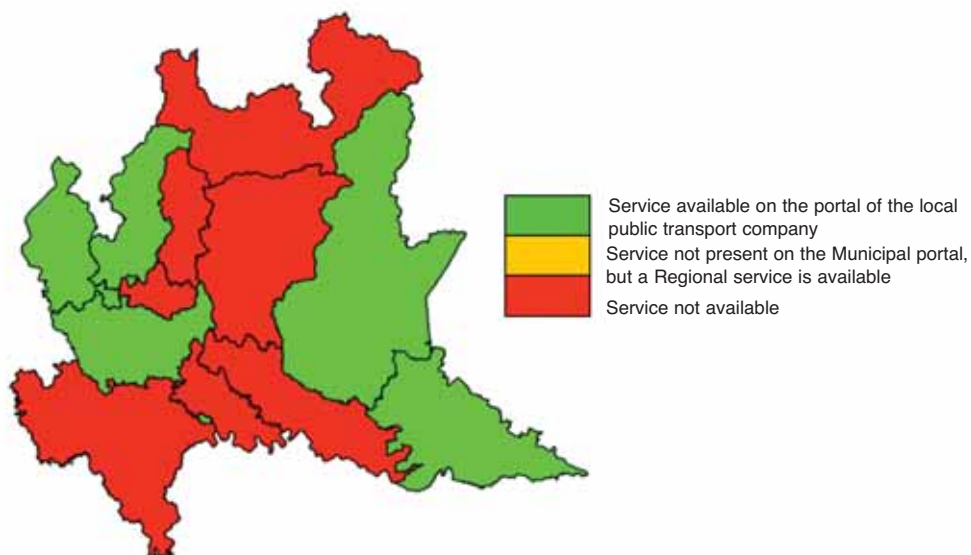
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

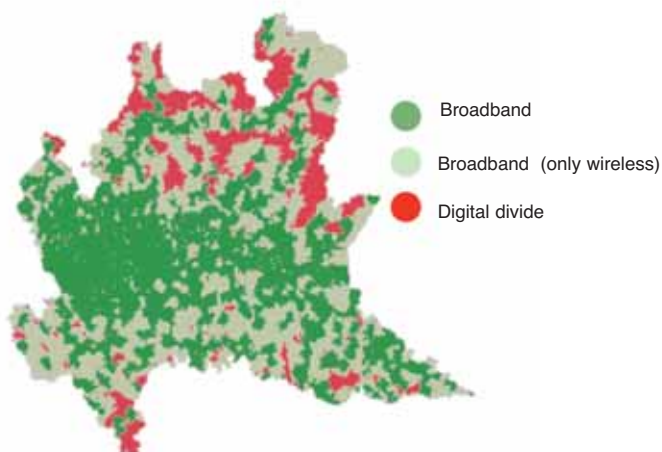
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Identity Provider for Citizens (IdPC)

Description of the Project

The "Identity Provider for the Citizens of the Lombardy Region" (IdPc-RL) provides the local bodies in Lombardy with a uniform and standardized infrastructure for supporting the identification of users when they seek to access the services delivered by the local bodies.

The IdPC infrastructure outsources to a regional authentication organization the process for checking the credentials of a user who holds a smartcard (RSC/NSC/CIE). This is a concrete step towards the establishment of a federated common authentication infrastructure which can potentially be used by all e-Government services in Lombardy.

Progress

The creation of the platform is in progress.

Expected / achieved results

One of the objectives of this project is to create an interregional federated community network of organizations that share user attribution and authentication information in a protected and safe manner.

To date 182 Bodies (Municipalities, Provinces and Mountain Communities) in Lombardy use the IdPC platform to give citizens and businesses the possibility of having safe access to online services. These Bodies cater to the needs of 1,717,261 people.

MUTA

Description of the Project

MUTA is the application platform made available by the Region of Lombardy to support the process and the interaction with all the players involved. The services offered currently by MUTA are: Management and control of access using the RSC: registration and profiling of players involved in the procedures for starting and managing businesses:

- Citizens/Businesses
- Intermediaries (Chambers of Commerce, Professional Firms)
- Bodies (Municipalities, SUAP, ASL, Lombardy Region, the Fire Brigade, the Regional Environment Agency..)

Online applications services:

- DIAP (Statement of starting a new business)
- DIA+ Fitness for habitation (Statement of beginning of construction works of business premises + fitness for habitation statement).
- DAA (Statement of starting a holiday farm business)

Progress

Pre-production

Expected results /results achieved

Implementation of DPR n° 160/2010 on the electronic forwarding of the DIAP paperwork to SUAP and to the other competent bodies with the issuing of authorizations to businesses.

Data are not available as the project is in the pre-production stage.

HEALTH**CRS-SISS****Description of the Project:**

The Lombardy Region has developed the CRS-SISS platform which includes a set of IT applications and infrastructure across the Region, in particular:

- IT pharmacy systems
- Physicians
- Hospitals
- Lombardy Region

This infrastructure makes it possible to deliver socio-health services throughout the Lombardy Region.

The SISS currently consists of a series of IT systems that are gradually evolving according to a precise IT e-health strategy consisting in the increasingly widespread use of ICT for innovation in organization.

Progress

In progress

Expected / achieved results

The socio-health system of Lombardy includes:

- some 9,900,00 citizens
- 15 Local Health Units where health personnel operates
- 30 public independent hospitals (AO) where health personnel operates
- 5 University and Research Hospital-Foundations where health personnel operates
- About 150,000 Socio-Health workers
- More than 2,500 Accredited Private Bodies
- about 7,700 general practitioners and paediatricians
- about 2,600 pharmacies

LIGURIA REGION

E-GOV IN A SNAPSHOT IN THE LIGURIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 39.1%	Citizens Number of requests for PEC services for citizens 11.625	Municipal online services % Municipalities with at least one advanced interactive service 4.2%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 57.1%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 47.8%	Students % Students with MIBs in the classroom 5.6%	Use of PEC with parents % schools that use PEC to communicate with parents 18.3%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 50.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 100.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 100.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 92.0%	Businesses % Businesses with PEC 18.3%	SUAP % Municipalities with SUAP online (*) 0.9%

DATABASES AND INFRASTRUCTURE

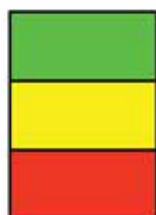
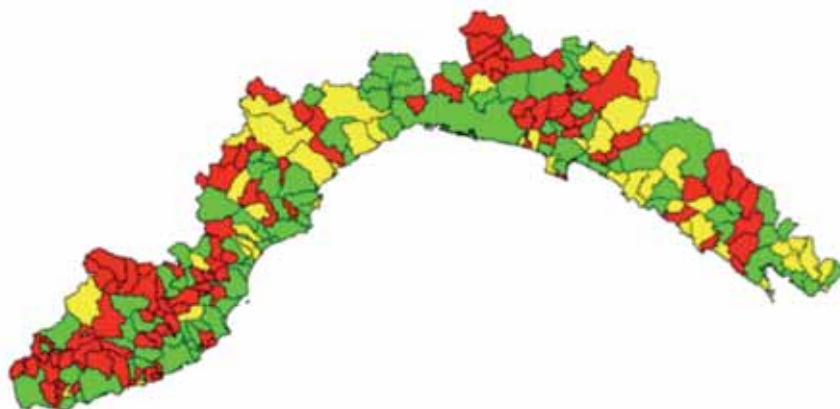
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.9%	Land Registry % Municipalities that have joined the land registry data sharing service 92.3%	Taxes % Municipalities with tax services online (*) 3.4%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 61.5%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 6.2%

(*) at least online delivery of forms

E-GOV SUL TERRITORIO DELLA LIGURIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



PEC present on the IPA

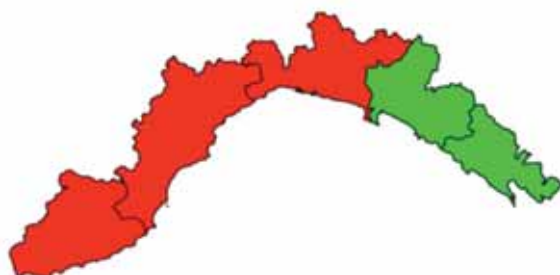
PEC not present on the IPA but present on the web site

PEC not present

Source: DigitPA (July 2010)

HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)

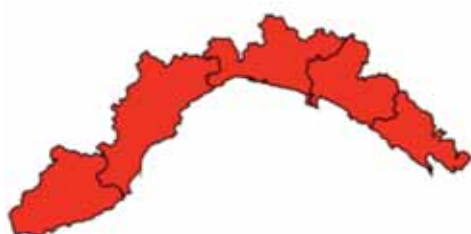


Electronic Health Record present or being tested on citizens

Electronic Health Record not present or being tested without direct involvement of citizens

Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Reservations on websites of Local Health Units



Online reservation of health services available

Online reservation of health services not available



Reservations on websites of Hospitals



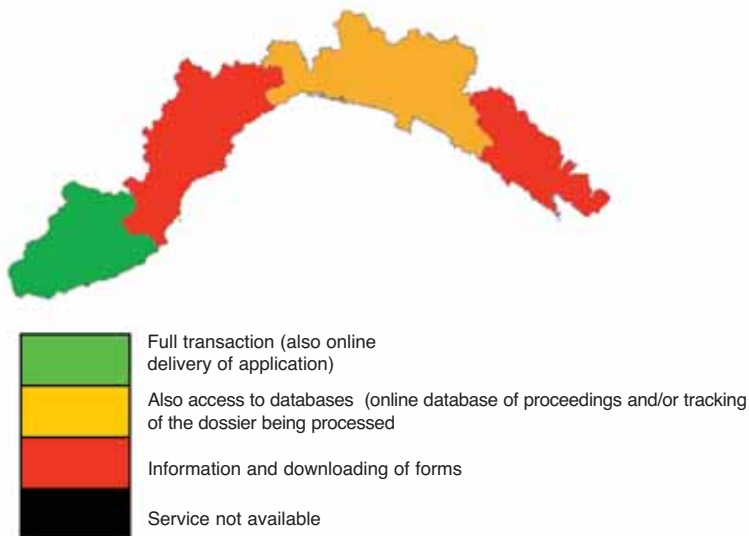
Online reservation of health services available

Online reservation of health services not available

Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

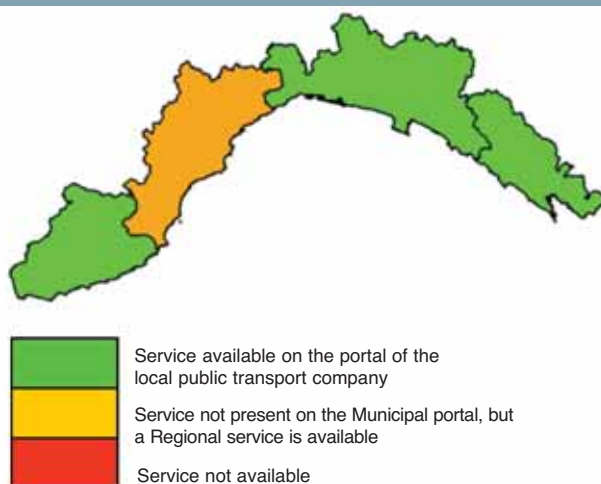
- SUAP - One-stop shop for businesses online in Municipalities that are capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

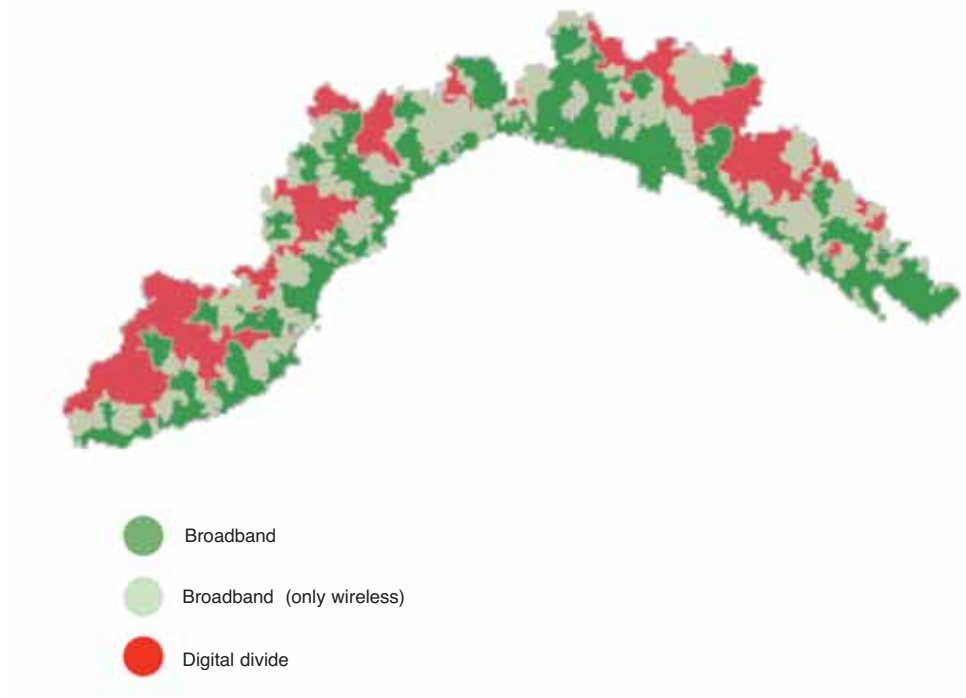
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

One front desk providing access to socio-health services

Description of the Project

Past projects and investments gave (and are still giving) priority to the establishment and enhancement of IT structures that facilitate citizens' access to hospital and outpatient facilities (e.g. Single Booking Centre for health services – CUP). However, in a context where hospitals and outpatient clinics provide highly specialized healthcare services, the project is aimed at making sure that appropriate use is made of all the other less expensive facilities in the healthcare cycle which provide non-hospital care such as the RSAs (nursing homes) and Home Care (CD), which are a crucial element in healthcare delivery especially in a Region like Liguria which, besides the healthcare needs that are present in all areas, is characterized by additional needs due to the presence of a large elderly population. It is therefore important to be equipped with an IT structure that guides the citizen (typically through the attending physician) once he is discharged from a hospital or from an outpatient clinic, to the facilities that can ensure continuity of treatment to complete the cycle. Obviously such an IT structure is useful for gaining access to healthcare services irrespective of prior specialized treatment.

Residential care for post acute cases and for maintenance treatment is highly critical. This means, for instance, that there is a long waiting list for admissions to nursing homes (RSA).

At the present time, almost across the whole of the Ligurian territory there are two different waiting lists for having access to publicly funded healthcare residences: the Municipal list for elderly people looked after by the Social Services, and the List of the Local Health Units for elderly with healthcare needs. These lists are drawn up using totally different and not integrated criteria and hence they are a source of poor service for the elderly population. All Ligurian Local Health Units (ASL) are endowed with IT procedures that simplify access to information and that manage the processes of the healthcare facilities. Among these the ones that are most advanced are the procedures developed within the ASL3 of Genoa which operates in the territory of the Municipality of Genoa, and the system adopted by the ASL5 of La Spezia which puts the emphasis on joint managed care, and through its UVM – Multidimensional Evaluation Unit – it makes a joint evaluations which involve both the social and the healthcare districts.

A first general goal is to offer citizens a comprehensive service which manages and processes all the social and health data of each person so as to produce a joint waiting list (at the present time the waiting lists are two: a health and a social services list). A second goal is to replace the “one shot” service delivery model with a “managed care” model that follows the patient throughout the treatment cycle and the social service, if any.

Progress

The goal of adopting the 'managed care' model has been achieved and indeed this service is now available in all Ligurian Local Health Units. Integration between the IT systems of the social service and healthcare districts has been completed in some parts of the Region and is currently being extended to the rest of the territory.

Expected / achieved results

The front desks that provide the full 'managed care' cycle are more than 500 in Liguria plus all the "virtual" front desks that are in operation in the various healthcare facilities (homes for the sick, hospitals, etc.) that access the system via the Internet through the Regional health portal. The total number of workers therefore is above 1500.

Among the advantages and the characteristics of the service are:

- knowledge about the activities carried out (efficiency)
- limits of the one shot service model as against the managed care model
- awareness of the "IT" value of the healthcare services
- development of a healthcare model based on 'itineraries'
- emphasis on reception -> recognition of needs
- personalized healthcare
- expansion of the healthcare network
- IT technology as an enabling element
- extensive technologies (access to the Internet from the portal, palmtops)
- integration of information about any individual case
- quality of care
- monitoring of care delivery

SCHOOLS AND UNIVERSITIES

SIDDIF (IT System for the Right/Duty to Education and Training)

Description of the Project

IT system for the Right/Duty to Education and Training

- Provides services to the officials of the Provinces and Region, to all schools (from kindergartens to secondary high schools), Vocational Training Schools, the USR, the universities, the officials of the Provincial Employment Centres
- it accomplishes the following macrofunctions
 - Communication and training for schools, Vocational Training Schools (export procedure from SISSI, ARGO, AXIOS, INFOSCHOOL).
 - Collection and standardization of school data
 - Entering school choices for following year
 - Management of dropouts and new arrivals, registration and performance
 - Search of possible dropouts and Reporting of dropouts
 - statistics and monitoring (General Summary, Population, Details about the school, Local Mobility, Mobility per Municipality, Regional Mobility, List of schools, Diplomas that can be achieved, performances, make-up of current and past classes, students' school reports).

Progress

It started operating in 2005 in 4 Provinces of Liguria and has gradually been extended to cover all schools, from Kindergartens to secondary highschoools, Vocational Training Schools and Provincial Employment Centres. Functions have increased year after year. Integration with INA SAIA is planned.

Expected / achieved results

All the Ligurian schools, from Kindergarten to Secondary highschoools, and the Vocational Training Schools have been involved and they regularly feed data into the database.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

Broadband – infrastructure and services

Description of the Project

The 2006-2008 Three-Year IT Operational Programme included a series of interventions by the Liguria Region aimed at bridging its Digital Divide.

The Liguria Region has set the strategic goal of making broadband services available across its territory before the end of the mandate of the current Presidency and for this purpose it is building infrastructure and services.

Progress

- 1) 2006-2008 first phase of the broadband diffusion project which reduced the digital divide for some 20.000 inhabitants and for the businesses and Public Administrations of 24 Municipalities.
- 2) The Liguria Region has deemed it necessary to have the public backbone built directly by its own IT company, Datasiel s.p.a., to provide broadband infrastructure to some Municipalities of the Provinces of Genoa and La Spezia, with areas where the digital divide was large and the attractiveness for private operators low.

The intervention has involved:

- 13 Municipalities of the Province of La Spezia for a total of 33 hamlets
- 26 Municipalities of the Province of Genoa for a total of 206 hamlets

The contract was awarded on 18 February 2009 to the consortium of companies which comprised Uno Communications spa (leader), Siae Microelettronica spa and Ceit Impianti Srl. The work was concluded within the deadline.

- 3) Thanks to the overall savings achieved with the tender mentioned above, supplementary interventions were extended to 6 Municipalities for a total of 28 hamlets in the Provinces of Genoa and La Spezia. Works were completed in 2009.
- 4) Additional infrastructure upgrades, to provide access to broadband, were made in 2009 for 4 Municipalities in the Provinces of Imperia and Savona for a total of 32 and during 2010 for 8 Municipalities in the Mountain Community of Val Trebbia.
- 5) The Provinces of Imperia and Savona have carried out their own project targeting the Municipalities not covered by the Region through a specific tender for a project financing ini-

tiative co-funded by the European Union.

- 6) Through an agreement with the Ministry for Economic Development, the Infratel Plan is being implemented whose aim is to expand the fibre optic network so as to enable operators to reach as many stations as possible of those that are yet not covered, and equip them with state-of-the art technology. A number of worksites have been envisaged across Liguria (some of which are already open).
- 7) The Liguria Region has started investments to develop innovative services in specific sectors according to the multichannel approach with the aim of increasing broadband demand by citizens, businesses and Public Administrations and of promoting the development of the Information Society.
 - The websites of 7 Municipalities have been designed and implemented in accordance with Act n° 4/2004.
 - The "Skype to Phone" service has been designed and implemented. It had already been tested out in the Liguria Region and in the Municipal administrations of the Province of La Spezia (it is designed to use the VoIP Technology and the being-on-call service through Skype for the employees of the Municipalities of the Provinces involved).
 - Electronic mail for the Municipalities participating in the Liguria in rete project.

Expected / achieved results

As a result of the interventions carried out in the Provinces of Genoa and La Spezia broadband is now available across the two provinces. The Liguria Region has taken action so that the same results may be achieved also in the Provinces of Imperia and Savona.



AUTONOMOUS PROVINCE OF BOLZANO

E-GOV IN A SNAPSHOT IN THE AUTONOMOUS PROVINCE OF BOLZANO

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 43.1%	Citizens Number of requests for PEC services for citizens 4.970	Municipal online services % Municipalities with at least one advanced interactive service 10.4%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 0.0%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 57.3%	Students % Students with MIBs in the classroom 3.9%	Use of PEC with parents % schools that use PEC to communicate with parents 8.9%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 0.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 100.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 100.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 98.3%	Businesses % Businesses with PEC 16.0%	SUAP % Municipalities with SUAP online (*) 0.9%

DATABASES AND INFRASTRUCTURE

Public databases	Registry Offices % Municipalities with Registry certificates online (*) 3.6%	Land Registry % Municipalities that have joined the land registry data sharing service n.a. (**)	Taxes % Municipalities with tax services online (*) 4.6%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 99.2%	Cooperation on Applications Regional domain gateway Not yet qualified	Broadband coverage % Population in fixed and mobile network digital divide 15.2%

(*) at least online submission of forms

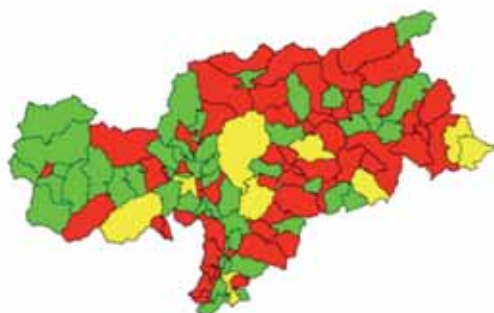
(**) the Aut. Prov. Is not connected to the National IT Land Registry System

(***) data refer globally to Trentino Alto Adige

E-GOV IN THE AUTONOMOUS PROVINCE OF BOLZANO

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



PEC present on the IPA

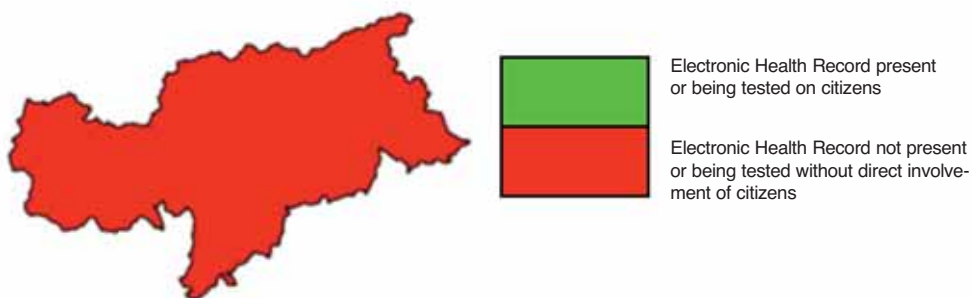
PEC not present on the IPA but present on the web site

PEC not present

Source: DigitPA (July 2010)

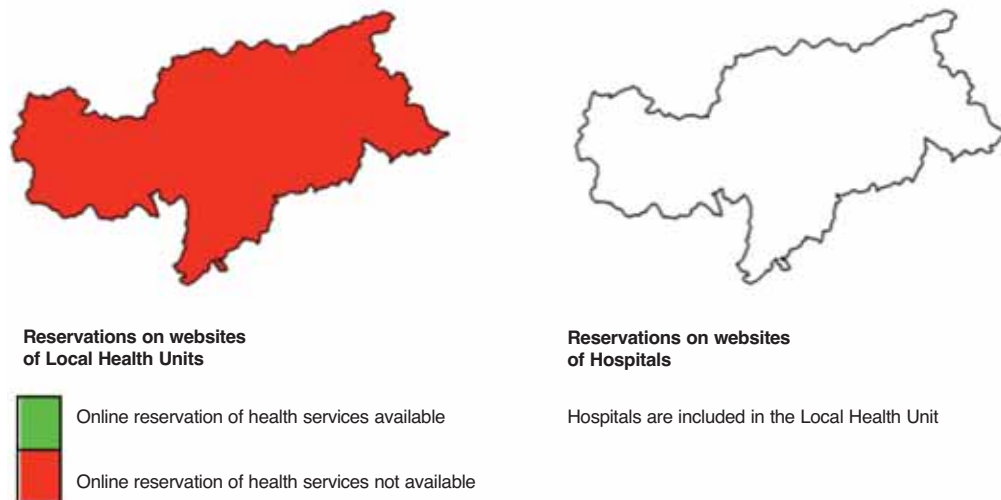
HEALTH

- **Electronic Health Record (state of implementation across the Region – ASL)**



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

- **Online reservation of health services (state of implementation across the Region – ASL/AO)**



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

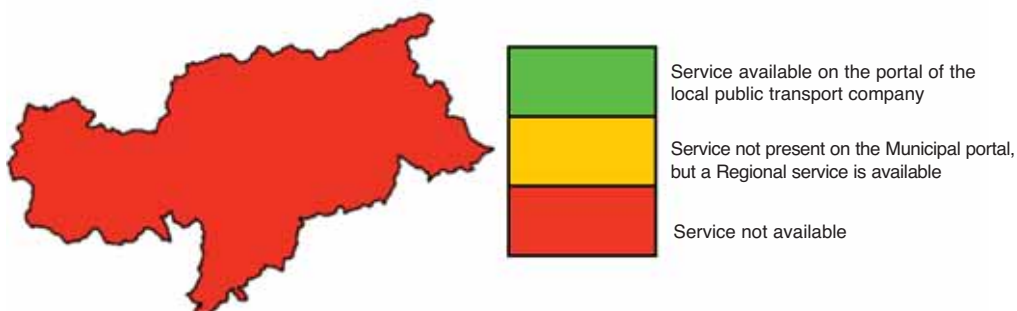
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

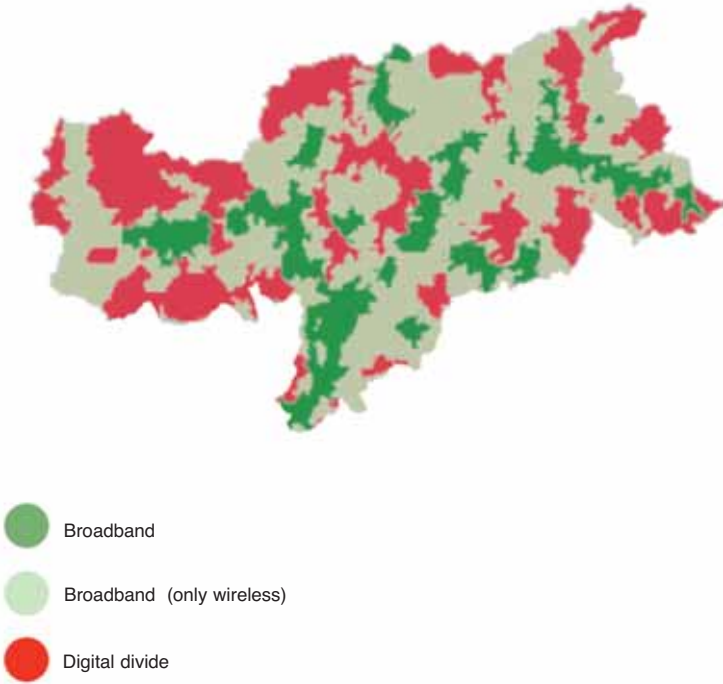
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010) (data refer globally to Trentino Alto Adige)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Private Portal for citizens

Description of the Project

Private portal for citizens: the portal is part of the civic network for the management of positions, applications and communications between citizens and local public administrations.

Progress

In the final stage. Completion is envisaged by 01.02.2011

Expected / achieved results

Single point of access and collection of information by citizens, central point for exchanging documents, data and information between citizens and public administration.

HEALTH

Health card and exemption from co-payment through the Provincial Services Card

Description of the Project

Health card and exemption from co-payment through the Provincial Services Card.

Progress

The project is being implemented and should be completed by Spring 2011.

Expected / achieved results

Dematerialization of the health card and of the data on exemption from copayment. Safe access to the data of the card and exemption from co-payment through the Provincial Services Card.

PUBLIC DATABASES

Land and building registry

Description of the Project

Land and building registry – online access for individuals through the Provincial Services Card.

State of implementation

Project underway to be completed by Spring 2011.

Expected / achieved results

Access free of charge to the land and building registry for data on personally owned property. Less expenses for the citizen and online access and printouts, less queues at the front desks.

AUTONOMOUS PROVINCE OF TRENTO

E-GOV IN A SNAPSHOT IN THE AUTONOMOUS PROVINCE OF TRENTO

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 53.0% (**)	Citizens Number of requests for PEC services for citizens 4.970 (****)	Municipal online services % Municipalities with at least one advanced interactive service 1.0%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 0.0%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 100.0%
Education	Schools % Schools with MIB 69.3%	Students % Students with MIBs in the classroom 5.1%	Use of PEC with parents % schools that use PEC to communicate with parents 21.5%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 0.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 100.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 100.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 85.0%	Businesses % Businesses with PEC 16.0%	SUAP % Municipalities with SUAP online (*) 0.5%

DATABASES AND INFRASTRUCTURE

Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.9%	Land Registry % Municipalities that have joined the land registry data sharing service n.a. (***)	Taxes % Municipalities with tax services online (*) 2.7%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 82.7%	Cooperation on Applications Regional domain gateway Under qualification	Broadband coverage % Population in fixed and mobile network digital divide 15.2%

(*) at least online submission of forms

(**) data updated as at 15 December 2010 provided by the Province

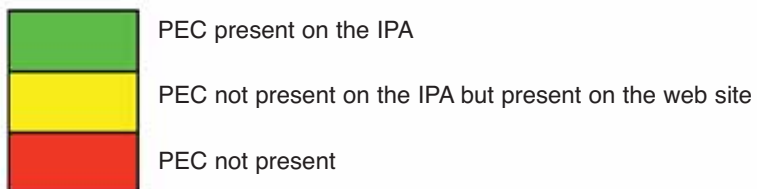
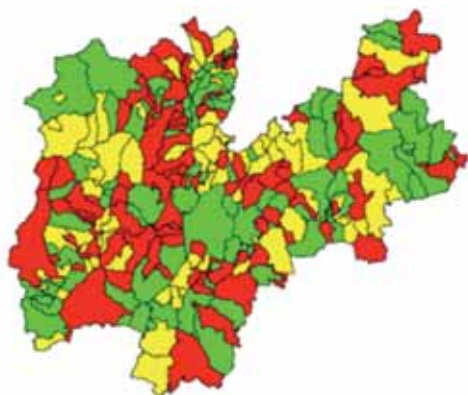
(***) the Aut. Prov. is not connected to the National IT Land Registry System

(****) data refer globally to Trentino Alto Adige

E-GOV IN THE AUTONOMOUS PROVINCE OF TRENTO

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Electronic Health Record present or being tested on citizens

Electronic Health Record not present or being tested without direct involvement of citizens

Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Reservations on websites of Local Health Units



Online reservation of health services available

Online reservation of health services not available



Reservations on websites of Hospitals

Hospitals are included in the Local Health Unit

Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



- Full transaction (also online delivery of application)
- Also access to databases (online database of proceedings and/or tracking of the dossier being processed)
- Information and downloading of forms
- Service not available

Source: Osservatorio Piattaforme – Between, July 2010

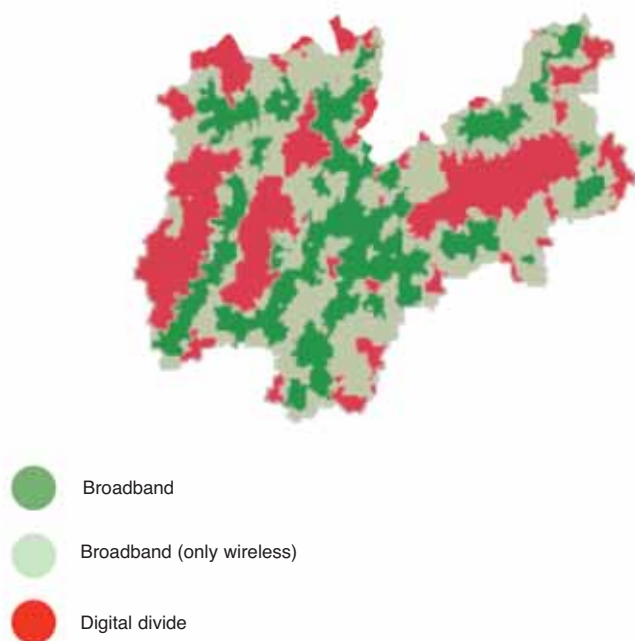
INFOMOBILITY

- Online planning of public transport routes in Municipalities that are the capitals of Provinces (available - capital town of Province)



- Service available on the portal of the local public transport company
- Service not present on the Municipal portal, but a Regional service is available
- Service not available

Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE**Regional data (06/2010) (data refer globally to Trentino Alto Adige)**

Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

SCELT – Cooperation-on-applications System for the Local Bodies of Trentino

Description of the Project

SCELT aims at endowing all the Municipalities of Trentino with an application port capable of enabling each Municipality to exchange data across its IT systems, with other Bodies of Trentino including the Province, APSS, etc., and with the Central Administration. This is a necessary condition to be able to implement projects. Ports will obviously be managed by Informatica Trentina by its own systems. The results of the CSS implementation will be used and, in particular, the Trento Municipality will be considered as an example. This initiative (called “SCELT” for the time being) also envisages communication to all the Municipalities and adequate training which is currently being organized with the Consortium of Municipalities

Progress

In progress.

Expected / achieved results

Endowing each Municipality with a domain port makes Trentino the first region capable of achieving cooperation on applications in full compliance with current rules.

HEALTH

CSS

Description of the Project

The project has the aim of combining the social services records with healthcare records using state-of-the-art modalities and instruments.

Progress

The system will enter into operation by the end of 2010.

Expected / achieved results

Technological innovation: the project has developed and tested innovative technologies within the framework of applications integration, services-oriented architecture, data integration and data warehousing.

Process innovation: the project has developed and enabled the process management of social and healthcare services provided by a variety of bodies and organizations hence providing a comprehensive view of the processes scattered throughout the Region.

Product / service innovation: the project is designed to:

- 1) increase the efficiency of the overall delivery of social and healthcare services;
- 2) enhance the efficacy of the delivery of social and healthcare services;
- 3) facilitate the monitoring of the service during delivery thus enabling compliance with minimum service standards.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

Trentino in rete – T.Net

Description of the Project

The goal of the Trentino in Rete project is to provide a widespread network that gives everyone equal access to the opportunities offered by the information society. The broadband indeed is considered to be a key factor in the development of Trentino; a concrete and operational project has thus been defined which envisages fibre optic cable networks throughout the Region by 2010.

Progress

Today: fibre optic network: 316 km of cable have been laid, 64 km are in construction, contracts for the construction of 294 km have been awarded. The east-side ring of the Veneto Region is being closed with 47 km of fibre laid.

Expected / achieved results

- a fibre optic network that is over 700 km long – to be achieved by 2010
- a wireless network with 756 envisaged sites – among the largest in Europe.

VENETO REGION

E-GOV IN A SNAPSHOT IN THE VENETO REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 52.0%	Citizens Number of requests for PEC services for citizens 29.046	Municipal online services % Municipalities with at least one advanced interactive service 10.2%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 76.9%	Citizens % Citizens with NSC health card < 10%	Online reservations % ASL/AO with online reservation service 48.0%
Education	Schools % Schools with MIB 51.1%	Students % Students with MIBs in the classroom 3.2%	Use of PEC with parents % schools that use PEC to communicate with parents 10.2%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 71.4%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 91.4%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 42.9%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 94.6%	Businesses % Businesses with PEC 17,4%	SUAP % Municipalities with SUAP online (*) 1.4%

DATABASES AND INFRASTRUCTURE

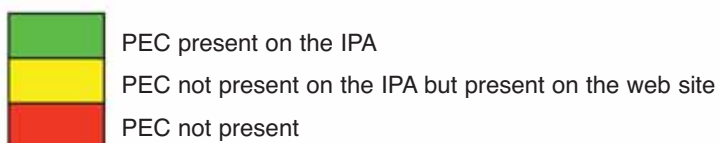
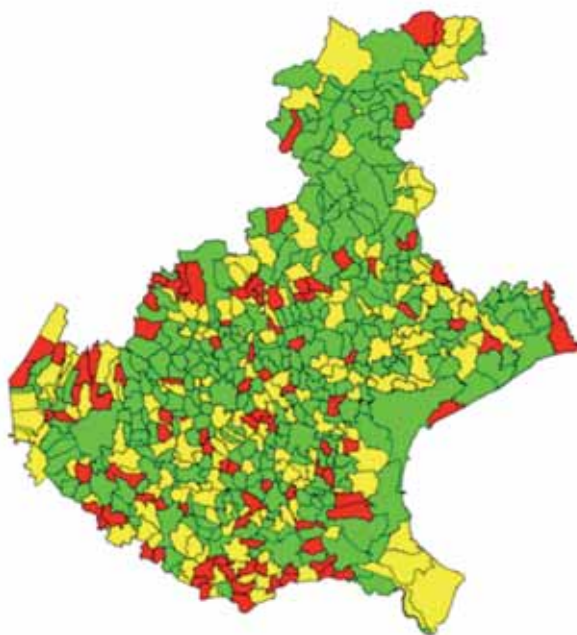
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 3.5%	Land Registry % Municipalities that have joined the land registry data sharing service 96.6%	Taxes % Municipalities with tax services online (*) 7,5%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 77,9%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 11.5%

(*) at least online delivery of forms

E-GOV IN THE VENETO REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

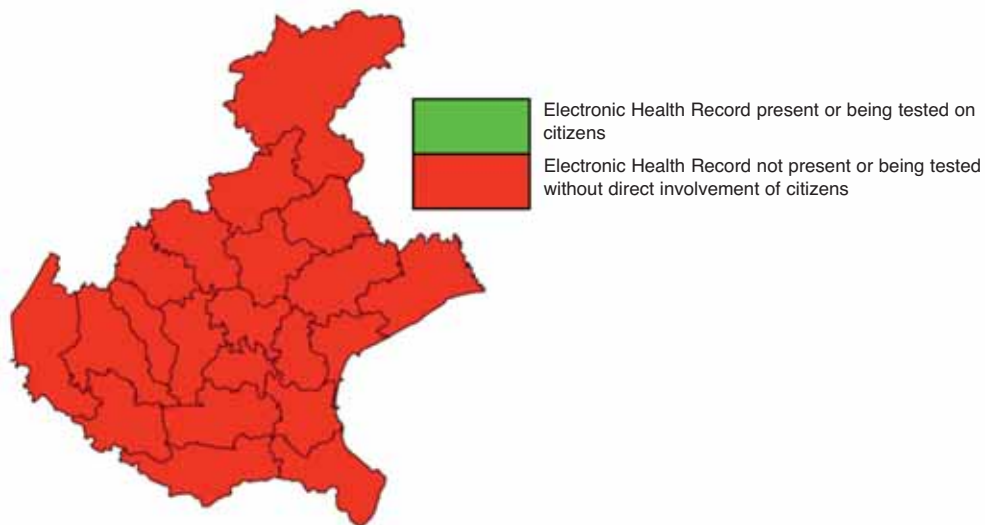
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

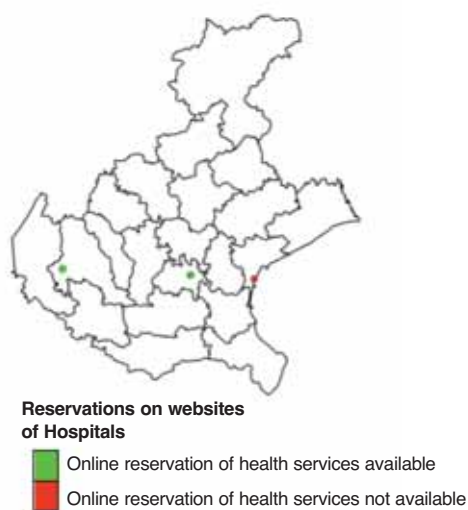
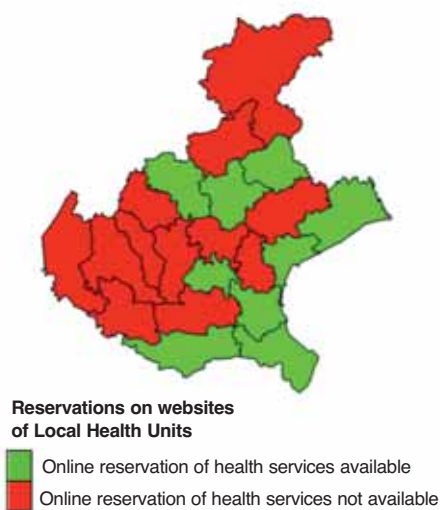
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

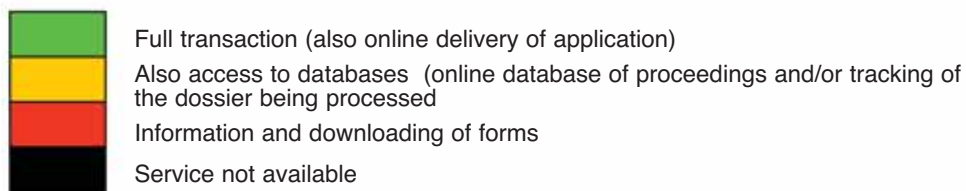
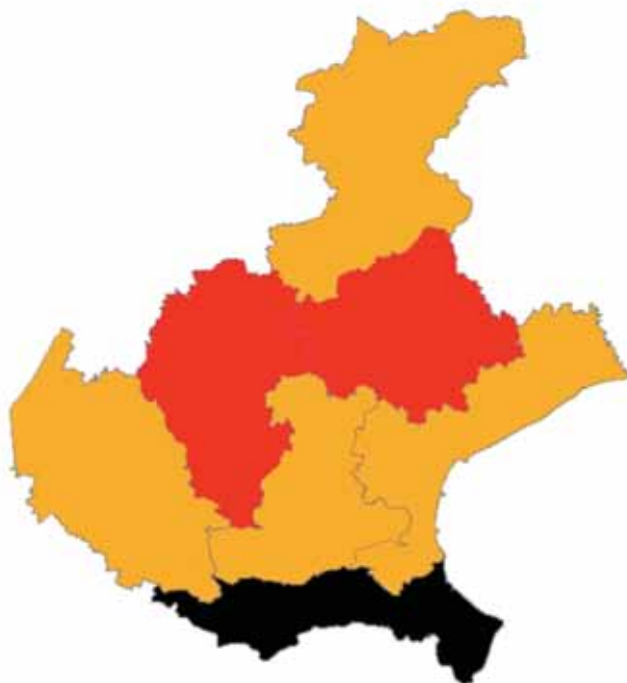
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

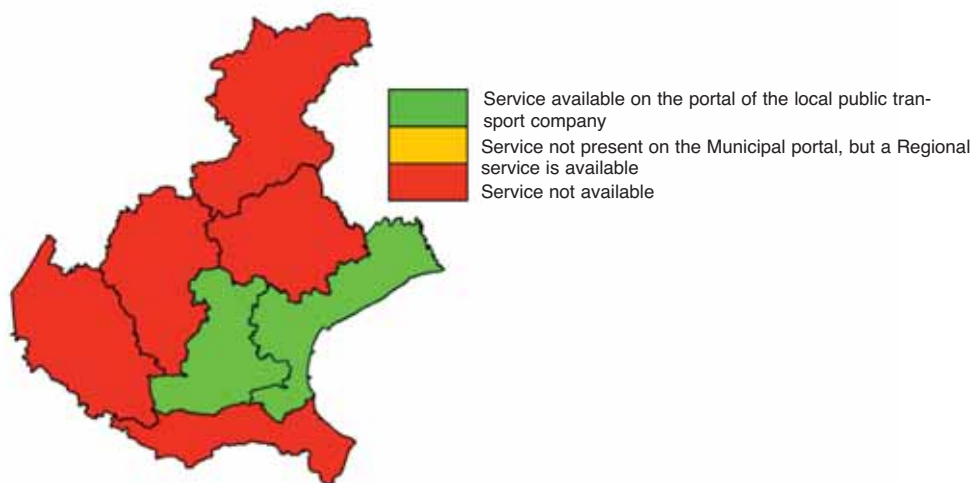
- SUAP - One-stop shop for businesses online in Municipalities that are capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

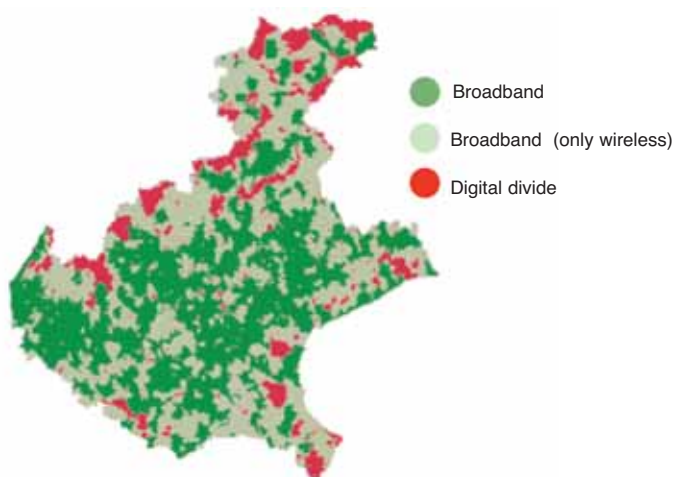
• Public transport online travel planning in Capital towns (available - capital town of Province)



Fonte: Osservatorio Piattaforme – Between (luglio 2010)

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

MyPortal, a multimedia and multichannel portal

Description of the Project

MyPortal is a multi body, multi-organizational and multi-hierarchy portal thanks to which the Local Bodies of the Veneto Region have the possibility of creating their institutional portal through which citizens may obtain information and services as well as interact with the local body.

The portal is logically structured into four areas each having a given function:

- **Organization:** this is the institutional part which contains the information made available by the body and the services delivered (tenders, contests, decisions, list of beneficiaries, notices, etc...).
- **Communities:** gathers together communities of various type present in the Region that users can join.
- **Identity:** a place made available to the registered user where various instruments can be introduced among those envisaged by the system (news, events, tenders, contests, list of papers issued by the Municipality to be served to citizens (Albo Pretorio), etc.); such instruments may be produced by one's own institution or by others so as to personalize the way in which the information coming from the members of MyPortal can be used.
- **Employment:** this section contains transactive services between citizen and organization, among which, for instance, Direct Line, where the registered user can directly interact with the organization, keeping track of the transaction, the Tax Payer's File, where the registered user can get information about the local housing tax, check reports made, access the list of payments made and Self-certifications, where it is possible to produce self-certifications autonomously with one's own data that can be readily printed.

The local portal of the Body can be "extended" through one or more instruments developed together with the Veneto Region within the cluster of portals such as for instance:

- **myIntranet:** for sharing data among PA employees;
- **myExtranet:** for sharing information among the local bodies about the development of the information society;
- **Pay@Web:** portal for making online payments
- **Veneto Notizie:** portal for producing a newsletter on the PA's online multimedia news

The project is currently being used by 121 active Bodies and 33 are in the re-use stage, in 5 Provinces. Version n° 3 which is currently being developed and which exploits the Liferay Alfresco opensource component, is expected to be released in December 2010.

Regarding multimedia technologies, further components have been developed and combined in MyPortal which are useful for supporting the local Bodies in using the multimedia instruments so as to facilitate the delivery of services for citizens and businesses:

- **Veneto Library:** is a system for collecting, managing, retrieving and distributing via the web multimedia content: audio, video, images and text in PDF format, with the help of internal

and external CDNs.

- **Multimedia Library:** is the Veneto Library version for creating an online public archive of multimedia content.
- **LiveTV:** system for capturing, publishing and filing audio-video products, that can be used live or deferred.
- **Conferencing:** an instrument for creating and managing virtual conferences.

In the multichannel area, instead, projects have been carried out for technological products and services for the multichannel distribution of the contents and services provided by the Public Administration. Also in this case the solutions have been designed to provide close integration with MyPortal. The applications that are available are:

- **Veneto Channel:** a system of publications, management and distribution of audio and video multimedia content. Such content can be viewed on ad hoc television screens (Television sets, Totem, Notebooks, ...).
- **Veneto Channel Touch:** this is the touchscreen version of the Veneto Channel system that combines the multimedia content distribution model with interactive and information applications at the service of citizens (Electronic Noticeboard, List of papers issued by the Municipality to be served to citizens, News ...)
- **GiTV DDT:** the outcome of a research project, it is the information distribution system of MyPortal on the Digital Broadcasting channel.

PUBLIC DATABASES

CreSCI Chamber of Commerce Data

Description of the Project

Through the CreSCI project the Administration is spreading across the territory infrastructural, applications and support services for interoperability and cooperation on applications developed within the SIRV-Interop project. The infrastructure services, in particular, refer to the interoperability platform that the Regional Administration has made available to the Local Bodies and that is configured as a single IT and ICT solution consisting of hardware elements and software that resides on the Regional systems and that are capable of supporting the activities linked to the delivery and use of interoperability services and cooperation on applications services. The Veneto Region provides the member Bodies with a number of services consisting of the configuration, management, maintenance and evolution of the central systems, and the installation, upgrading and evolution of the "infrastructural" components (not applications) of the platform, besides offering a series of training and assistance services.

Besides the creation of a cooperation infrastructure, the engagement of the Regional Administration is addressed to the development and delivery of a first set of applications such as for instance the citizen's file, retrieving population Registry data, certificate for obstetric assistance for women in labour (CEDAP), management of building permits, testing the circuit between the Veneto Region and AVEPA (Veneto Agency for payments to Farmers) for sharing the data on individuals

who operate in the agricultural sector, etc..

The deployment of the domain portals and the infrastructure enabling interoperability and cooperation on applications services counts more than 57 Bodies in the Region that have subscribed. These include the Veneto Local Bodies (Municipalities, Mountain Communities and Provinces) as well as other Bodies and structures like INPS, AVEPA, ARPAV, Chambers of Commerce, Prefectures, CST, ULSS/ASL and Hospitals.

Of special interest, concerning the diffusion of databases, is undoubtedly the CReSCI Chamber Data service which, by exploiting the domain portals developed by the SIRV_Interop project, provides access to the Parix database of the Chambers of Commerce directly from the interface of the applications used by each Body, thus enabling the user to immediately check the data and information about a business with regard to the files and procedures managed by that Body.

An additional advantage of interoperable services is that of retrieving data not only on a given body but also to get lists of businesses that have certain characteristics, necessary for instance for "massive" reclamation actions of the Databases of the Bodies (e.g. databases on taxes) with updated data on businesses.

Some possible areas of application of the CReSCI Chamber data service are for instance: severance pay and checks on local taxes, authorizations and controls on trade activities, authorizations, franchises and controls on building activities, local police checks, authorizations and control on the environment, authorizations and controls on the safety of workplaces, tenders and contracts (checking supplier data), etc.

The fact of using the service by exploiting interoperability and cooperation on applications offers various advantages in terms of speed of response, correctness of the information managed and cost-effectiveness and cost reduction. Requests are processed more rapidly and at lower costs, productivity increases and the time required to obtain data and information is shorter, there are less drawbacks and errors caused by deferred, lack and incorrect availability of data.

The service structured in this way is currently being tested out in the Municipality of Venice and in the Province of Padua at two regional bodies (ARPA Veneto, Veneto lavoro) and at the regional SPISAL network (Service for Prevention, Hygiene and Safety in the Workplace).

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

OVER Network

Description of the Project

With the project called "OVER network" (Open Veneto Regional Network) the Veneto Region has set up a scalable network infrastructure, flexible as to management and with guaranteed levels of service capable of potentially interconnecting all the Bodies of the region with the aim of facilitating interoperability and the exchange of information between the Bodies and hence between the various Bodies and citizens.

The project, which is in line with the guidelines of the Public Connectivity System (SPC), has implemented the network infrastructure which underlies the Regional Community Network of Veneto and which, being linked to the Public Connectivity System, enables subscribers to present themselves in a uniform and homogeneous manner to the central and local administrations (as defined in the technical rules of the SPC (Public Network) approved with DPCM of 1st April 2008. This infrastructure uses the potential of the Internet and is based on encrypted links by means of the VPN technology (Virtual Private Network); it makes use of the presence in the Region of a NAP (Neutral Access point) which was developed also with the contribution of the Veneto Region. Also the Veneto Region is present in the NAP, which is a neutral physical place where Internet operators converge to sort traffic, with its network infrastructure which is therefore linked directly to the infrastructure of the main national and local Internet operators that are present in the NAP. This makes it possible to ask national and local Internet operators to provide levels of service that make the infrastructure stable and reliable through an accreditation process which envisages also constant monitoring and checking the performance of the connections.

The development of the OVER network will have a favourable impact on the activities of public bodies that will have an alternative technology to the traditional point-to-point connection and will hence save money because with a single Internet connection they can use shared applications and exchange information with the local and central Public Administration through data transmission and VoIP telephone calls.

The list of services available through the OVER Network is constantly being updated and it includes those offered by the Central Public Administration, by the Veneto Region, by the Provinces and by the bodies that belong to the network. Some of the main services are:

- SIMOT: IT system of the Traffic Control Authority
- ACI certificates: Management of the P.R.A. vehicle registration and ownership variations
- SILL: Back office management system of the Veneto Employment Centres

To date the infrastructure set up by the OVER Network serves more than 100 Municipalities, seven Provinces, 21 health units, the regional agencies, 2 natural parks and the Venetian museum centre.

FRIULI VENEZIA GIULIA REGION

E-GOV IN A SNAPSHOT IN THE FRIULI VENEZIA GIULIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 74.8%	Citizens Number of requests for PEC services for citizens 8.208	Municipal online services % Municipalities with at least one advanced interactive service 10.9%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 33.3%	Citizens % Citizens with NSC health card 100.0%	Online reservations % ASL/AO with online reservation service 9.1%
Education	Schools % Schools with MIB 58.3%	Students % Students with MIBs in the classroom 2.6%	Use of PEC with parents % schools that use PEC to communicate with parents 14.3%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 50.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 22.3%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 75.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 95.9%	Businesses % Businesses with PEC 11.0%	SUAP % Municipalities with SUAP online (*) 1.9%

DATABASES AND INFRASTRUCTURE

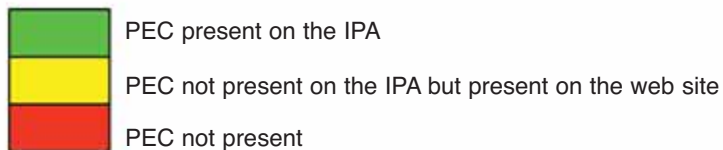
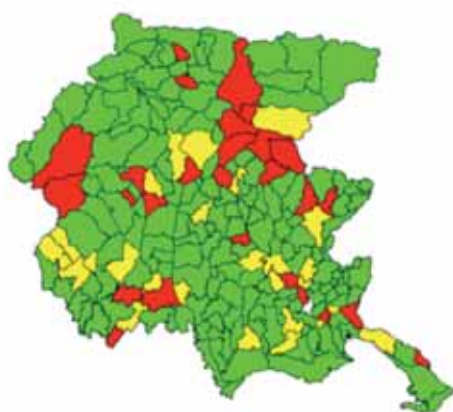
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.9%	Land Registry % Municipalities that have joined the land registry data sharing service 90.9%	Taxes % Municipalities with tax services online (*) 8.2%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 71.8%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 15.4%

(*) at least online delivery of forms

E-GOV IN THE FRIULI VENEZIA GIULIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

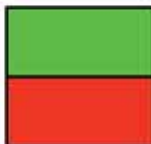
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Electronic Health Record present
or being tested on citizens

Electronic Health Record not present
or being tested without direct involve-
ment of citizens

Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Reservations on websites of Local Health Units



Online reservation of health services
available

Online reservation of health services
not available



Reservations on websites of Hospitals



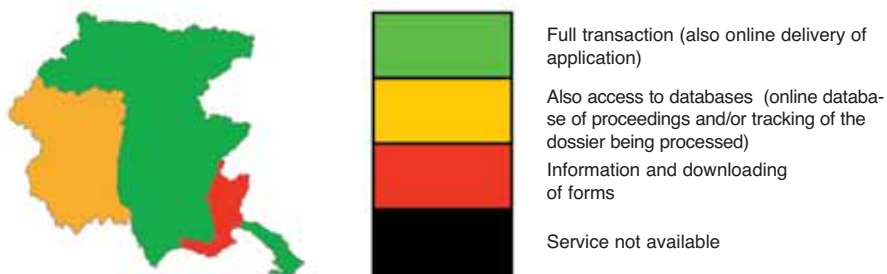
Online reservation of health services
available

Online reservation of health services
not available

Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

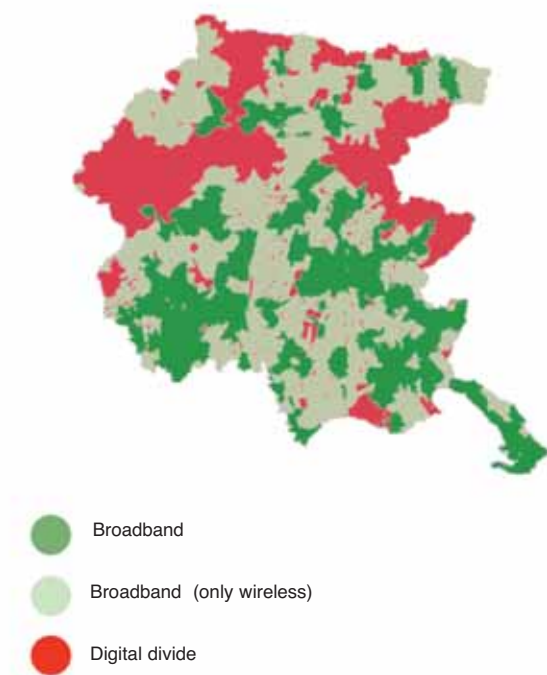
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Regional services card (RSC)

Description of the Project

The Regional Services Card (RSC) is an innovative instrument which is free of charge and strictly personal, that the Autonomous Region of Friuli Venezia Giulia has distributed to its citizens in order to simplify relationships with the Public Administration in various fields of daily activities in continuation of an experience dating back to 1996 which introduced the first "Services card" for the delivery and control of fuel at discounted prices.

The RSC is the outcome of an institutional agreement between our Region, the Inland Revenue and the General Accounting Office and it constitutes an emblematic example of institutional cooperation and optimization of public resources. Friuli Venezia Giulia is the first Region that brings together these functionalities into a single technologically advanced instrument which is unique on the Italian scene.

The strategic choice was that of adopting a technical medium that was more advanced than the initial standard: the electronic circuit of the card is the best that technology can currently offer. Indeed it has great storage capacity with regard to the services that can be uploaded or used with this instrument. Moreover an additional technology with high potential has been added which gives it contactless functions so that it can interact not only with a terminal but also via radio frequencies.

Indeed, the RSC is immediately valid as:

- 1) Health Card
- 2) European Health Insurance Card
- 3) Tax Code

In addition, following its activation, it can be used to have safe and protected access to all interactive services made available by the Regional Administration and by the other public administrations on the portal cartaservizio.regione.fvg.it.

Progress

The Regional Services Card has been distributed to all the inhabitants of the Autonomous Region of Friuli Venezia Giulia, namely one million 250 thousand people. The initial project of the Autonomous Region of FVG envisaged a stepwise distribution of the RSC and gradual implementation of its relevant services. The subsequent cooperation with the Ministry of the Economy and Finance enabled it to benefit from considerable savings for the purchase and distribution of the cards thanks to the nationwide project under which millions of cards were distributed.

In practice the Autonomous Region of FVG anticipated and completed the diffusion of the RSC across its territory.

Expected / achieved results

Among the expected and accomplished results mention can be made of the simplification and im-

provement in the relationships between users and Public Administration and the savings, in time and money, for obtaining information and using the services.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES DELLA PA

Interprana

Description of the Project

The INTERPRANA project – Regional Interoperability and cooperation on applications – has the aim of enabling a safe sharing of the Population Registry data in a flexible and adaptable manner.

Through this project the FVG Region has set up a regional infrastructure for exchanging Population Registry information which cooperates with the Regional Cards System (RCS). Interoperability among the various solutions is ensured by the definition and implementation of ad hoc systems for cooperation on applications (domain ports, notification of events).

The functions envisaged by the project are:

- guarantee of security criteria for having access to and distribution of data;
- disclosure of Registry data (births, marriages, deaths etc.) through the cooperation-on-applications system;
- support for the citizen's self-certification and verification of his/her personal details ;
- support to data access through authorized operator and through a graphic interface (Browser)
- integration with the Regional Cards System (RSC) for integrating the delivery of integrated Registry information services minimizing costs.

The services of the project allows citizens to access, use and check Registry information,. The Administrations can use such data for their institutional tasks both directly and in deferred mode.

Furthermore, by integrating the various incoming mail registration systems used by the various Public Administrations present in the Region, the project envisages the creation of a network for the exchange of documents in a certified and safe manner, albeit in the presence of heterogeneous IT systems and management applications and hence a safe and certified exchange of the Population Registry data.

Progress

The regional infrastructure for cooperation on applications in Friuli Venezia Giulia is fully operational. The setting up of domain ports is currently in progress and involves about forty bodies.

Expected/ achieved results

In particular the following services have been set up:

- service for retrieving individual and/or family and historic data;
- services for the notification and management of births, marriages and deaths;
- services for producing lists;
- services for producing self-certificates;

- integration with the interoperability system of the incoming mail registration systems;
- start-up of the system.

As to the regional infrastructure that enables the delivery of the Registry integration services, the following has been accomplished:

- A Regional cooperation on applications infrastructure through the configuration of ad hoc Domain Gateways that comply with CNIPA standards, a central module for the exchange of Population Registry data, module for integration with the Interoperability Protocol;
- A portal of the Operator which, through the Regional cooperation on applications infrastructure, enables the operators of the Bodies participating in the project to retrieve the data and produce lists of Population Registry data.
- A Citizen's portal for the creation of self-certificates and for retrieving personal registry data, by exploiting the functions made available by the Regional cooperation on applications infrastructure.

BROADBAND INFRASTRUCTURE COVERAGE

ERMES

Description of the Project

ERMES (Excellent Region in a Multimedia European Society) is the programme whereby the Region intends to operate in order to make Friuli Venezia Giulia a European area of excellence in the area of Information & Communication Technology (ICT). The programme constitutes an important part of the policy that the Region is implementing so that Friuli Venezia Giulia may maintain and improve its competitive edge over the more advanced European and Non-European regional systems.

Progress

A series of interventions have been funded, aimed at bridging the digital divide that affects extensive areas of the Region. In particular an infrastructure for the telecommunications network now connects remote areas of the Region providing broadband connection to the Public Administrations, businesses and citizens. The telecommunications infrastructure that has been built will also promote development and integration of ICT within the Adria Alps Euroregion.

Expected / achieved results

The expected results include:

- reduction in the digital divide and diffusion of the new ICT;
- creation of a new model for the activities of the Public Administration;
- development of e-government at the inter-regional level.

So far the broadband connection plan has been completed by laying fibre optic cables and satellite links to reach out also to the Municipalities in particularly disadvantaged areas.

EMILIA-ROMAGNA REGION

E-GOV IN A SNAPSHOT IN THE EMILIA-ROMAGNA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 62.4%	Citizens Number of requests for PEC services for citizens 29.364	Municipal online services % Municipalities with at least one advanced interactive service 10.7%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 77,8%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 35.3%
Education	Schools % Schools with MIB 58.4%	Students % Students with MIBs in the classroom 3.0%	Use of PEC with parents % schools that use PEC to communicate with parents 11.7%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 66.7%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 80.3%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 66.7%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 96.4%	Businesses % Businesses with PEC 28.4%	SUAP % Municipalities with SUAP online (*) 3.6%

DATABASES AND INFRASTRUCTURE

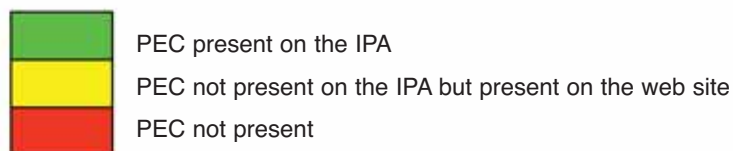
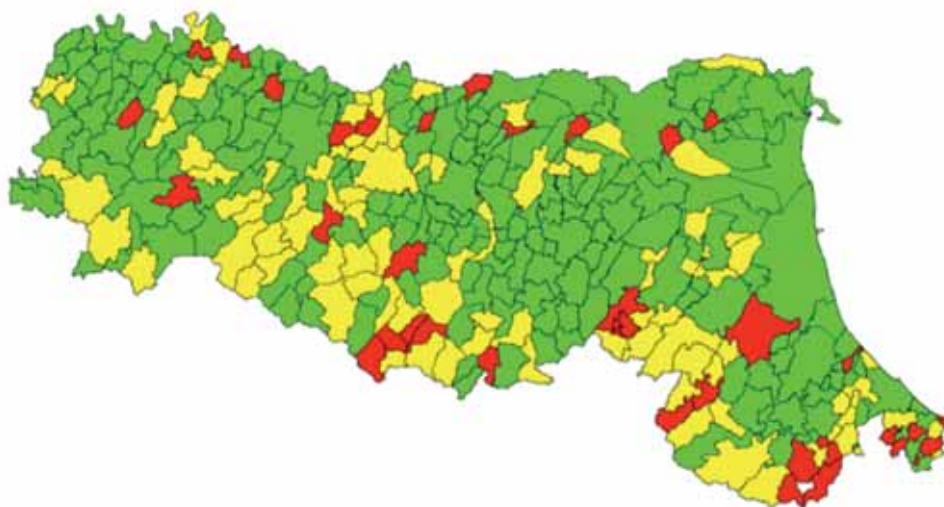
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 2.6%	Land Registry % Municipalities that have joined the land registry data sharing service 95.6%	Taxes % Municipalities with tax services online (*) 7,6%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 93.6%	Cooperation on Applications Regional domain gateway In the process of being qualified	Broadband coverage % Population in fixed and mobile network digital divide 8.0%

(*) at least online delivery of forms

E-GOV IN THE EMILIA-ROMAGNA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

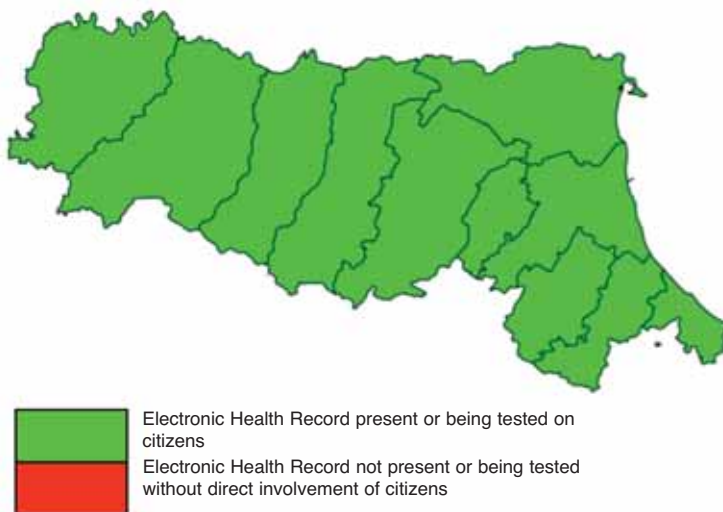
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

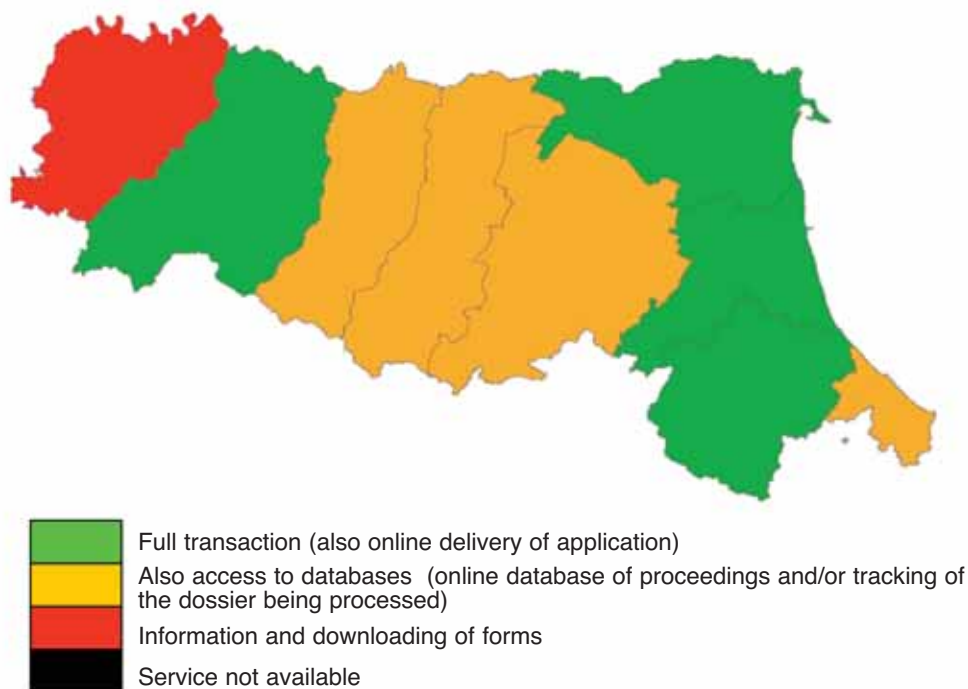
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

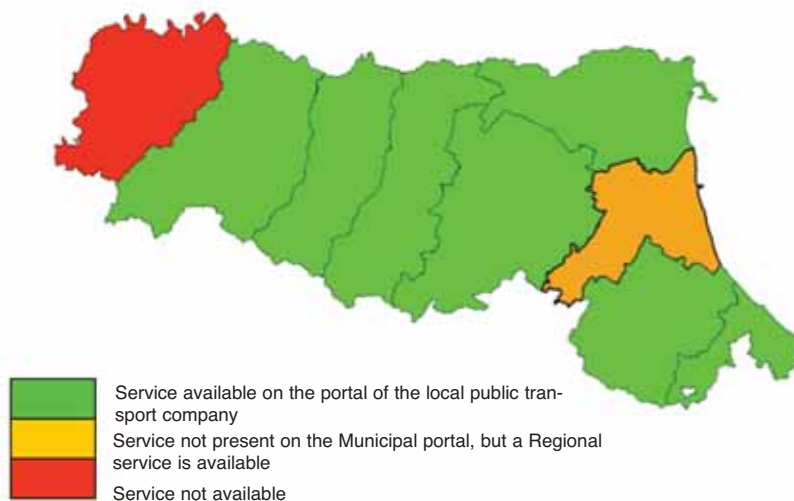
- SUAP - One-stop shop for businesses online in Municipalities that are capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

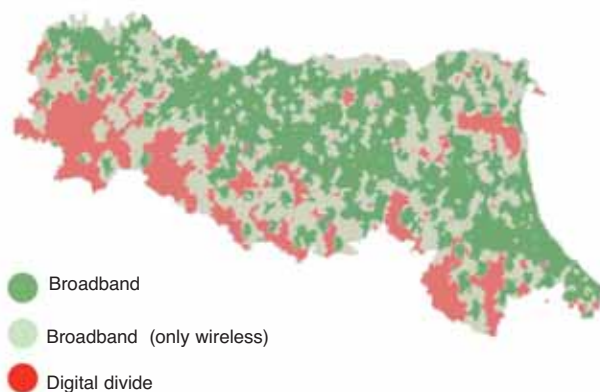
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Co-design of Online Services

Description of the Project

The project, set up within the Regional ICT Plan (PiTER 2007-2009), is designed to promote the diffusion of knowledge and instruments among the various local bodies across the Region in support of the design and promotion of online services of the PA with the twofold goal of:

- deepening the understanding of behaviours, expectations and levels of user satisfaction for the online services of the PA;
- improve the usability of existing services and of those that are in the pipeline.

The project is aimed at developing and constantly checking on the field the methodology for designing e-government services that take into account the needs expressed by the users-citizens.

Progress

In the course of 2009 a survey was conducted of the preferences and interests of the citizenry with regard to e-government services to define detailed profiles of online users. During the first year of activity data were gathered through an opinion poll involving 3000 citizens, through focus groups and usability tests on some services offered by the PA. On the basis of these results a methodology for the design of e-government services was developed which takes into account the users' needs and indications were obtained for the evolution of the services analysed (the methodology has successfully been applied to online demographic services).

Expected / achieved results

Thanks to the work carried out within the project, guidelines are currently available that summarize the experience achieved. Such guidelines can be used to support other pilot tests/applications for other services and to develop methodological indications. This methodology will be subjected to constant updates also in the light of the pilot tests carried out. Moreover throughout 2010, in order to make the insiders aware of the importance of these issues, a newsletter was set up entitled "Ask them! The PA is redesigning its services WITH the citizenry" which comes out every month and provides information about the most significant outcomes achieved by the Thematic Co-design Community (consisting of representatives of the Region and of the local bodies and created within the Emilia-Romagna Community Network). It also presents the best practices that are achieved at national and international levels on these issues and seeks to gather current practical experiences in the area of co-designing online services.

PUBLIC DATABASES

Land Registry and Taxes in the Emilia-Romagna Region

Description of the Project

The project is based on the assumption that it is necessary to set up across the Regional territory a network of founding and certified "information resources" (or "registries") that have official value, that are generally accepted in that they comply with the existing legislation and that are directly managed by each administration that has institutional jurisdiction, starting from the geotopographic database, the real estate registers and the tax registers; the aim is to gather data related to the territory, to the economy and finance and to their mutual relationships and conditioning, and plan interventions and monitor their effectiveness. The components involved in the project are used on the one hand to make them available to the Bodies (Municipalities, Provinces, Associated IT Systems), and on the other to form within the Regional Services Centre a "regional pole" where to merge the existing databases on real estate and linked individuals. In this way a fully integrated system is achieved which, by exploiting the Lepida infrastructure (broadband network) and specific synchronization processes, will provide prompt and thorough knowledge of the tax situation of the whole territory.

Progress

The solutions have already started being disseminated across the Region also thanks to a specific implementation agreement, made within the Emilia-Romagna Community Network, regulating the relationships between the Region and the Local Bodies involved with the aim of managing, in a fully shared manner, the information bases (data on property, territorial data and land registry data) required to capture the criticalities of the Territory, the Economy and Finance. Thanks to this intervention, and to two economic interventions expressly dedicated to associations of municipalities, more than 200 Municipalities have committed themselves to implement (at home or within the Regional Services Centre) the solutions and territorial and tax related data bases that are useful for the purposes mentioned above.

Expected / achieved results

The implementation of the project aims at achieving shared and systemic macro-objectives through specific project actions within a framework for the definition of the infrastructural architecture and of the relationship between the territorial levels/domains (national, regional, local) and the applications domain (of the individual administrations) in compliance with the principles of subsidiarity, differentiation, adequacy and cost-effectiveness as well as with the legal restraints on the ownership of the data and on the competencies of the institutional levels.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES OF THE PA

Central Archives of the Emilia-Romagna Region (ParER)

Description of the Project

The project envisages within the 2007-2009 Regional ICT Plan (PiTER) the creation and implementation of the Central Archives of the Emilia-Romagna Region (ParER), that is a single historic and storage archive, of the federated type, dedicated to the conservation of the documents of the Administrations of the territory capable of delivering archives-related services of various types, but mainly electronic documents. The establishment of a reliable archive for the conservation of IT documents is a decisive step towards the true dematerialization of administrative activities and the full implementation of e-Government in the Region. Under Regional Law n° 17/2008 the function of conserving IT documents was assigned to the IBC, identified, on the basis of the analyses of the working group of the project, as the public body with its own legal personality endowed with a logistic structure and with its own staff that can maintain control of the conservation procedure also in the case in which technological services are outsourced.

Progress

Upon completion of the design stage in July 2009 the Central Regional Archives Service was set up within the IBC (Institute for Environmental, Cultural and natural Heritage of Emilia-Romagna) endowing it with staff having special skills in archiving, IT and legal matters. At the same time the specialized data centre services were initiated awarded through tenders in 2008. In January 2010 the Emilia-Romagna Region started to forward its IT documents to the Regional Archives Centre for them to be stored in digital format; the Centre has thus become fully operational.

Results achieved

In the course of 2010, the Central Archives reached the objective of storing, in accordance with the existing regulations, all the IT documents with digital signature produced by the facilities of the Regional Government, amounting to over 20.000 documents. Among its goals, ParER seeks to create a single digital archive for the long-term storage of the IT documents produced by the Region and by the Public Administrations of Emilia-Romagna. In this way the local bodies (Municipalities, Provinces but also the ASLs and the Universities) are given the possibility of delegating the long-term storage of their IT documents to a specialized Centre so that they can concentrate their resources on the delivery of services to citizens. By the end of 2010 also the University of Bologna and some Healthcare establishments, besides a considerable number of Provinces and Municipalities, will have access to these services; in 2011 the number of administrations subscribing to this service are expected to increase, in particular the Provinces, the Health Establishments and the Municipalities that are capital towns.

TUSCAN REGION

E-GOV IN A SNAPSHOT IN THE TUSCAN REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 47,7%	Citizens Number of requests for PEC services for citizens 26.266	Municipal online services % Municipalities with at least one advanced interactive service 8.4%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 42.9%	Citizens % Citizens with NSC health card 100.0%	Online reservations % ASL/AO with online reservation service 11.8%
Education	Schools % Schools with MIB 54.3%	Students % Students with MIBs in the classroom 3.6%	Use of PEC with parents % schools that use PEC to communicate with parents 10.4%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 80.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 47,5%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 50.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 96.4%	Businesses % Businesses with PEC 22.3%	SUAP % Municipalities with SUAP online (*) 4.9%

DATABASES AND INFRASTRUCTURE

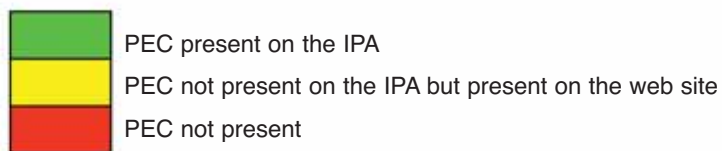
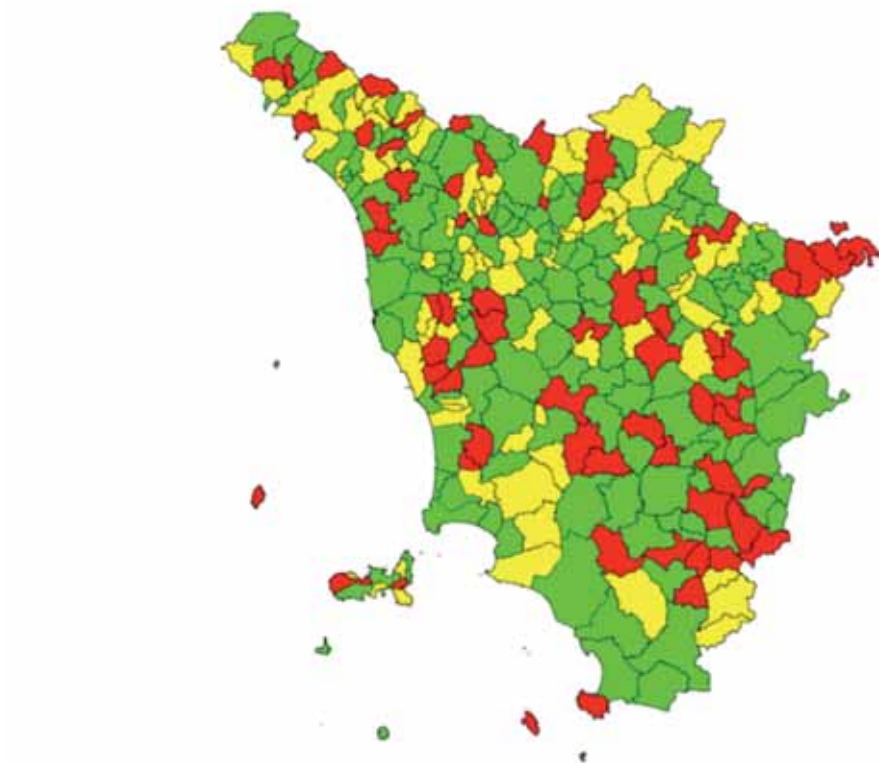
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 2.4%	Land Registry % Municipalities that have joined the land registry data sharing service 100.0%	Taxes % Municipalities with tax services online (*) 5.9%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 88.7%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 8.5%

(*) at least online delivery of forms

E-GOV IN THE TUSCAN REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

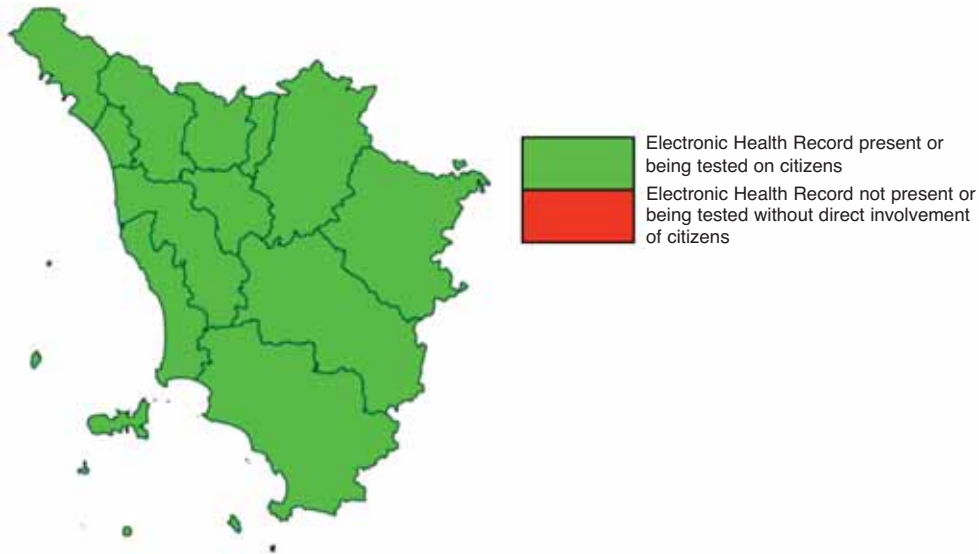
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

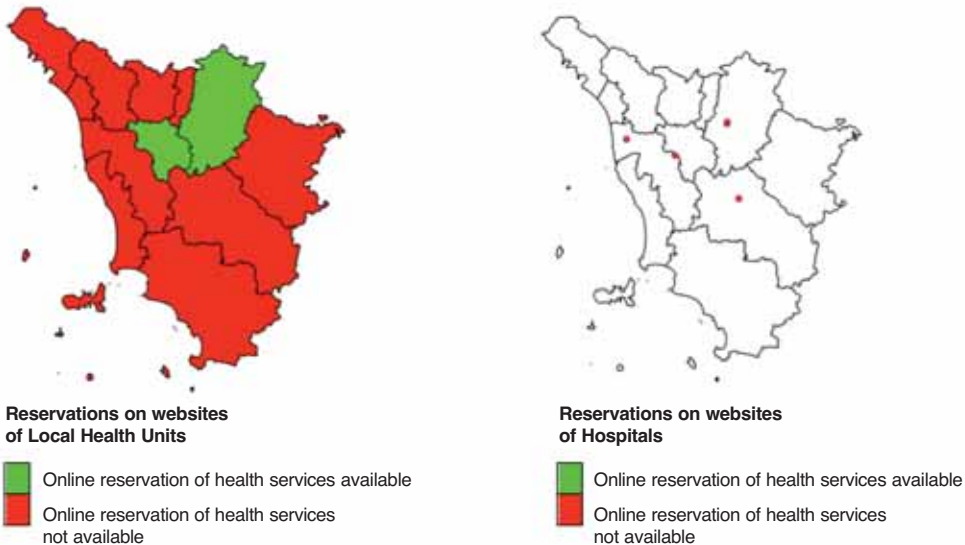
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

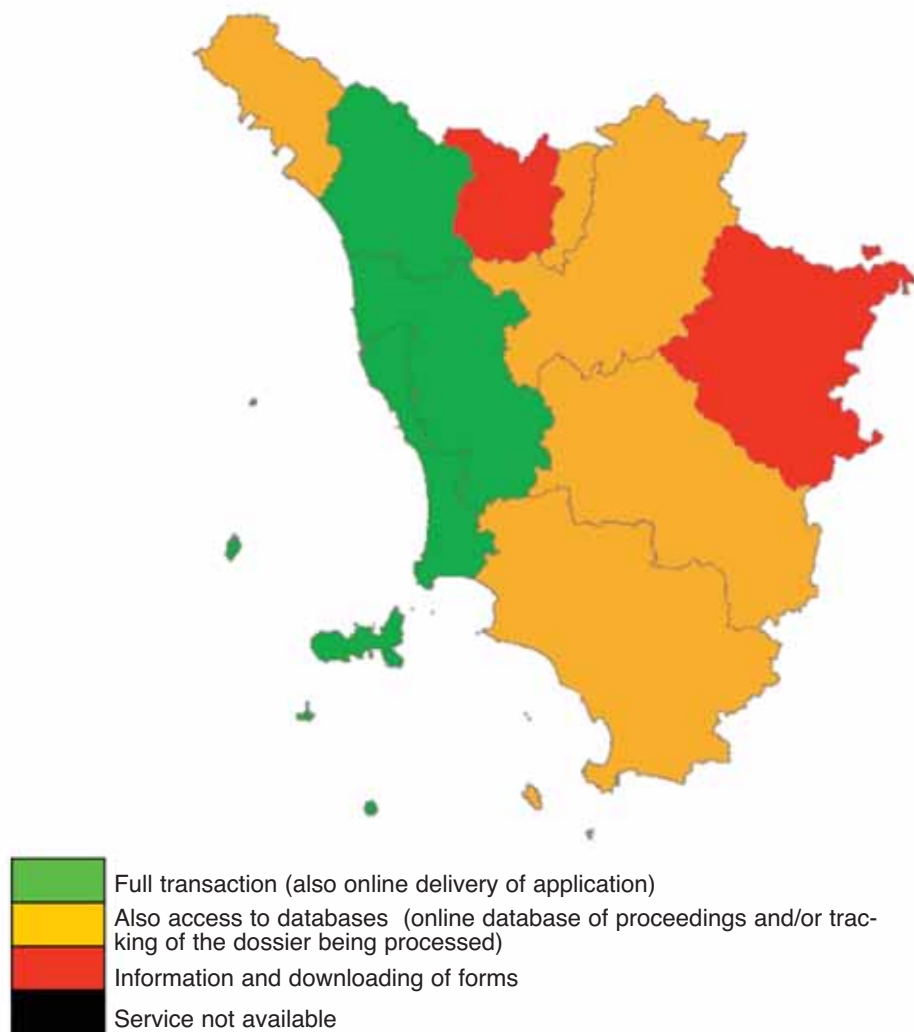
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

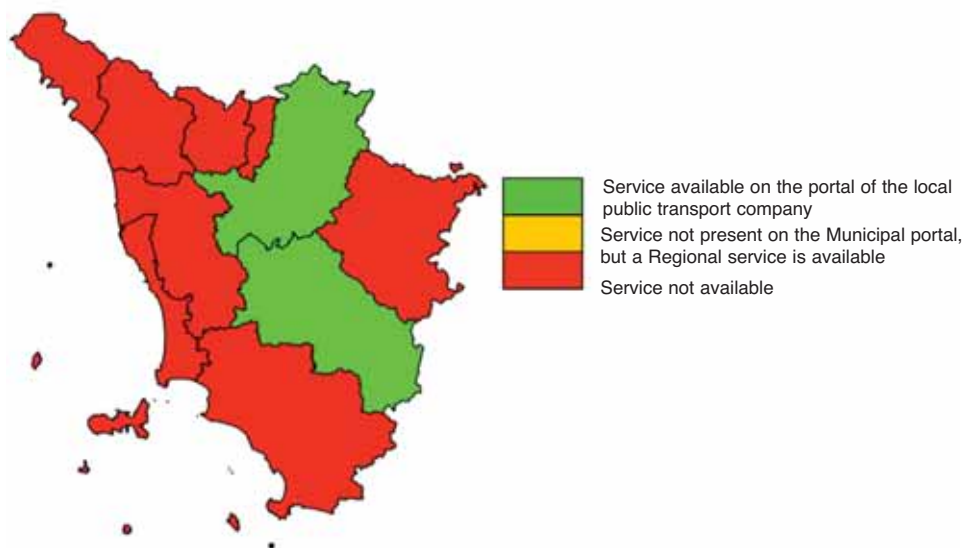
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

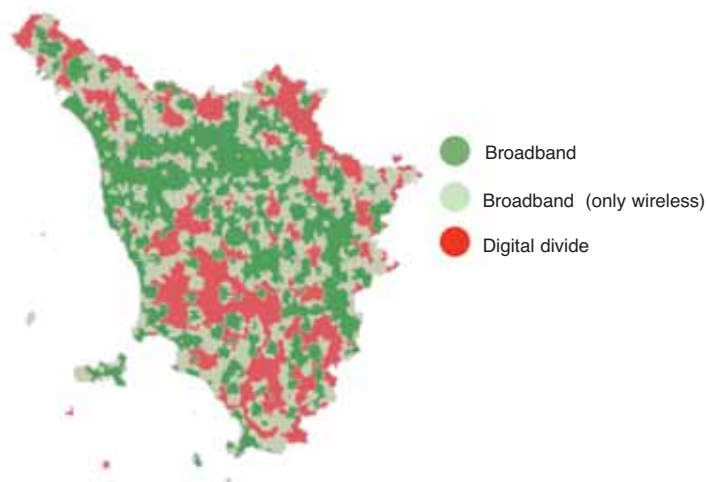
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

BUSINESS AND JOB SERVICES

The Regional SUAP (One-stop shop for businesses) Network

Description of the Project

With the operation of the SUAP, the Municipalities have complied with the duty envisaged by the law, but as they started to operate a number of shortcomings emerged since this system was designed as a stand-alone system in a multilevel institutional environment; the operational problems are due to problems in the overall functioning of the PA network. The Tuscan Region intervened to coordinate the activity of local Bodies and of the other PA that intervene in the procedures, in order to improve the efficiency of the SUAP services and accomplish a homogeneous level of services across the Tuscan territory which must be of high quality and capable of enabling businesses to:

- receive, in real time, certain, transparent and uniform information across the Region with regard to the initiation of procedures required to build/modify buildings and systems for operating businesses;
- initiate with a single application all the procedures required to start a business;
- rely on the procedure being completed in a given time lapse and with the issuing of a single authorization.

Progress

The following has been achieved:

- the technological structure dedicated to cooperation on applications between IT systems and the relevant standards;
- the operational structure for administrative cooperation (technical working groups);
- regional assistance and support services for the business community and experts (website of the SUAP, answers-by-the-expert services and updates, network of experts);
- census of proceedings and preparation of a Regional catalogue with a uniform classification;
- definition of Regional standards on contents (80% cutback on forms. Definition of simplified procedures);
- regional database (basic version): 400 fact sheets on the main businesses operating in Tuscany; 100 fact sheets on the procedures of third bodies that intervene in the procedures.

Results achieved

Type and number of individuals involved : Municipal SUAPs (276) - Chambers of Commerce (10) - ASLs (11) - Provinces (10) - Fire Brigade (10) - Fine Arts Departments (3) - Business associations - Professional Associations

On 30/9/2011, DPR 160/2010 will come into force; the expected result is the availability of the electronic acceptance of SUAP applications/files and SUAP-ASL interoperability with total coverage across the Region.

ENDOWMENT, NETWORKS AND INFRASTRUCTURE SERVICES

Tuscan Regional ICT Network (RTRT), RTRT3, TIX and CART

Progress

The following services have been activated: infrastructural connections; standard and interchange system services at the TIX service centre; coordinated management of e-gov services; coordination of the projects on cooperation on applications; the infrastructure for cooperating on applications (CART) has been deployed as well as the support services such as the help desk, training of the staff on IT issues, development of experimental projects, and reuse of solutions developed by the bodies.

10 Provinces, 287 Municipalities, 14 Mountain Communities, 4 Unions of Municipalities, 16 ASLs and Hospitals, 7 Universities and research centres as well as 11 other bodies have subscribed to the system.

Results achieved

Stable form of coordinating the regional system of local autonomies and cooperation of the system with the other Bodies, both public and private, in matters having to do with e-government and the IT society. The infrastructure for interconnecting the whole of the Tuscan PA has been activated, for connecting it to the network and to the SPC (Public Network) and infrastructure for exchanging data in cooperation on applications (CART) as part of SPCoop. The TIX services centre has been activated. The Tuscan portion of the SPC (Public Network) and SPCoop systems has been activated.

JUSTICE

Electronic Clerck's Office of the Court

The Tuscan Region has been cooperating for quite some time with the judicial offices of Tuscany, by making available the infrastructure and creating services. On 21 February 2008 the Tuscan Region signed an MoU with CNIPA and the Ministry of Justice which, by using the infrastructure built by the Tuscan Region (CAR, TIX, ARPA, etc.), enables the Judicial Offices and Public Bodies to deliver electronic services to the professional world, to citizens and to businesses.

The Electronic Office of the Clerk of the Court (<https://webs.rete.toscana.it/cancelleriadistrettuale/>) was set up as a result of collaboration between the Tuscan Region and the Court of Appeal of Florence; it is virtually a web application and consists of two sections with different access modes.

1. The first mode of access is public and can be used by citizens who have submitted an application of voluntary jurisdiction to a judicial office; the system enables them to receive information electronically as to the state of progress of their proceeding, book a copy of the Court Ruling and be informed via email when the Ruling is ready so that they can receive their copy.
2. The second is an access reserved to professionals who receive credentials for having full access to the dossiers on which they are working. In particular, this application enables accre-

dated lawyers to retrieve the dossiers registered in the roll of cases of all Court Offices, to send and receive notifications from the Court Office, to retrieve the documents attached to the dossiers under their remit and do searches of Rulings deposited with the Offices. Access to the published Rulings is given also to all judges and people working in the judicial offices upon their request. When a lawyer, a consulting expert or an official of the judicial office enter a document (briefs, statements, rulings, expert witness statements) an email is sent to all those involved (lawyers, expert witnesses) informing them of the document that is now available.

The most important functions of the electronic Office of the Clerk of the Court are described below.

Retrieving Dossiers:

- For the Lower Courts, lawyers and expert witnesses can have access to the dossiers in their remit with the list of measures and the briefs and deeds entered by the parties and by the Office.
- For the Court of Appeal, lawyers and the expert witnesses can have access to the dossiers in their remit as occurs for the Lower Court but they can also read the general data of the case that is before the Court of Appeal; they can also download the dossier with the documents of the Lower Court. The minutes of the hearings to which the parties have access are immediately available to the parties;

Advantages:

- no front office for providing information on proceedings;
- no request for copies of the minutes of the hearings;
- no adjournments (in the Court of Appeal) due to unavailability of the Lower Court Dossier.

Retrieval of Rulings

So far 89,000 documents have been stored of which 22,000 are Court Rulings.

- All users authorized by the Office can carry out text searches on Rulings
- Court rulings can be searched by type of case by all users authorized by the Office

Advantages:

- the jurisprudence/case law of the whole District is available also to university professors and research institutes.

Lawyers and magistrates

- when the lawyer has access to the system he is presented with the list of dossiers that have been updated recently by one of the players of the system, and with the list of upcoming hearings;
- judges can know which cases have been assigned at each hearing, they can retrieve the documents, prepare measures (queries to the expert witnesses), all done from a remote terminal;
- the Ruling issued by the Court of Appeal is automatically transmitted to the Lower Court who drew up the Ruling of the case at hand;

Advantages:

- the lawyers have immediate access to the updated dossiers also when they are away from their office, the judges can study the cases without taking the dossiers of the proceedings home.

- For the *ayant droit*: online request of copies of the documents and the Office can directly communicate with the applicant to agree on delivery; information about the stamp duties to be paid.

Advantages: no public in the Offices of the Clerk of the Court requesting copies and no uncertainty as to the date of delivery.

Local PA

- electronic delivery of the decisions of the Inland Revenue, Association of Notaries and Notary District, Municipalities for registrations and records. Outcome of registration, assuring that the Bodies belonging to the circuit fulfil their obligations, and electronic forwarding of related dossiers to the Office;
- Integration of services issued by the local PA with the work done by the electronic Clerk's Office.

Advantages:

- cutting back time required to disclose rulings,
- 90% savings in the work of the copies office and relevant human resources,
- 100% savings of the work done by drivers and messengers who deliver and pick up the deeds forwarded to external offices;
- speed and confidentiality of confirmations of fulfilments;
- 100% savings in paper required for photocopies,
- real time forwarding of the documents.

Progress

The participants in this project so far are the Court of Appeal of Florence, the Courts of Lucca, Prato, Grosseto, Arezzo, Siena, Pistoia, Pisa and Massa-Carrara, the Juvenile Court of Florence, and the Justice of the Peace of Florence.

Results achieved

As regards the electronic Clerk's Office, 8000 out of the 12000 authorized lawyers have registered. 4000 lawyers are using the service on a daily basis. In 2009 there were 548,754 hits.

The documents stored consist of almost 89,000 documents of which 22,000 are court rulings. The pilot project of the system using certified electronic mail enables the users to send notices (updates to the files, registration of court rulings, setting the dates of hearings ...) to the recipients via e-mail; to date the notices that were e-mailed have totalled 7,151.

Impact

A customer-satisfaction questionnaire administered online with 3,440 respondents (lawyers), has shown that:

- the service is very useful for 87% of lawyers;
- savings are achieved in terms of time (96%) rather than costs (4%);
- time is saved: 78% stated they have saved between 20% and 70% of time.

An analysis carried out in the various judicial offices that have joined the project shows that the trials are shorter by four months on average, 40% savings of paper and a 40% decrease in the number of people going to the front offices. Some offices have also found an average savings in human

resources of about 33%. And finally lawyers can now exchange the deeds deposited with the judicial offices via email, all Court Rulings can be forwarded unabridged and authenticated copies can be requested exclusively online.

UMBRIA REGION

E-GOV IN A SNAPSHOT IN THE UMBRIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA	Citizens	Municipal online services
	% Municipalities with PEC on IPA	Number of requests for PEC services for citizens	% Municipalities with at least one advanced interactive service
	99.0% (**)	6.076	3.4%
Health	ASL and hospitals	Citizens	Online reservations
	% ASL/AO that issue documents with digital signature	% Citizens with NSC health card	% ASL/AO with online reservation service
	33.3%	0.0%	0.0%
Education	Schools	Students	Use of PEC with parents
	% Schools with MIB	% Students with MIBs in the classroom	% schools that use PEC to communicate with parents
	55.9%	3.0%	14.8%
Infomobility	Municipalities	Citizens	Electronic payment of parking fees
	% Capital towns with LTZ and electronic gates	% Citizens (in capital towns) where public transport e-tickets are available	% Capital towns with electronic payment of parking fees (smart card)
	50.0%	100.0%	100.0%
Services for Businesses	Municipalities	Businesses	SUAP
	% Municipalities with electronic registration of incoming mail	% Businesses with PEC	% Municipalities with SUAP online (*)
	100.0%	20.5%	1.1%

DATABASES AND INFRASTRUCTURE

Public databases	Registry Offices	Land Registry	Taxes
	% Municipalities with Registry certificates online (*)	% Municipalities that have joined the land registry data sharing service	% Municipalities with tax services online (*)
	2.2%	98.9%	3.5%
Technological endowment, networks and infrastructural services	Connectivity	Cooperation on Applications	Broadband coverage
	% Municipalities with broadband access	Regional domain gateway	% Population in fixed and mobile network digital divide
	78.3%	Qualified	17,0%

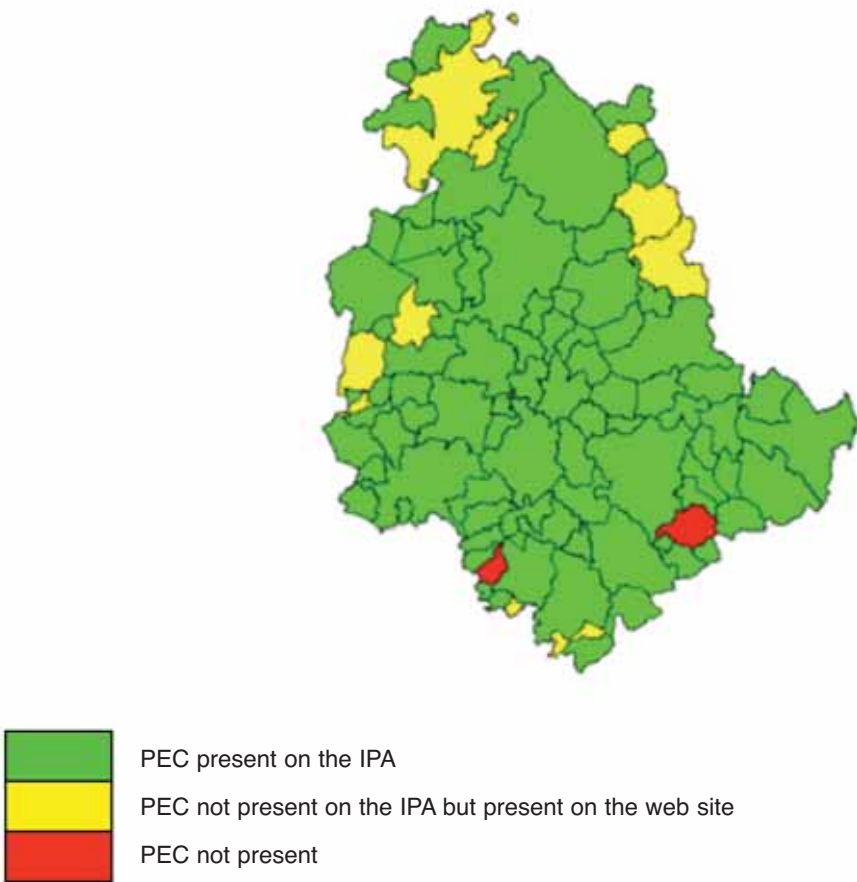
(*) at least online delivery of forms

(**) figures updated as at 15 December 2010 provided by the Region

E-GOV IN THE UMBRIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

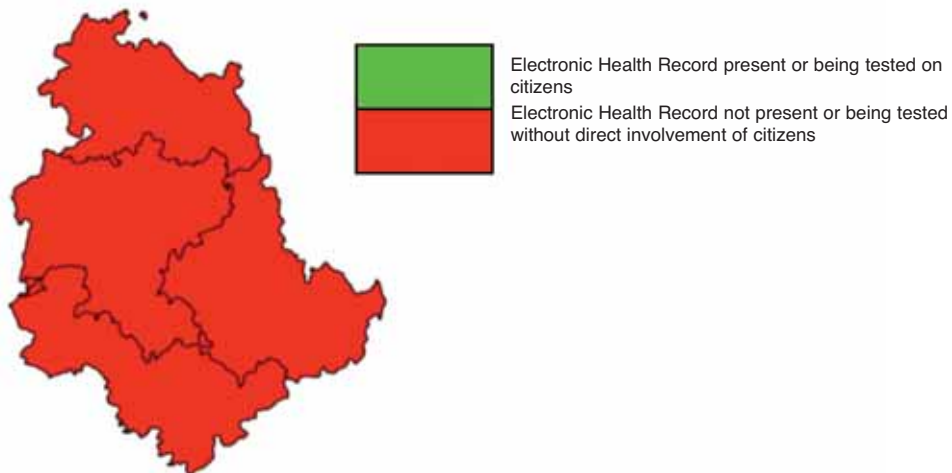
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

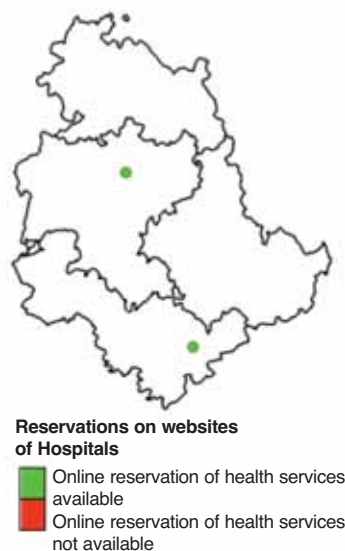
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Full transaction (also online delivery of application)

Also access to databases (online database of proceedings and/or tracking of the dossier being processed)

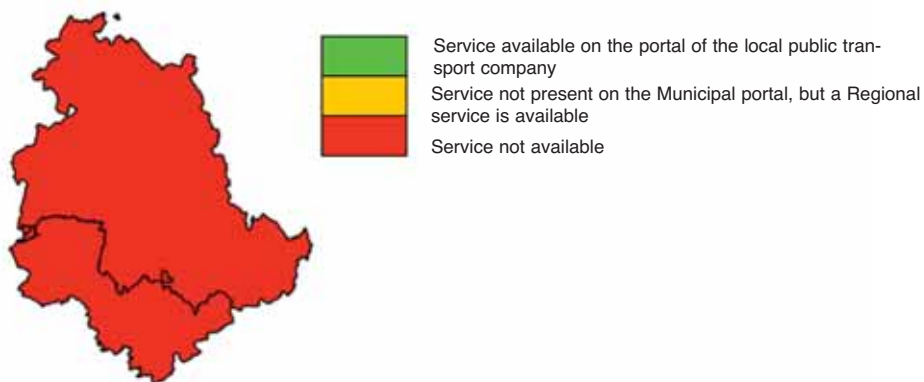
Information and downloading of forms

Service not available

Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

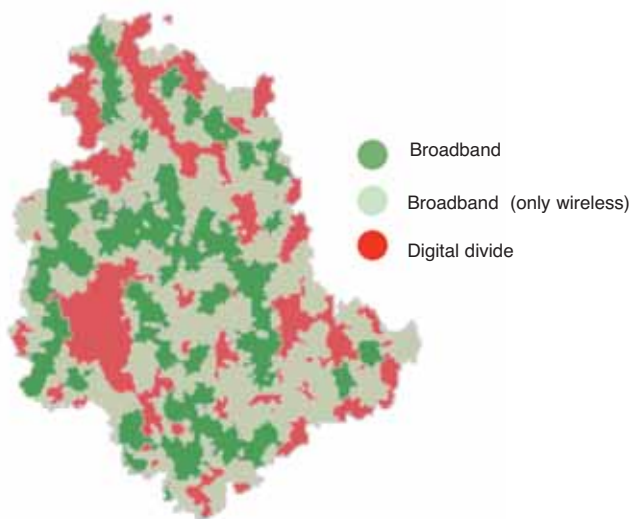
• Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Cooperation-on-applications services for Citizens and Businesses

Description of the Project

The project concerns the implementation of some services that exploit the basic infrastructure set up by the Umbria Region (Services Centre for cooperation on applications and Management System of Federated Identities) addressed to citizens and businesses. In this case the general theme concerns the e-government services developed and deployed by the Umbria Region.

In particular, the services presented are the following:

- Online publication of the list of papers issued by the Municipality to be served to citizens;
- Viewing the Population Registry data of individual citizens of the Municipality of residence;
- Viewing the procurement orders and invoices by businesses that do work for the Municipality;
- Submission of applications for construction permits related to the Piano Casa (Home Refurbishing Plan).

The services mentioned above can be used by all the Municipalities of the Umbria Region through the Cooperation-on-Applications and Management-of-Federated-Identities Platform.

The services provided help fully understand the advantages of the systems for cooperation on applications and the automatic interaction among the various platforms developed over the years, highlighting the soundness of the strategy adopted by the Administration in the area of e-gov investments. These applications reflect the whole process underlying the accomplishment of e-gov services for citizens and businesses. In particular, we now have a comprehensive view of the various elements as occurs with a rather complex puzzle whose pieces fall in place: namely the systems for cooperating on applications (domain ports, services agreements, SPC – Public Network connection...), authentication systems and federated identity systems which includes not only the technical aspects but also the organizational aspects (how users can register with the services, the modalities for being identified, privacy aspects in the management of user data ...), and connections with the backend of each Municipality which has its own applications and databases.

As regards the “Piano Casa” (Home refurbishing Plan) a project has been implemented which allows professionals and users to submit applications for construction permits online for any work they need to do which comes under the “Piano Casa”.

In transposing the national law, the Umbria Region has issued Law n° 13 which requires that the “Piano Casa” applications must be submitted electronically.

In order to comply with this rule various components have been set up.

In particular, with the first e-gov notice, the Umbria Region had set up an IT system for the management of town-planning-related files called VBG and installed in all the Municipalities.

The activity carried out was that of connecting this system to the platform for the management of federated identities so as to ensure automatic interoperability between professionals and the competent administration.

Progress

The services have all been set up and made available to all the Municipalities of the Region.

Expected / achieved results

The results concern the fact of offering added-value services online to citizens and businesses which up to yesterday were delivered only by going to the front office of each Municipality.

In addition to that, with the "Piano Casa" service, an attempt was made to rationalize the applications for construction permits, keep track of all the documents requested by the Municipality and identify a sort of common procedure for submitting applications, helping out in filling in the construction permit forms and finally make a front desk of the Municipality available 24/7 holidays included.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

Enabling infrastructural projects: Services Centre of the Umbria Region for Cooperation on applications (CA-Umbria) and Regional Infrastructure for the Federated Management of Digital Identity and Authentication (FED-Umbria)

Description of the Project

The creation of infrastructure for interoperability and Regional cooperation on applications and for the management of federated identities lie at the heart of the future Regional and inter-Regional projects.

Indeed having adopted solutions that comply with national standards, the Umbria Region is capable of interacting according to the technical SPC/SPCOop rules with the other Regions and Central Administrations, besides being able to offer value-added services to the Local Bodies, citizens and businesses.

In particular, a Service Centre for cooperation on applications of the Umbria Region has been set up by implementing and disseminating the various Domain Ports, an Events Manager and a Register of Services.

Moreover, as regards the federated identity systems, a platform has been created for the management of authentication, identity and roles from a federated viewpoint among the various bodies of the Region and with a view to inter-Regional connections within the ICAR platform.

Progress

Both infrastructure projects have been completed and production of some of the services is currently under way. Moreover, the Regional port and the NICA port have qualified with the national SICA and the Domain Ports have been deployed across all Municipalities, the ASLs and Hospitals of the Region.

Expected / achieved results (with quantitative impact data where available)

The goals of the project that have been achieved are the diffusion of cooperation on applications and of instruments for identifying individuals in all Local Bodies of the Umbria Region so that additional and more efficient services for citizens and businesses can be implemented in accordance with national ICT standards.

By complying with the cooperation on applications rule it has been found that also the communications among different PA have become clearer and more structured.

SERVICES FOR BUSINESSES

IT Monitoring and Management System of EC Tenders (SMG-QSN)

Description of the Project

Within the framework of the ERDF ROP and of the operational programme cofinanced with national funds (PAR FAS), the system allows users to interact with the Umbria Region to view and update personal data and the data of the Bodies represented and download forms. The system provides for the electronic exchange of data and hence a more rapid and simplified data management process. Moreover, the portal is at the same time a useful instrument for the regional administration and in particular for the control bodies for validating expenditure and verifying the state of progress of the projects and their physical, economic and financial status.

By using the Regional federated identity platform (FED-Umbria), the beneficiaries of activities cofunded by the Public Administration can have access to the SMG-QSN portal to carry out the main operations related to the administrative and financial management of the projects.

Progress

The system is fully operational.

Expected/achieved results

The project is part of the effort for innovating businesses and its goal is to facilitate relationships with the Umbria Region.

MARCHE REGION

E-GOV IN A SNAPSHOT IN THE MARCHE REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 40.5% (**)	Citizens Number of requests for PEC services for citizens 8.886	Municipal online services % Municipalities with at least one advanced interactive service 12.2%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature n.a.	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 66.6%	Students % Students with MIBs in the classroom 5.3%	Use of PEC with parents % schools that use PEC to communicate with parents 17,1%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 40.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 44.2%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 60.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 95.1%	Businesses % Businesses with PEC 17,5%	SUAP % Municipalities with SUAP online (*) 3.0%

DATABASES AND INFRASTRUCTURE

Public databases	Registry Offices % Municipalities with Registry certificates online (*) 3.5%	Land Registry % Municipalities that have joined the land registry data sharing service 89.8%	Taxes % Municipalities with tax services online (*) 7,7%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 75.6%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 10.0%

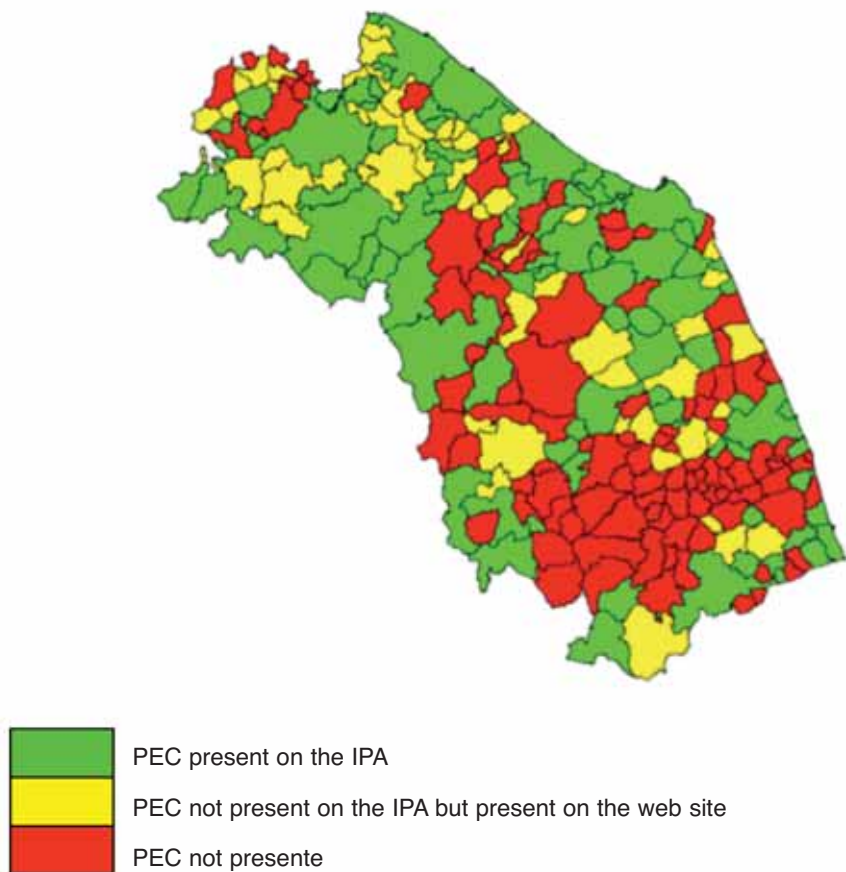
(*)at least online submission of forms

(**) figures updated as at 15 December 2010 provided by the Region

E-GOV IN THE MARCHE REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

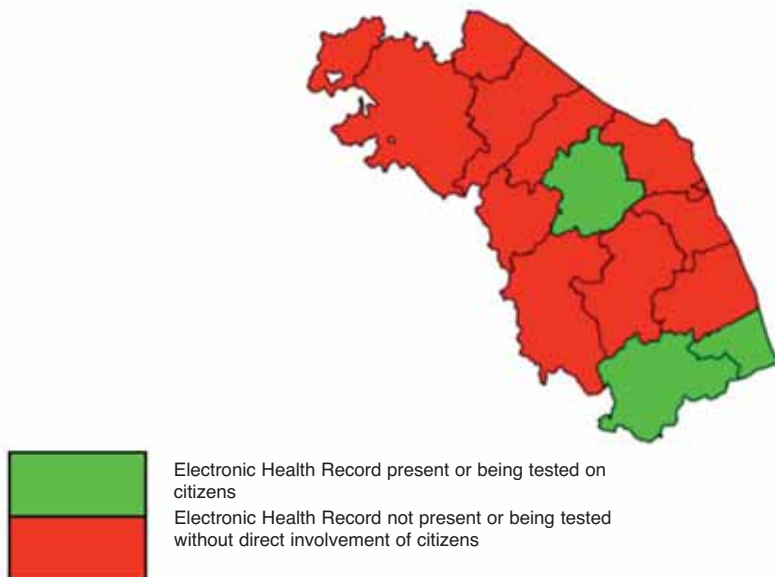
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

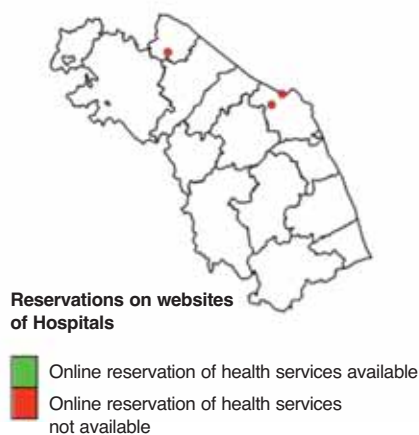
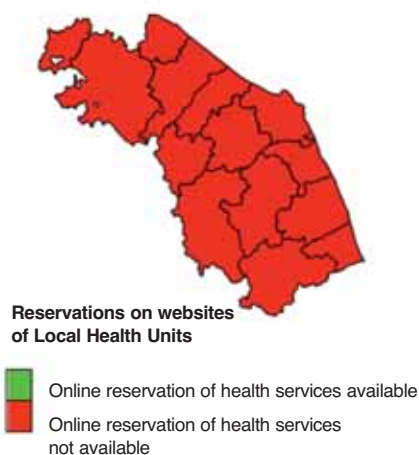
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

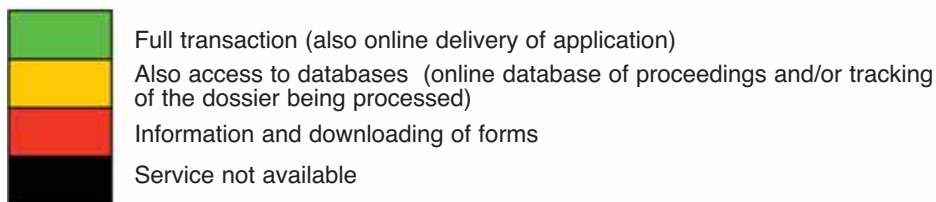
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

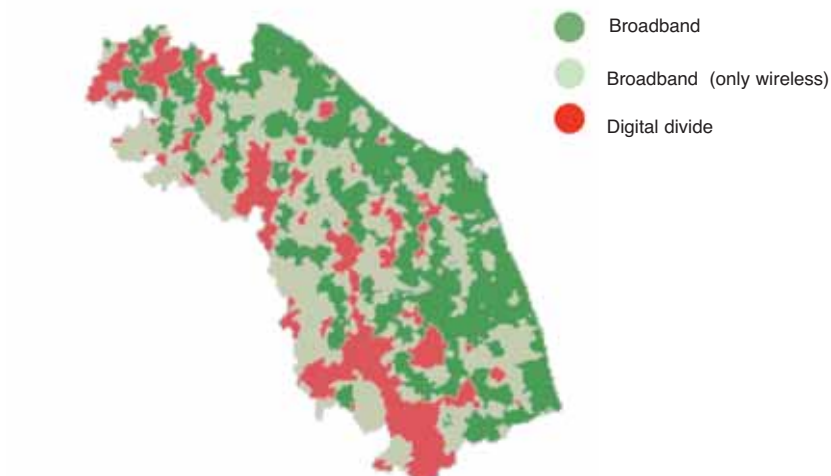
• Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

The Raffaello Portal

Description of the Project

The aim of the project is to create for users and businesses a web channel providing access to the services offered by the Bodies (Region, Provinces, Municipalities, Mountain Communities, Union of Municipalities, Universities) of the Marche Region and catalogued in the UDDI register of the Marche Region. In practice, starting from a series of data, required for implementing the service and catalogued in the UDDI, the portal is capable of processing the data and grouping the information into high level services that the citizens can use. The goal of the project is to highlight the benefits deriving from an appropriate use of web-based technology through integration with the UDDI. Thanks to this technology, developers have the possibility of simply and quickly finding and reusing the Web services that are already available in the network and the IT administrators are capable of cataloguing and managing the programming resources of the network. The aim of all this is to disseminate the most reliable and intelligent online services delivery applications for citizens and businesses.

The Raffaello Portal uses the technological infrastructure that the Marche Region has developed for attributing digital citizenship to citizens. Through their Raffaello Card (Regional NSC) citizens have access to the "Cohesion" regional authentication framework; by having access to the competent back-offices, they can use the service and through the Raffaello Card they can use digital signature on electronic documents and send them through their PEC address to the recipient Body.

BROADBAND INFRASTRUCTURE COVERAGE

Regional Electronic Broadband Development Plan to bridge the Digital Divide

Description of the Project

The goal of the Plan is to eliminate the infrastructural digital divide by offering broadband connection to the whole of the population in two stages, namely:

- Eliminate the first generation digital divide (basic broadband services) by 2010;
- Eliminate the second generation digital divide (advanced broadband services with speeds up to 20 Mbit/s) by 2012.

The two goals are interrelated as the first intends to give an immediate response to the requests from areas which are currently deprived of broadband connection, while the latter intends to create long-term conditions so that the benefits of the digital economy may be fully enjoyed by all citizens and businesses operating in the Region. The Regional ICT Plan envisages three lines of action in view of achieving the two abovementioned goals:

- Set up fibre optic backbones and distribution networks to the underserved areas;
- Financial incentives to private operators in areas where there is no interest for the latter to invest (or with market failure);
- Set up broadband networks in marginal areas of the Region

The first action (A), functional to the subsequent two actions, intends to endow the Region with basic fibre optic infrastructure so as to support the development of broadband networks irrespective of the technology used by the operators. In this manner the Region intends to bridge the basic infrastructural gap that puts the marginal areas of the Region at a disadvantage.

With the second action (B), the Regional Administration intends to support the operators of the sector, in full compliance with the EU rules on State aid, so as to offer broadband services in the areas where there are no conditions for the economic sustainability of private investments.

The third action (C) is aimed at meeting the needs of the more marginal territories of the Region where the lie of the land and the economic conditions make it particularly complex to set up ICT infrastructure. In such contexts it is deemed that public intervention should support investments for the creation of a network providing access, and then outsource the management of the network to a private organization.

The financial sources for the three actions of the Regional ICT Plan are indicated below:

- Action A, for a total value of €38,639,500 from MISE funds, from the 2007-2013 Marche ERDF ROP and from the 2007-2013 Marche FAS funds;
- Action B for a total value of €2,900,000 from the 2007-2013 Marche ERDF ROP fund;
- Action C for a total value of 4,560,000 from the Marche ERDF ROP fund and from provincial funds;

Expected / achieved results

Action A: "Creation of fibre optic backbones and distribution networks in underserved areas"

		Tot. Km new infrastructure to be laid
Total actions	117	306,68
Detailed designs	116	305,30
Current work sites	22	53,91
Completed work sites	24	52,67
Km of fibre laid so far	91,23	306,68
Proportion of fibre laid so far out of total	29,7%	
Proportion of work sites completed out of total	20,5%	
Proportion of businesses affected by actions of the ICT Plan out of total regional businesses (gross coverage)	46,3%	
Proportion of businesses located in worksites concluded out of total businesses involved in all actions under the ICT Plan (gross coverage)	30,4%	
Proportion of resident population served by the actions of the ICT Plan out of total population of the Region (gross coverage)	47,1%	
Proportion of resident population located in completed worksites out of total actions of the ICT Plan (gross coverage)	30,8%	

SERVICES FOR BUSINESSES

Regional Agriculture IT System (SIAR)

Description of the Project

The Regional Agriculture IT system (SIAR) envisages the IT management of Calls for Proposals for Funding Projects and of applications. The aim of the project is to rationalize the processing of "EU aid to farms" ensuring shared and uniform rules and operational instruments.

Through SIAR, farmers can download the applications for grants from the website that publishes the Calls for the implementation of the rural development plan of the Marche Region and implements the back office functions that are required to process the paperwork relative to the applications for aid (receipt, admissibility, assessment, etc.).

The players in the system are the officials and decision-makers of the Public Administration as well as external users requesting aid or their technical intermediaries.

- The applicant (or intermediary) fills in the application on the Regional Portal, signs it with digital signature and the SIAR registers the application in the book of incoming mail and then takes care of the processing of each application through to final reporting.
- The Regional official in charge records the outcome of the administrative and technical checks carried out on the SIAR application and completes the IT check-list that must bear the user's digital signature.

Through the SIAR, the Marche Region implements full integration at regional level with the Ve-

terinary and Food Regional System (SIVA) (livestock population) and with the Farm Users and Vehicles system (UMA). Integration is being developed also between the Regional and National contexts supporting interoperability with the National Agricultural IT System (SIAN) and the National Register of Companies.

An additional goal of the project is to diffuse the use of instruments for registration of incoming mail and for filing in the archives as envisaged by the Marche Region (folder, file, file index) and support the distribution to all the players in the system of the regional NSC, called Raffaello Card, containing the digital authentication certificate and qualified digital signature. Finally through the SIAR new approaches to work are distributed using adequate communication, information and training instruments (help-desk, workshops, thematic seminars, demonstration sessions).

Expected / achieved results

About 20 Calls have been published through SIAR, and 200 applications for aid for a total amount of €250 million have been processed. 85 lists of payment with 449 applications have been forwarded to AGEA – Paying body, for a total amount of €34 million. 25,000 Raffaello Cards have been issued. On 1 April 2010 a new function was released to manage the organic farms of Marche and 256 farms sent 294 organic notifications of which 94 were first timers while 200 were variations.

LAZIO REGION

E-GOV IN A SNAPSHOT IN THE LAZIO REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA	Citizens	Municipal online services
	% Municipalities with PEC on IPA	Number of requests for PEC services for citizens	% Municipalities with at least one advanced interactive service
	24.9%	55.952	7,6%
Health	ASL and hospitals	Citizens	Online reservations
	% ASL/AO that issue documents with digital signature	% Citizens with NSC health card	% ASL/AO with online reservation service
	12.5%	0.0%	65.4%
Education	Schools	Students	Use of PEC with parents
	% Schools with MIB	% Students with MIBs in the classroom	% schools that use PEC to communicate with parents
	54.2%	5.1%	7,4%
Infomobility	Municipalities	Citizens	Electronic payment of parking fees
	% Capital towns with LTZ and electronic gates	% Citizens (in capital towns) where public transport e-tickets are available	% Capital towns with electronic payment of parking fees (smart card)
	40.0%	90.8%	40.0%
Services for Businesses	Municipalities	Businesses	SUAP
	% Municipalities with electronic registration of incoming mail	% Businesses with PEC	% Municipalities with SUAP online (*)
	88.5%	23.3%	1.4%

DATABASES AND INFRASTRUCTURE

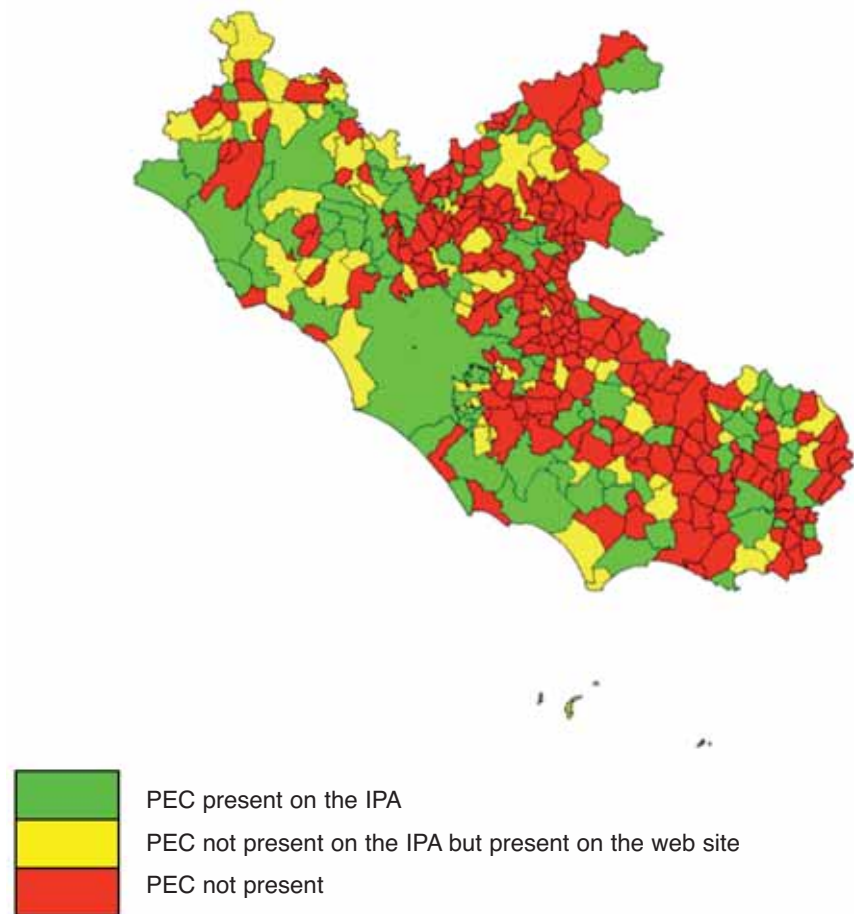
Public databases	Registry Offices	Land Registry	Taxes
	% Municipalities with Registry certificates online (*)	% Municipalities that have joined the land registry data sharing service	% Municipalities with tax services online (*)
	1.9%	88.9%	4.0%
Technological endowment, networks and infrastructural services	Connectivity	Cooperation on Applications	Broadband coverage
	% Municipalities with broadband access	Regional domain gateway	% Population in fixed and mobile network digital divide
	70.5%	Not yet qualified	6.2%

(*) at least online delivery of forms

L'E-GOV IN PILLOLE NELLA REGIONE LAZIO

E-GOV IN THE LAZIO REGION

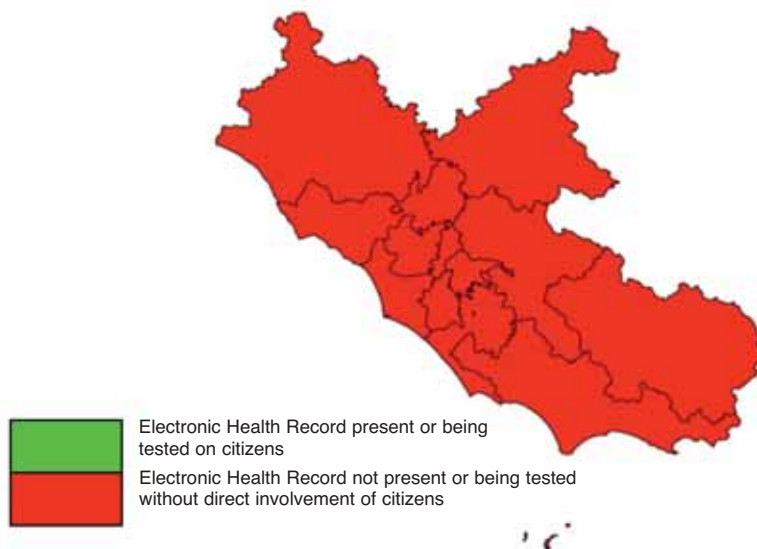
Relationship between citizens and PA PEC in Municipalities (available / number-Municipalities)



Source: DigitPA (July 2010)

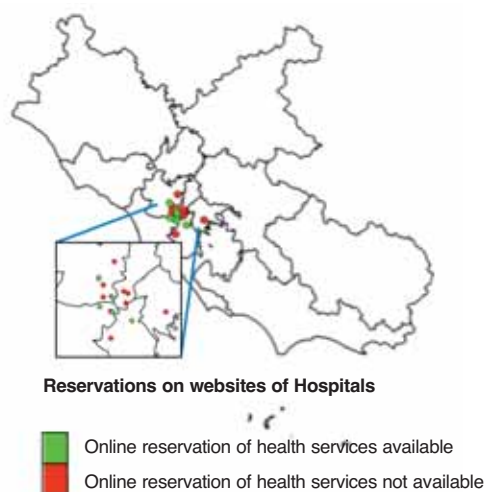
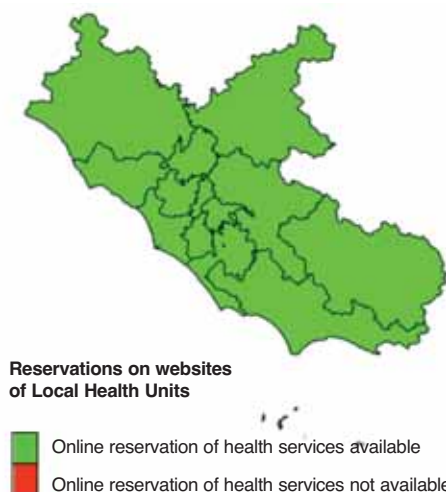
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

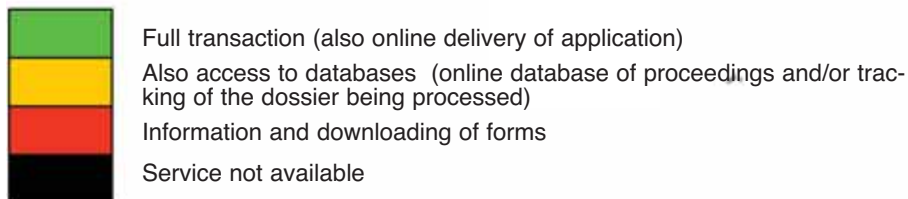
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

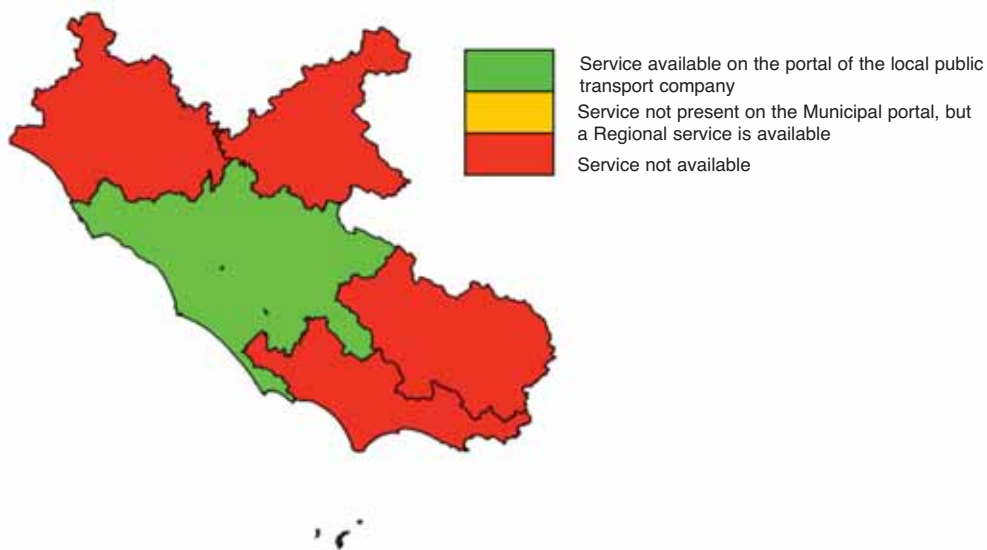
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

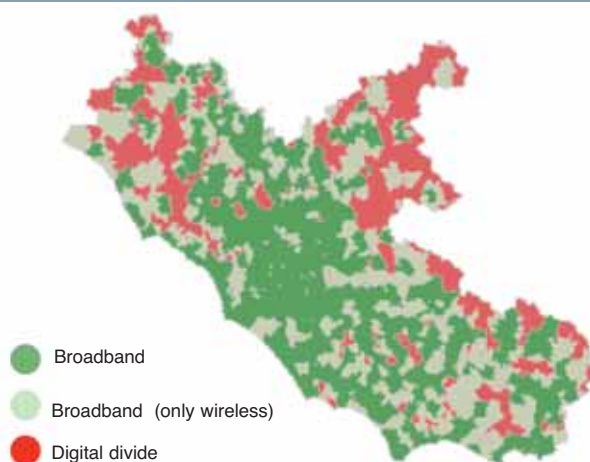
• Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

Introduction of Certified Electronic Mail in the Incoming Mail Registers of the Lazio Region Departments

Description of the Project

In order to facilitate the interaction between citizens and the PA, and in pursuance of Leg. Decree 82/2005, the Lazio Region has provided the four incoming mail registration offices of its departments with a Certified Electronic Mail address.

Progress

After a careful analysis of the impact of the PEC on its organizational structures, carried out by an ad hoc working group, a document on the internal organization of the offices was drawn up as well as a manual for citizens instructing them how to use PEC.

The project was completed on 02/04/2010 and after completing the scheduled mandatory administrative procedure for approval by the Regional Government of the documentation produced by the working group and provision by the inhouse company LAitS.p.A. of all that was needed to make the four PEC addresses operational, starting from 01/08/2010 the Lazio Region made available the Certified Electronic Mail addresses to its citizens by publishing them on the institutional web-site of the Lazio Region.

Expected / achieved results

The adoption of PEC will enable citizens to send applications, documents, submit applications for taking part in recruiting procedures and so on through this practical and user-friendly electronic medium, thus improving interaction with the Public Administration.

SERVICES FOR BUSINESSES

SIRIL

Description of the Project

The aim of the project is to produce a single central certified registry (data of the Chamber of Commerce) containing data on the businesses based in Lazio so as to streamline the administrative and regional procedures and the relationships with the local bodies.

Progress

The system is in operation since 2005. Starting from 2007 there is also a section called "Map of Businesses" that shows the geographic location of businesses in the Lazio Region.

BROADBAND INFRASTRUCTURE COVERAGE

Development of broadband in the Lazio Region

Description of the Project

The project aims at bridging the digital divide by adding fibre optics to 102 telephone branch exchanges that are present in the Region, each of which, once linked through fibre optics and endowed with adequate terminals, will make it possible to deliver broadband connection services to the users linked to those exchanges.

Progress

So far 24 branch exchanges have been equipped with fibre optics out of the 102 envisaged in the programme. Works are to be completed by mid-2011.

Expected / achieved results (with quantitative impact data where available)

The purpose of the project is to make available broadband connection services to some 340,000 citizens in Lazio who at the present time are not connected.

ABRUZZO REGION

E-GOV IN A SNAPSHOT IN THE ABRUZZO REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 20.3%	Citizens Number of requests for PEC services for citizens 9.208	Municipal online services % Municipalities with at least one advanced interactive service 6.5%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 25.0%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 25.0%
Education	Schools % Schools with MIB 58.0%	Students % Students with MIBs in the classroom 2.7%	Use of PEC with parents % schools that use PEC to communicate with parents 10.9%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 100.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 0.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 0.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 90.9%	Businesses % Businesses with PEC 16.7%	SUAP % Municipalities with SUAP online (*) 0.4%

DATABASES AND INFRASTRUCTURE

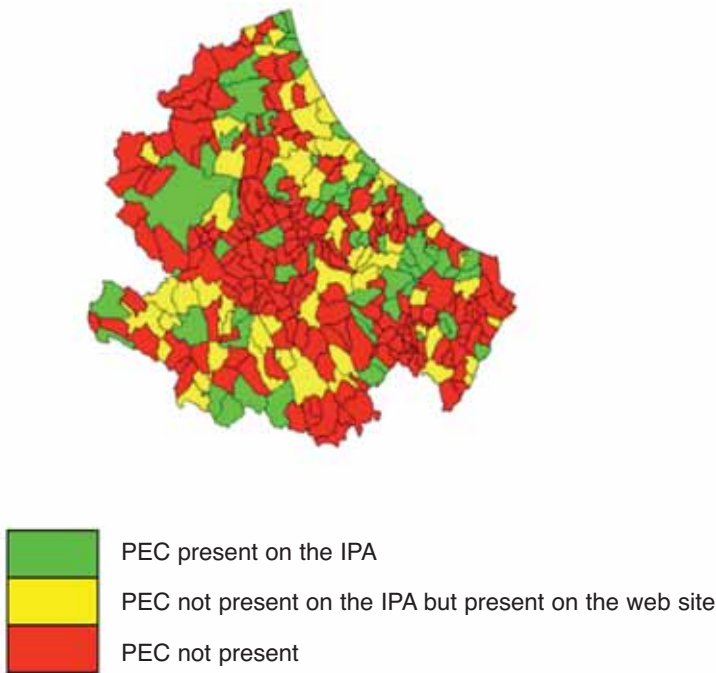
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.7%	Land Registry % Municipalities that have joined the land registry data sharing service 91.5%	Taxes % Municipalities with tax services online (*) 2.1%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 69.1%	Cooperation on Applications Regional domain gateway Not yet qualified	Broadband coverage % Population in fixed and mobile network digital divide 12.8%

(*) at least online delivery of forms

E-GOV IN THE ABRUZZO REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

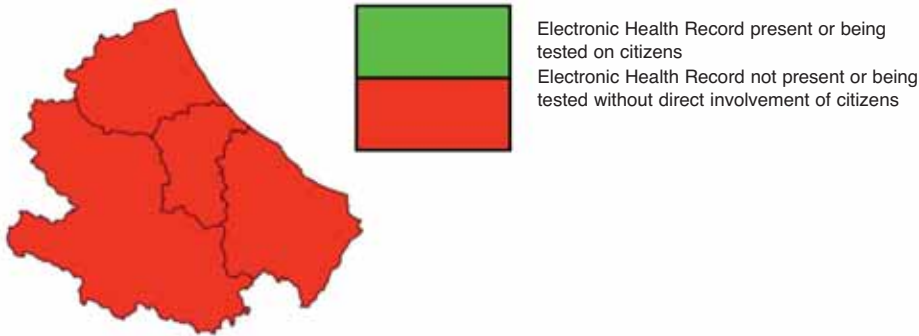
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

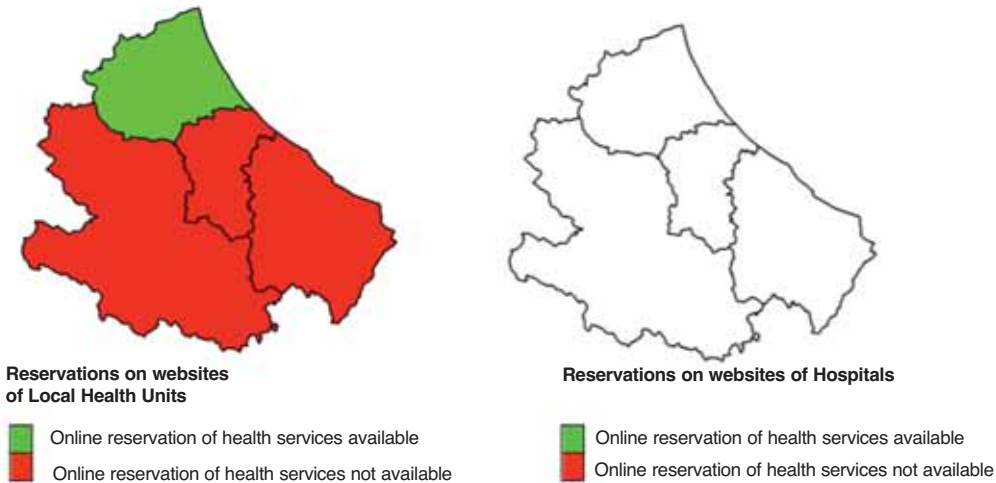
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

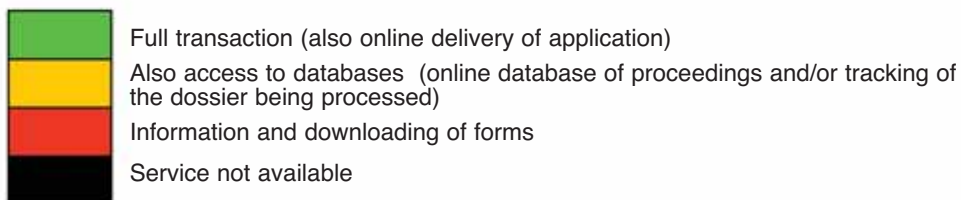
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

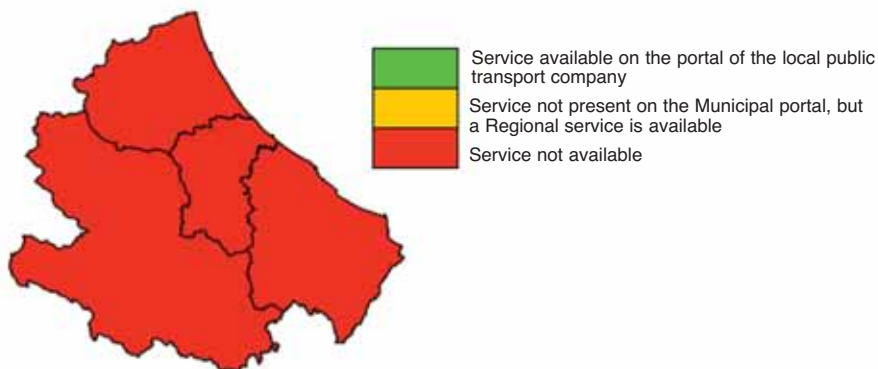
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

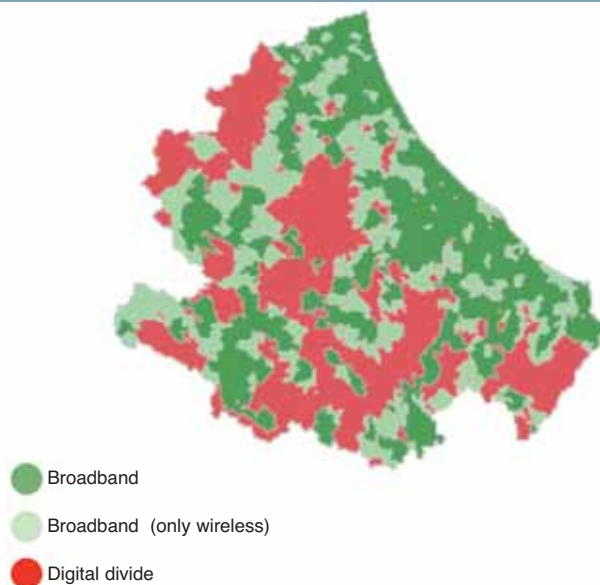
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

Network of General Practitioners

Description of the Project

The “Network of General Practitioners” seeks to accomplish, through appropriate technological infrastructure, an integrated system of functions and services for doctors and paediatricians of choice who operate in the Abruzzo Region both individually and associated in Local Primary Care Units or in any other type of association.

The primary goal of the project is to enable the delivery of a broad range of electronic services to be delivered by most medical facilities, at the district level (primary care offices, home care centres, district general units and hospitals, hospices, mental health centres, family planning and social service units of the Municipalities).

As a result of the project, medical primary care services can be integrated with the activities and services provided by the local health facilities and hospitals.

The name “Network of General Practitioners” does not refer to the creation of a geographic network but to IT integration system inclusive of the hardware infrastructure and of all the health activities that involve the patients and the typical operational activities carried out by General Practitioners so as to have a comprehensive and constantly updated view of the diagnostic and therapeutic evolution of each patient.

The “Network of General Practitioners” project seeks to create a network of GPs and paediatricians of free choice with the ASLs of the Abruzzo Region by setting up an architectural model aimed at achieving an IT system which, consistently with the strategies of the Region, may:

- integrate GPs and Paediatricians of free choice with the local health facilities;
- improve efficiency in delivering primary care to citizens;
- facilitate the continuity of the care-delivery process;
- give momentum to the synergies between the GPs and the community.

The resulting IT system will therefore have to have not only a technological significance, but being part of the operational context, it will have to ensure the necessary IT support in implementing the new modes of exchange and interoperability of the players involved in the management of health processes in the Abruzzo Region so as to:

- speed up the process for defining the health conditions of patients by removing all the stumbling blocks;
- ensure continuity of care through programs coordinating hospitals with local care services;
- improve the delivery of primary care and in general improve the diagnosis and treatment process.

From a technical and functional point of view it is possible to activate functions for publi-

shing and accessing structured clinical data by local health services, such as hospitals and healthcare services. These functions will consist in:

- sharing data from patient records;
- immediate availability of prescriptions and related information (disorders, medical reports);
- facilitating patient access to services;
- the availability of an extensive reporting system capable of raising the level of knowledge about specific epidemiological factors.

BROADBAND INFRASTRUCTURE COVERAGE

Braodband Infrastructure

Description of the Project

The broadband network designed and set up by the Abruzzo Region is a multilevel and multi-technology infrastructure aimed at offering added-value applications and services to the local public administration of the Abruzzo Region. The project consists of a broadband ICT infrastructure and the relevant network management centre.

In order to meet the estimated traffic requirements of e-government and security applications, while providing at the same time a solution capable of enabling the implementation of further applications and services, a three-tier network architecture was defined.

1. A backbone level consisting of a fibre optic ring /radio relay in DWDM/SDH technology
2. A distribution level set up with SDH/PDH radio polygons or in Hiperplan/2
3. An access level achieved with point-multipoint broadband wireless coverage techniques

Ring-shaped structures, both as regards the fibre transport component and the distribution component, make it possible to achieve a double access for each of the sites /areas involved. Double access is to be taken as an alternative routing opportunity in case of failure in the main connection and as a means for simultaneous distribution of traffic along alternative routes. The distribution rings extend out from the PoP of the backbone ring through Add&Drop functions.

Where possible and desirable, the PoP of the distribution network will be co-located with the terminal sites (Municipalities, sensitive areas); in all other cases the terminal sites will access the network through broadband wireless point-multipoint systems (or on the basis of specific needs due to the lie of the land through point-to-point wireless solutions). The PMP Basic Radio Stations will in line of principle be co-located in the PoPs of the distribution network or linked to the latter through point-to-point solutions.

The fibre optic transport network will be acquired in such a way as to be functional both to the needs of the Municipalities in the Province and to such applications as area monitoring and control.

To minimize time and implementation costs there will be no new infrastructure works except

for the works required to set up the sites. The fibre optic network already laid is expected to be used.

The Primary Network Management Centre will be established at the operative site of the Abruzzo Region in L'Aquila while the backup centre will be set up on the premises of the Regional Agency for ICT in Tortoreto. This will ensure efficiency and the correct operation of the network as well as security within the network.

The network is currently in its final stage of implementation in the Province of L'Aquila and the backbone ring has already been completed. Implementation in the remaining three Provinces will be completed with financial contributions from the FAS Programme for which approval by CIPE is pending.

The main operational functions are:

- Fault Management;
- Configuration Management;
- Performance Management;
- Security Management.

MOLISE REGION

E-GOV IN A SNAPSHOT IN THE MOLISE REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 35.3%	Citizens Number of requests for PEC services for citizens 2.089	Municipal online services % Municipalities with at least one advanced interactive service 8.7%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature n.a.	Citizens % Citizens with NSC health card 34.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 52.9%	Students % Students with MIBs in the classroom 5.3%	Use of PEC with parents % schools that use PEC to communicate with parents 19.3%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 100.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 0.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 50.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 97,1%	Businesses % Businesses with PEC 17,0%	SUAP % Municipalities with SUAP online (*) 0.0%

DATABASES AND INFRASTRUCTURE

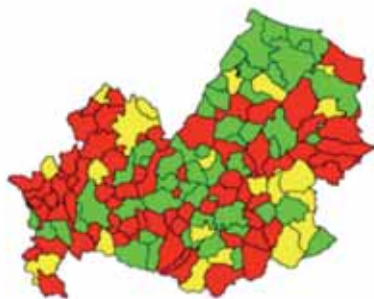
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 6.0%	Land Registry % Municipalities that have joined the land registry data sharing service 67,6%	Taxes % Municipalities with tax services online (*) 3.2%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 64.4%	Cooperation on Applications Regional domain gateway Not yet qualified	Broadband coverage % Population in fixed and mobile network digital divide 34.6%

(*) at least online delivery of forms

E-GOV IN THE MOLISE REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



PEC present on the IPA

PEC not present on the IPA but present on the web site

PEC not present

Source: DigitPA (July 2010)

HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Electronic Health Record present or being tested on citizens

Electronic Health Record not present or being tested without direct involvement of citizens

Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Reservations on websites of Local Health Units



Online reservation of health services available

Online reservation of health services not available



Reservations on websites of Hospitals



Online reservation of health services available

Online reservation of health services not available

Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

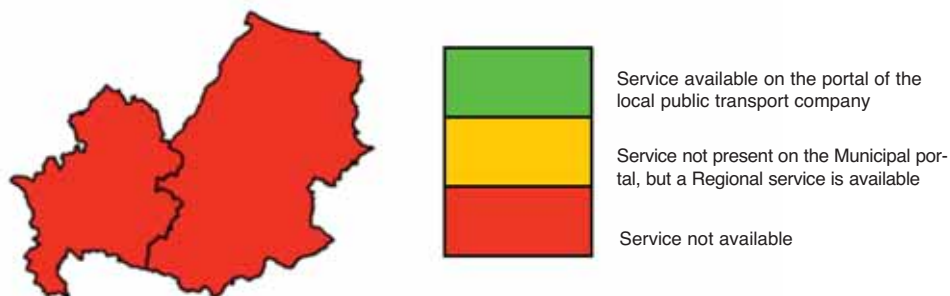
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

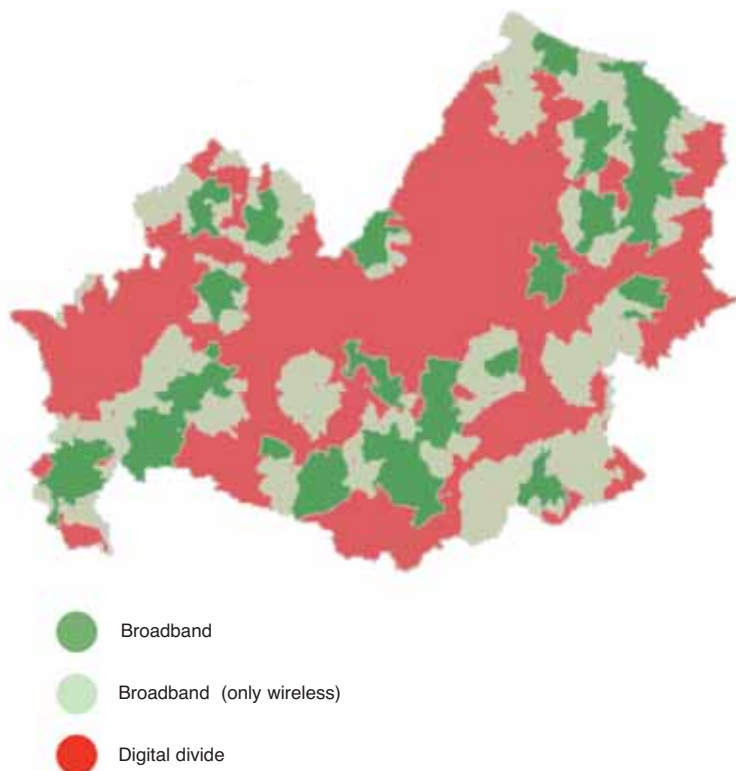
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

CAPSDA – Centre for Public Access to Advanced Digital Services

Description of the Project

Setting up public access centres located on the premises of Mountain Communities

Progress

The project has been completed

Expected / achieved results

10 access centres have been set up for a total of 48 workstations

SCHOOLS AND UNIVERSITIES

ISSD - Implementation of teaching instruments and grants

Description of the Project

Multimedia teaching rooms and use of e-learning functions to expand services and improve teaching efficacy

Progress

Concluded

Expected / achieved results

22 multimedia rooms have been equipped in schools of different levels and degrees

JUSTICE

IRESud Molise

Description of the Project

The aim of the intervention is to ensure access for citizens to the justice-related services through a widespread network of physical and virtual “front desks” capable of eliminating or reducing to a minimum travelling, costs and time currently required to obtain certificates or documents normally issued by the Judicial Administration. The implementation of the IRESUD Project in the Molise Region contributes to bridging the preexisting gap with respect to the more advanced experiences and constitutes the basis on which judicial offices connected together in a network can provide the necessary services to the citizens involved.

Progress

About to be completed

Expected/achieved results

Setting up and operation of all the LAN networks aimed at facilitating communication within the premises of the Justices of the Peace (25) and of the decentralized offices of the Justice Building of Campobasso.

Implementation of services for the citizens (requests for certificates – the PASS project).

Establishment of a Contact Center.

CAMPANIA REGION

E-GOV IN A SNAPSHOT IN THE CAMPANIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 47.7%	Citizens Number of requests for PEC services for citizens 38.963	Municipal online services % Municipalities with at least one advanced interactive service 6.1%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 5.0%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 13.6%
Education	Schools % Schools with MIB 42.4%	Students % Students with MIBs in the classroom 5.1%	Use of PEC with parents % schools that use PEC to communicate with parents 9.5%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 60.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 100.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 0.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 92.9%	Businesses % Businesses with PEC 15.0%	SUAP % Municipalities with SUAP online (*) 1.5%

DATABASES AND INFRASTRUCTURE

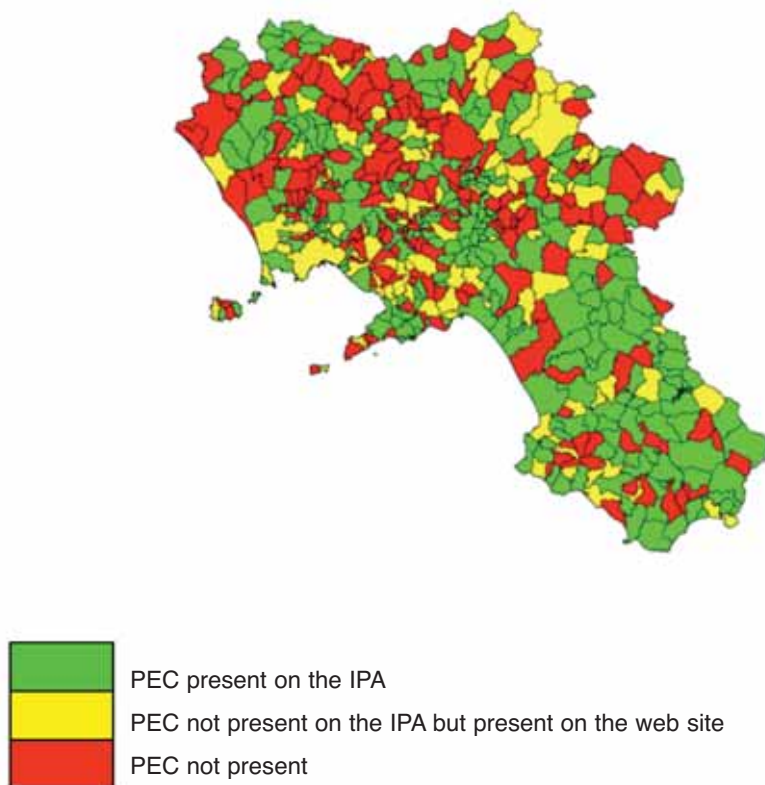
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 1.0%	Land Registry % Municipalities that have joined the land registry data sharing service 89.8%	Taxes % Municipalities with tax services online (*) 2.5%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 69.8%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 5.8%

(*) at least online delivery of forms

E-GOV IN THE CAMPANIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

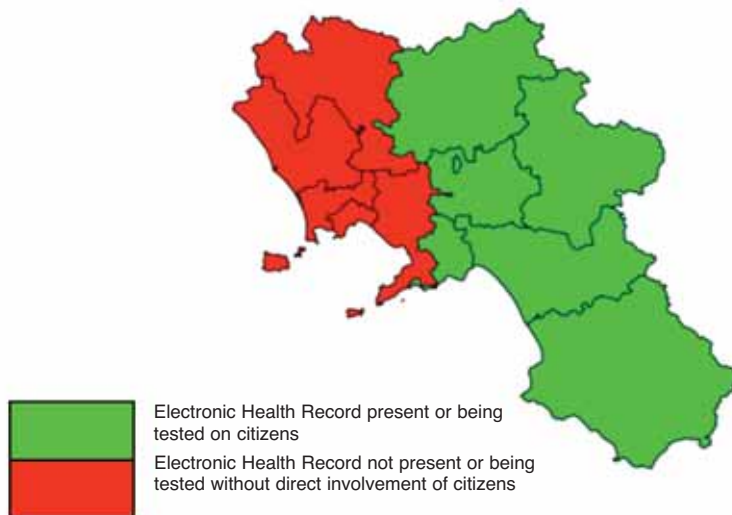
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

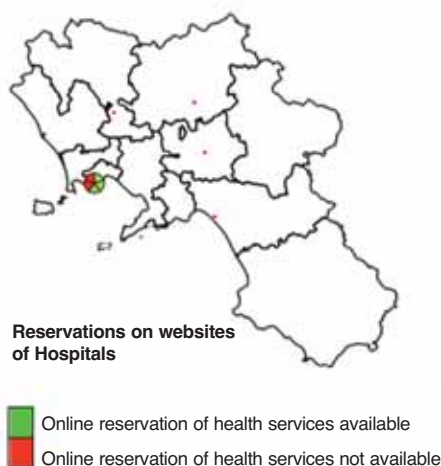
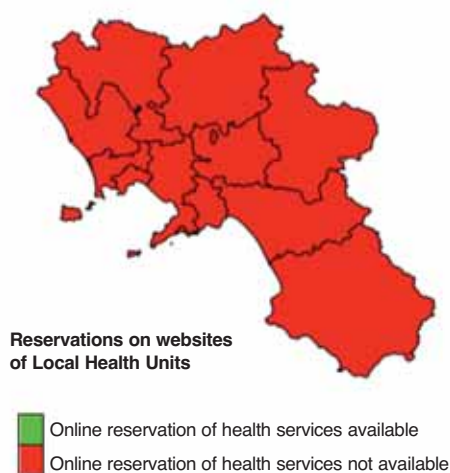
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

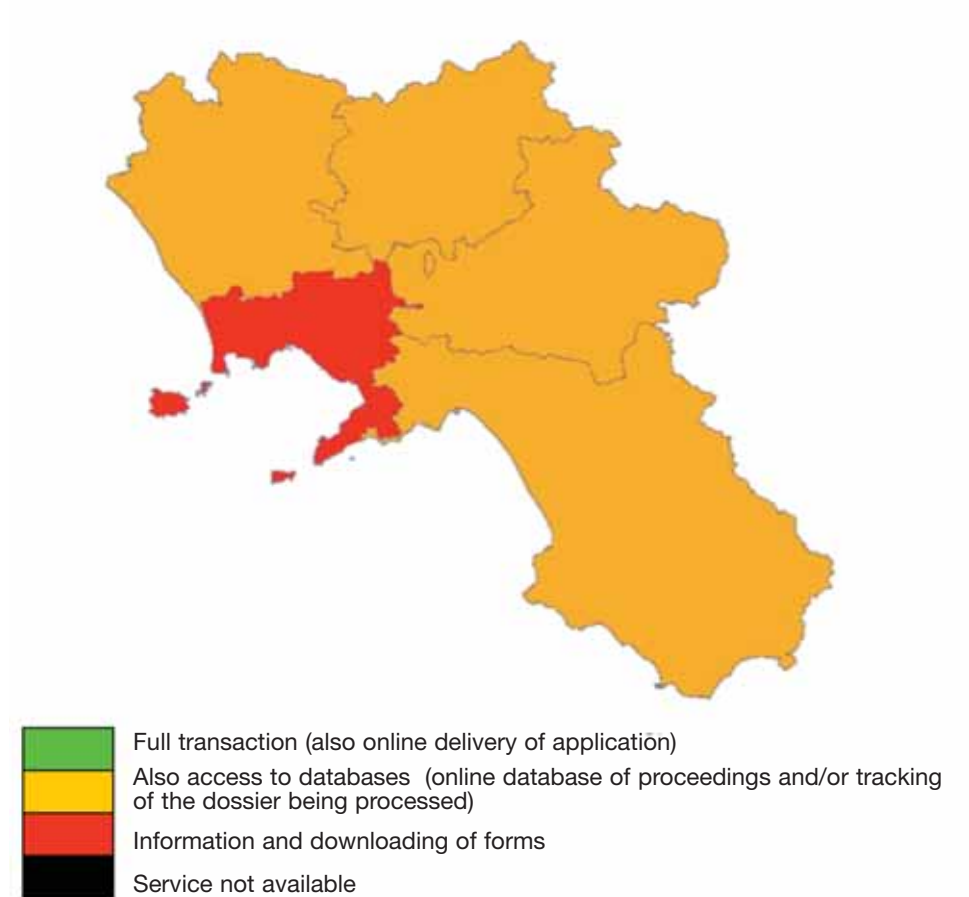
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

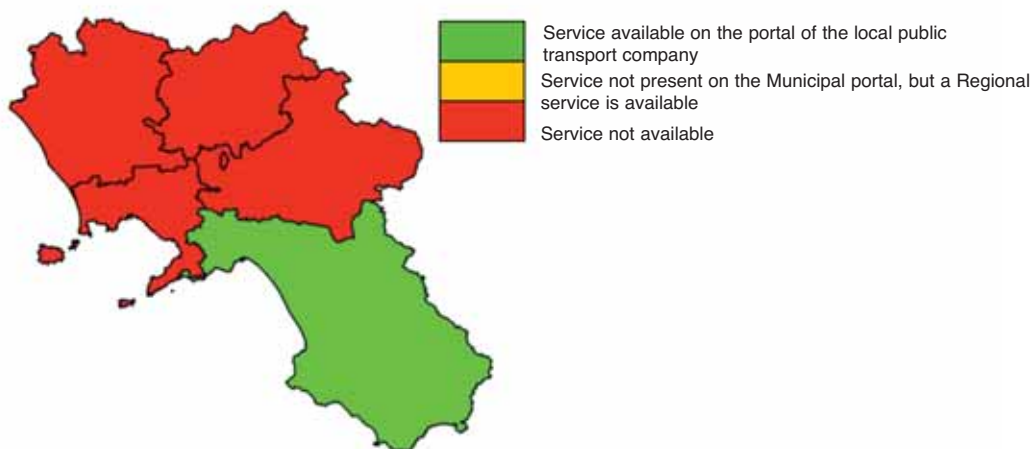
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

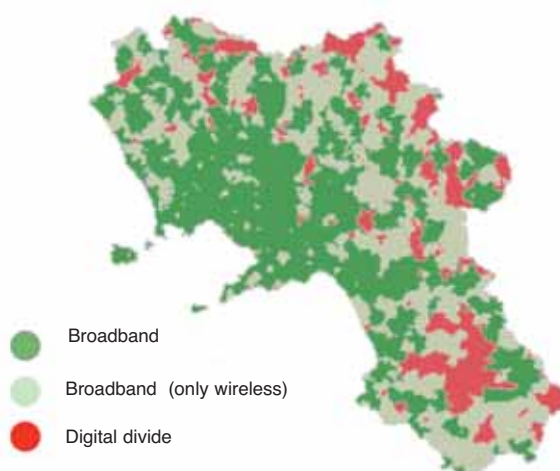
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

Network of General Practitioners / Paediatricians of Free Choice

Description of the Project

Within the framework of the Regional Strategy for the rationalization of IT Health Systems, in agreement with the Electronic Health Policy and with a view to the development of services according to the SPICCA model (Campania Public cooperation on applications System), the “Network of GPs / Paediatricians of Free Choice” project was designed to accomplish two goals:

- Ensure the design, implementation and diffusion of a national federated infrastructure designed to create the Electronic Health Record (EHR).
- Ensure integration of GPs and Paediatricians of Free Choice with the health workers in the local facilities through the digitization of the prescription cycle (identification of workers and patients, electronic prescription, reservation, digital medical reports, etc.) and the implementation of instruments supporting the continuity of care (e.g. patient summary).

In a nutshell the system that implements the GPs/PFC network ensures the following applications services:

- Specialized, Pharmaceutical, Admissions and Prescription Services;
- Authentication, Identification and Authorization of Patients services;
- Authentication, Identification and Authorization of Workers services;
- Services for the Selection and Annulment of doctors;
- Services for issuing health documents: Patient Summary; Certified Medical Report, Sickness certificate I.N.P.S./I.N.P.D.A.P.
- Service for Notification of hospitalization events (admission, transfer and discharge);
- Services for Retrieving the Electronic Health Record;
- Single portal providing access to the Services by role: Patient, GP/PFC, Pharmacist, Physician ensuring continuity of care, Health workers (ASL).

The infrastructure that was created through this project was deployed across the facilities taking part in the test by:

- operating the company document repository, which ensures the storage of data that are functional to the implemented applications services
- deployment of the software components that ensure the operation of the application services and, through cooperation on applications they ensure the sharing of the data among all the facilities.

At the present time all the above mentioned services are ready to be made available to citizens and physicians once the inspection testing, conducted on 29/10/2010, is approved. Operation in the next few months includes the involvement, in line with the goal of the test of the infrastructure built through the project of the following “players”: 7 Districts relative to 3 ASLs, 142 GPs, 16 PFC, 35 First-Aid posts, 135 Service delivery points (medical offices and laboratories).

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

Regional System for Cooperation on applications in Safety

Description of the Project

The SPICCA model defined by the Campania Region, in compliance with the activities being carried out at national level and first and foremost within the SPCoop and the ICAR project (through the participation in the technical committees promoted by CNIPA and CISIS on this issue), is based on the implementation of distributed applications that ensure interaction of the network services delivered by the various Public Administrations having predefined levels of quality, security and reliability. The "Regional System for cooperation on applications in Safety" achieved by the Campania Region has put the SPICCA model into practice by setting up the infrastructural services required and demonstrating their feasibility thanks to the implementation of the Regional Single Booking Centre for hospital services (CUPReg).

The creation of infrastructure for implementing the SPICCA model has given the Campania Region, and more in general all the Campania public Administrations, the availability of a set of applications which comprehensively guarantee the necessary infrastructure and basic services – Domain Port for the Campania Region, Registry of Service Agreements, components for the Management of Federated Identities, Monitoring of the Service Agreement Levels, etc. – for implementing IT solutions based on interoperability and cooperation on applications among the different Public Administrations of Campania. The distinctive features of the SPICCA infrastructure are:

- Conformity with the CNIPA specifications on cooperation on applications
- Use of Open Source solutions
- Use of "Open" standards

As far as the implementation of the SPICCA infrastructure is concerned, the project has been completed and the goals of the Administration of securing the technological infrastructure enabling cooperation on applications among the Local Public Administrations has been fully achieved as demonstrated by the:

- qualification of the SPICCA PDD as at July 2009 in full compliance with the procedures of the SPCoop system;
- issuing of technical rules to use the SPICCA infrastructure for the implementation of services among the Local Public Administrations

We would like to point out that the Campania Region, aware of the need to ensure the constant update of the infrastructure enabling cooperation on applications, will ensure the evolution of the facilities achieved so far as advances and upgrades are made in the SPCoop system.

JUSTICE

IRESUD-Campania

Description of the Project

The “IRESUD-Campania” project has been achieved with the will of ensuring the recovery of the overall efficiency of the Court of Naples and of the Offices of the Justice of the Peace and of the Courts of Appeal on a Regional basis through the diffusion of IT services and infrastructure so as to reduce the duration of proceedings, deliver services to the citizens more efficiently and reduce overheads. Through the implementation of new IT systems, integrated with pre-existing systems, all the structures involved have been computerized so as to provide the operators of the sector with better means since they are the first users of the solutions that are adopted, and at the same time facilitate things for the citizens who are the beneficiaries of the expected increase in efficiency of the facilities involved.

The project is divided into 16 actions summarized as follows:

- Sub-project 1 – Cabling the Offices of the Justices of the Peace (GdP) which ensures the connection of the 20 offices of the Justices of the Peace distributed across the Region with the Comprehensive Justice Network
- Subproject 2 – Adopt Justice of the Peace bar codes to improve the procedure for entering cases for trial by attributing a single identity code to the documents submitted
- Sub-project 3 – Achieving a Justice Public Relations Office by installing info points in the Court building in Naples where users can get information about the offices and the issuing of certificates
- Sub-project 4 – Upgrading the Regional Justice Portal by increasing the functions and services delivered
- Sub-project 5 – Point of Access for Judicial Documentation and for the Regional Bar that may produce services for accessing the database of local court rulings
- Sub-project 6 – Development of software for automatically attributing penal proceedings to the judges
- Sub-project 7 – Setting up a system for the electronic forwarding of electronic deeds from the notification office (UNeP) to the Court
- Sub-Project 8 – Adoption of PolisWeb software also by the offices of the Justice of the Peace thus enabling lawyers to have full access to the documents of the civil case proceedings
- Sub-project 9 – Integration of the body of regulatory documents NormInRete of the laws issued by the Campania Region
- Sub-project 10 – Expansion of the UNEP portal so as to enable access via Web to the various regional judicial premises for the submission, retrieval of documents and communication
- Sub-project 11 – Upgrading the infrastructure of the PASS system which enables applicants to request certificates such as certificate of charges pending, closing of inquiries, etc.
- Sub-project 12 – VoIP testing among facilities involved
- Sub-project 13 – SICP/SIDIP Penal/Trial System for notifying measures and rulings and delivering copies electronically.
- Sub-project 14 – Reengineering the Software of the Court Case Review System

- Sub-project 15 – Adoption of specialized minute taking software for dictating jurisdictional measures
- Sub-project 16 – Training and Communication

The project is in an advanced stage (about 85% complete) and is expected to be completed in early 2011. In greater detail the following sub-projects have already been completed and the specific goals have been achieved: Sub-projects 2, 3, 4, 8, 9, 10, 11, 12, 13 and 15.

APULIA REGION

E-GOV IN A SNAPSHOT IN THE APULIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 33.3%	Citizens Number of requests for PEC services for citizens 26.652	Municipal online services % Municipalities with at least one advanced interactive service 7,7%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature n.a.	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 9.1%
Education	Schools % Schools with MIB 61.8%	Students % Students with MIBs in the classroom 5.7%	Use of PEC with parents % schools that use PEC to communicate with parents 10.4%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 66.7%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 16.2%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 16.7%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 85.7%	Businesses % Businesses with PEC 18.4%	SUAP % Municipalities with SUAP online (*) 2.2%

DATABASES AND INFRASTRUCTURE

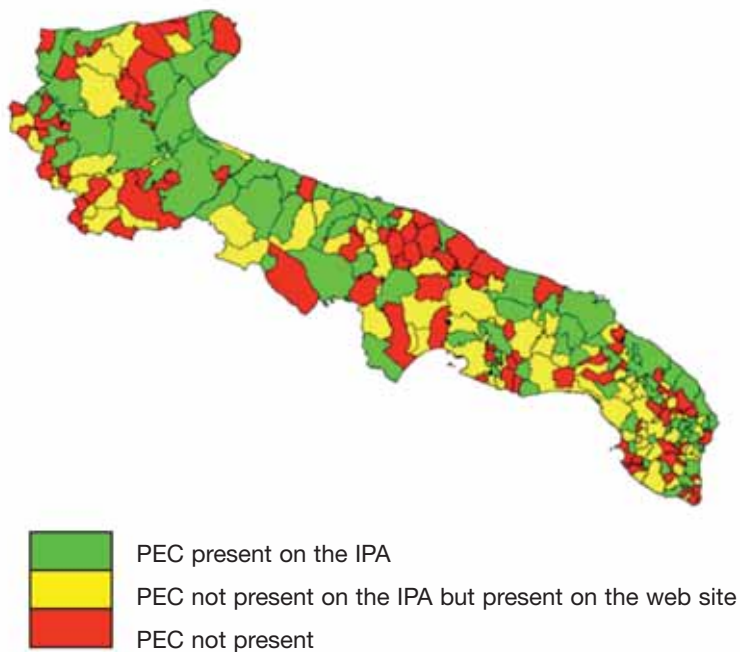
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 2.7%	Land Registry % Municipalities that have joined the land registry data sharing service 91.9%	Taxes % Municipalities with tax services online (*) 8.0%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 91.5%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 2.9%

(*) at least online delivery of forms

E-GOV IN THE APULIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

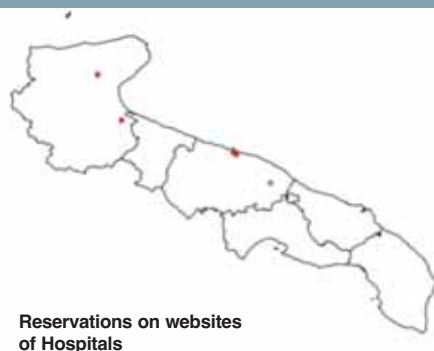
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

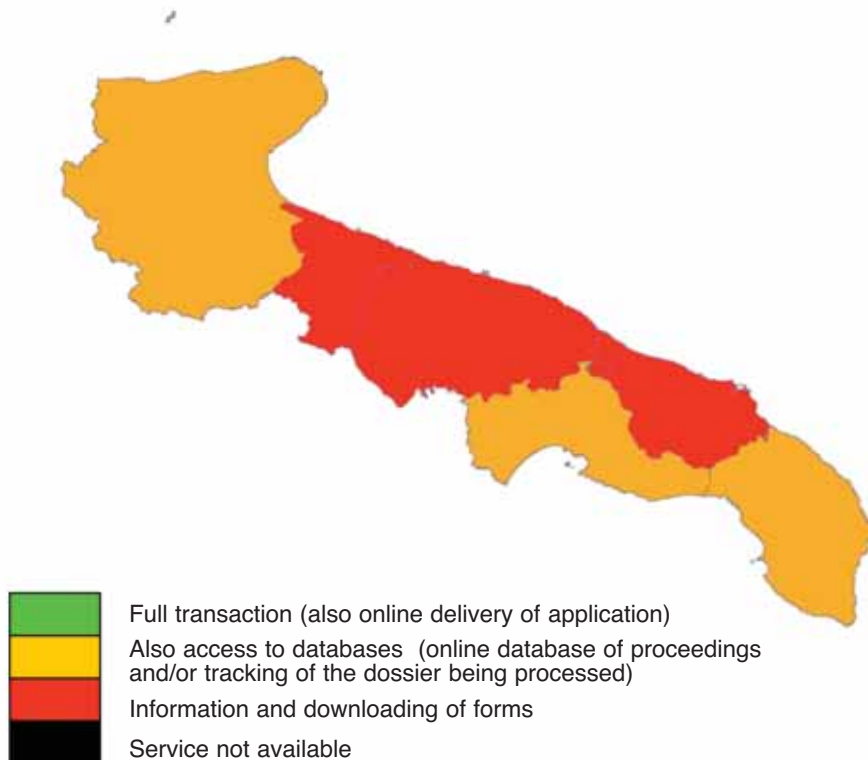
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

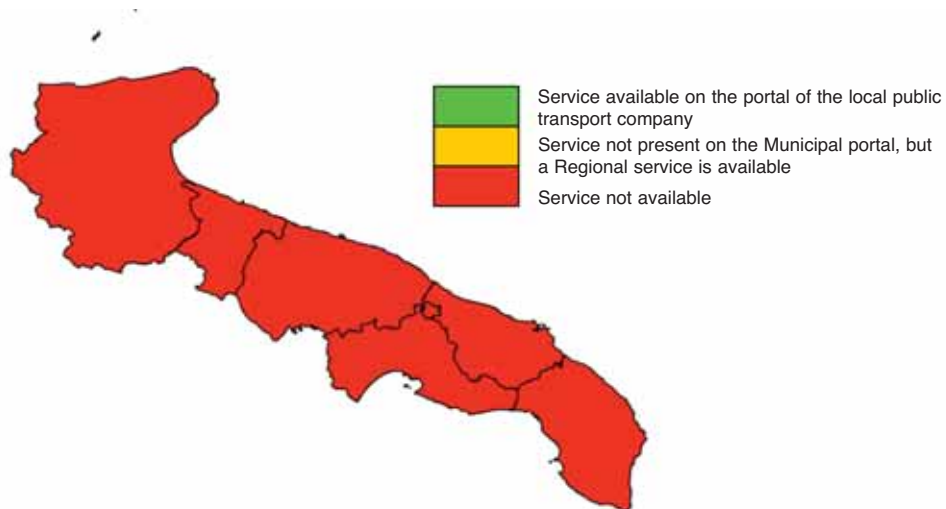
- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

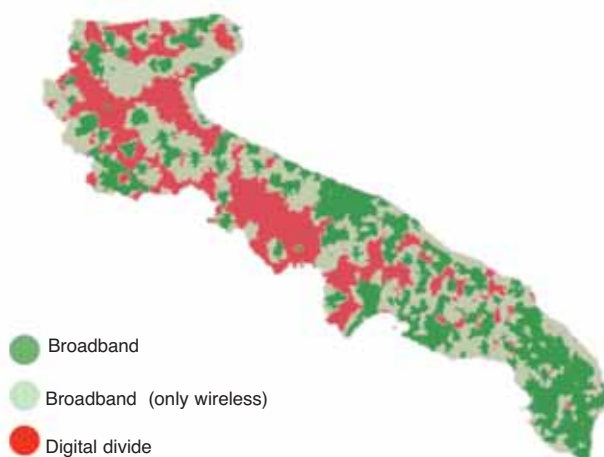
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

PUBLIC DATABASES

Local IT System (SIT)

Description of the Project and Progress

The project has developed two main lines of action:

- A. setting up a local IT base of detailed and uniform data across the Region
- B. development of local basic and specialized innovative services for local bodies involved in the management of the Regional territory, from the regional to the municipal level.

As regards goal A., the Local IT System has created and made available for the first time in Apulia a natively integrated set of local data broken down by type, ranging from regional technical maps to the topographic database, to land use, DTM, ortofoto, and has made it possible to create, in a cascade, a series of specialized products among which hydrogeomorphological maps (competence of the Basin Authority). The local database integrates the land registry component which is supported by the Interchange System for information sharing with the Territory Agency and by the rastering and georeferencing of the master sheets and transfer of the land registry data bases into the WGS84 – UTM representation system.

In relation to objective B, the SIT makes available to all users interested in data about the land, from the citizen to the professional and local Bodies, all the data gathered through the access, search and download service (in shapefile format). The system also presents specialized services to the local Bodies such as Editing online, Printouts in scale, various formats, various projection systems etc; land planning services (town plans, computerized authorization procedure, assessing consistency with the comprehensive master plans, etc.), Civil Protection Services (census of resources, reporting of events); GPS accurate positioning Services; services for the computerized management of administrative procedures.

Expected/achieved results

In quantitative terms SIT has reached the following results:

- more than 10,500 registered Internet users (registration allows users to download the data; no registration is required only to read the data)
- around 2000 people have registered with the GPS <http://gps.sit.puglia.it> service and more than 700 have registered with the real time positioning service (NRTK)
- besides the basic services, the Regional Property Service is using the system for making a census of the buildings over which it has competency
- besides the basic services, the Regional Land Management Service is using a personalized version of the computer management of administrative procedures component for landscape authorizations.

SERVICES FOR BUSINESSES

Sistema Puglia

Description of the Project

The Sistema Puglia is an integrated system for the provision of information and Services through which the Development, Labour and Innovation Policies Area of the Apulia Region aims at providing the businesses of the Region and the professional associations with a “hard and fast” and qualitatively updated framework of institutional information, along with interactive IT services managed directly by experts, in support of the services for the location of new businesses and attraction of investments.

The Sistema Puglia, created as the IT Portal of the Development, Labour and Innovation Policies Area, is run according to a distributed model for the drafting of contents aimed at:

- providing businesses with updated information on new legislation, on Regional, National and Municipal public planning;
- providing registered businesses with direct and targeted information and assistance services;
- providing visitors with an updated, concise but exhaustive overview of the territory and of its most significant socio-economic characteristics;
- providing a map with information about the most distinctive features of the production sites of Apulia (industrial development areas and PIP areas) and integrated with the regional cartographic system (SIT)

From this standpoint and starting from 2009 the following has been achieved:

- a system for the management of projects and applications for grants (electronic Calls);
- a system for supporting the management of cooperation on applications between the platform and the other systems being used by the Regional Bodies (IT registration of incoming mail, PEC);
- a system for the management of the lifecycle of administrative deeds (decisions by top management);
- a system for the e-management of project digital files and sub-files that support the decision-making processes of the Official in charge of Actions and of the Director of the Service.

Progress

The current architecture is being migrated to an integrated environment with ICT solutions that support the management and monitoring of procedures, digitization of document processing and internal and external exchanges generated by the processes for the management of digital files (Line, Action, Operations, Implementation) in compliance with the operational procedures defined by the Management Authority of the Region. In particular the project will accomplish the following lines of action:

- expanding the management system of projects and requests for funds (electronic Calls);
- expansion and setting up of a standardized system for document and project file management, in support of decision-making processes of the officials in charge of the Regional Bodies;
- setting up a top level control and monitoring system (dashboard) of incentives managed by the Regional Bodies, integrating the exchange of data between the digital files and the expenditure monitoring system (MIR 2007);

- management of the workflow of activities monitoring the administrative procedures related to the ROP action lines.

The project should be completed by 31/12/2011.

Expected / achieved results

30	electronic Calls
30	electronic management of other internal procedures
641.733.400,00€	volume of electronically processed funds
200.000	number of electronically processed applications responding to Calls
180.000	files examined electronically by the Region or by the implementers
15.000	number of users registered with the Sistema Puglia portal
9.300	number of users registered with the Le Ultimissime (Latest News Service - daily delivery of all info published on the portal during the day)
7.600	number of users registered with the Newsletter Service (weekly delivery of info published on the portal during the week)
6.300	number of users registered with the Text Message Notification Service on Calls posted concerning economic development
15.000	number of hits by users through the "Sistema Puglia Risponde" Service
50.000	average number of visitors per month in 2010
6.000.000	average number of hits on the portal per month in 2010
5.000.000	average number of pages visited per month in 2010

JUSTICE

Electronic Justice

Description of the Project and Progress

In 2004 the Apulia Region promoted and financed, within a framework programme agreement with Central Administration (APQ), the "Pilot Project for the Computerization of the Public Prosecutor's Office of Lecce", with the aim of making penal proceedings more efficient and more transparent to the benefit of all stakeholders (citizens, lawyers, defendants, etc. ...).

The main interventions, defined and achieved on the basis of a study of the needs and critical aspects of the Office, have been:

- Setting up a document system for the dematerialization of the penal dossier of the Public Prosecutor (called Auror@);
- Setting up of an IT system to assist investigating magistrates (called Gnosis);
- Setting up a portal for the Public Prosecutor's Office of Lecce;
- Setting up new basic infrastructure (hardware, networks, etc....) to support the systems;
- Staff training.

The project was completed in 2008 and it achieved all its goals. In particular the Auror@ system has raised the interest of the Ministry of Justice because of the new model that was implemented which envisages the full management of the Public Prosecutor's dossier and the issuing of co-

pies for the lawyers of the defendant through the web portal, besides managing the authentication issues and online payment of dues.

At the same time, the following two new projects have been started which are currently under way: "TRESud, Electronic Justice in Apulia" and "Digital Innovation in the Judicial Offices of the Apulia Region", both are part of the APQ framework with the latter being the outcome of an MoU signed by the Ministry of Justice and the Apulia Region for identifying organizational and technological solutions for Regional Judicial Offices. The main lines of action envisaged by the two projects are:

- Renewal of the electronic networks present in the main premises of the Apulian Judicial Offices;
- Obtaining new and advanced equipment;
- Deployment in all offices of IT applications developed at national level (PASS, Polisweb, UNEP);
- In line with the concept of re-use, introduce IT applications already used by the Public Prosecutor's Office of Lecce (Auror@, Gnosis, Portale).

So far the setting up of infrastructure is nearing completion while consolidation and reuse of the application systems used by other Regional Judicial offices are currently in progress.

Expected / achieved results

The Auror@ system is operational at the Prosecutor's Office of Lecce and Bari.

Recently the Ministry of Justice, in agreement with the President of the Apulia Region, announced that the Auror@ system will be re-used, as soon as consolidation activities have been completed, by all the other Italian Public Prosecutor's Offices. The Gnosis system, instead, was examined and appreciated by the National Antimafia Prosecutor.

BASILICATA REGION

E-GOV IN A SNAPSHOT IN THE BASILICATA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 22.9%	Citizens Number of requests for PEC services for citizens 4,274	Municipal online services % Municipalities with at least one advanced interactive service 1.8%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature n.a.	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 80.0%
Education	Schools % Schools with MIB 70.9%	Students % Students with MIBs in the classroom 2.7%	Use of PEC with parents % schools that use PEC to communicate with parents 2.5%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 0.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 100.0%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 50.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 88.9%	Businesses % Businesses with PEC 20.0%	SUAP % Municipalities with SUAP online (*) 0.0%

DATABASES AND INFRASTRUCTURE

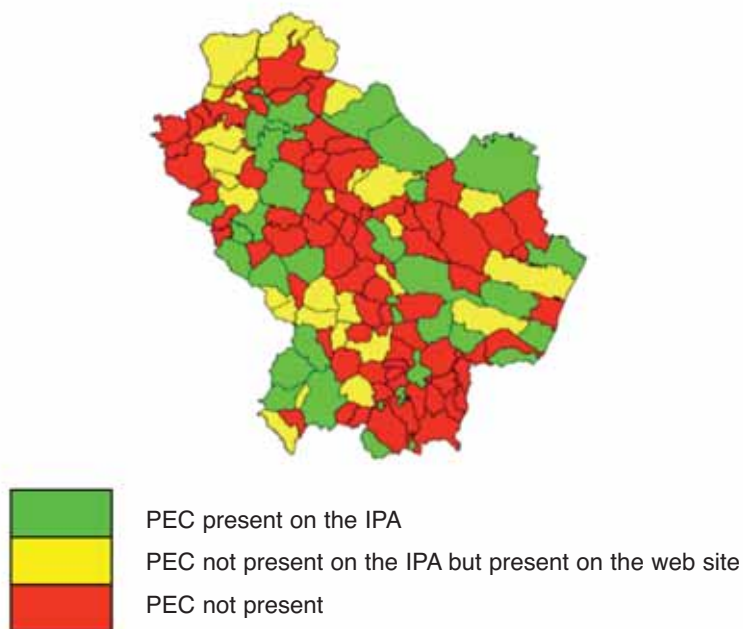
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 0.0%	Land Registry % Municipalities that have joined the land registry data sharing service 81.7%	Taxes % Municipalities with tax services online (*) 0.0%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 65.1%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 20.5%

(*) at least online delivery of forms

E-GOV IN THE BASILICATA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

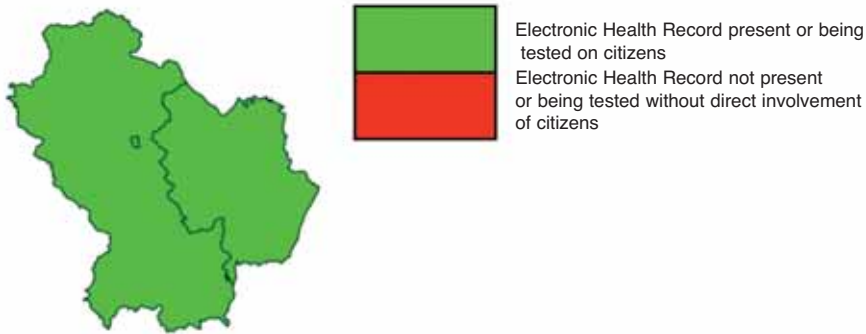
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

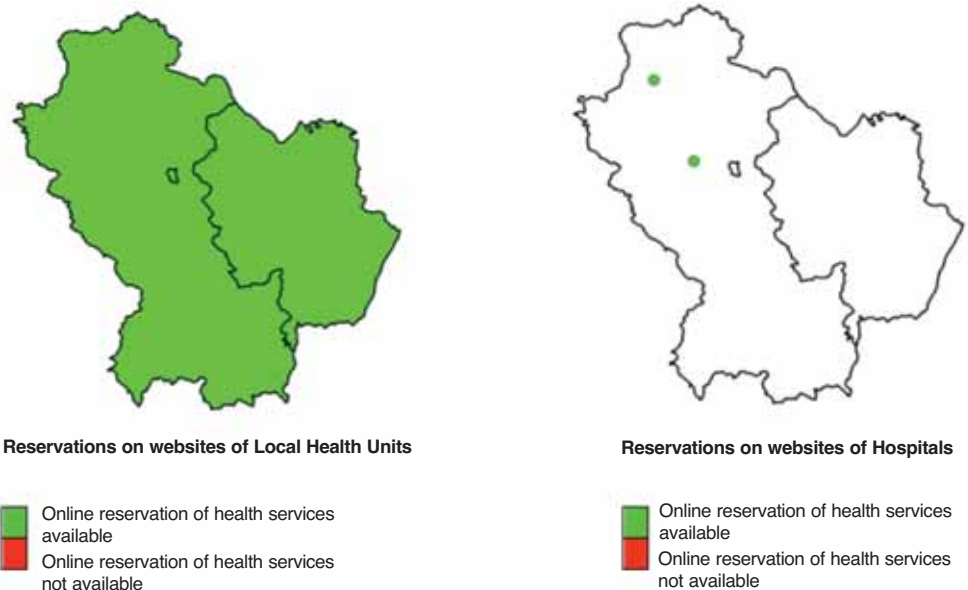
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

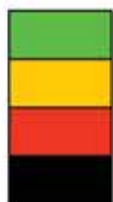
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Full transaction (also online delivery of application)

Also access to databases (online database of proceedings and/or tracking of the dossier being processed)

Information and downloading of forms

Service not available

Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

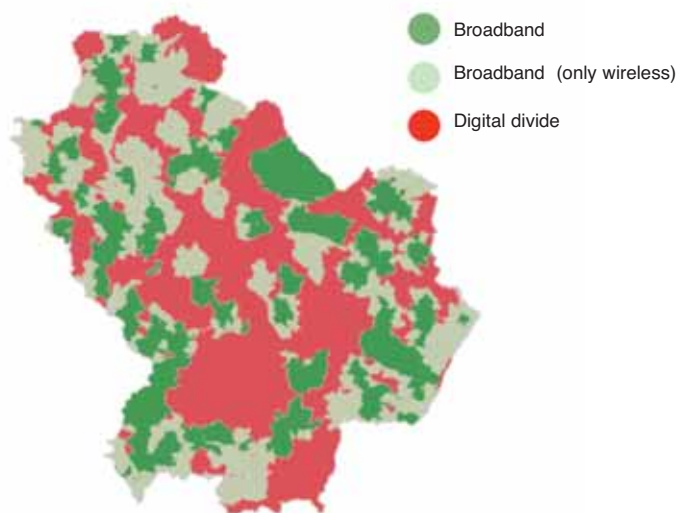
- **Public transport online travel planning in Capital towns (available - capital town of Province)**



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

LUMIR (LUcania Medici In Rete)

Description of the Project

LUMIR (Network of Medical Doctors of Lucania) arises from the implementation of the General Practitioners project and is part of the modernization of the Lucania health system. The aim of the project is to implement an expansion of the Electronic Health Record considered to be a solution that can make available to authorized users anywhere and at any time a systematic, timely and accurate set of clinical and health-related information about each citizen-patient. The idea is to develop an instrument for enabling operators to cooperate so as to improve care delivery by being mutually informed about activities under way in different settings.

An electronic platform will enable social and health workers to know the clinical history of patients through summaries (Patient summary) or exhaustive information on clinical events (diseases, medical examinations, admissions to hospital, etc.), organized into series, i.e. succession of events that start when a health problem arises and end with its resolution.

The LuMiR system allows for the implementation of services relative to all the care episodes and also the creation of a datawarehouse consisting of individual updated data, in anonymous form to manage "secondary uses" (administrative and government uses, eg. Control over pharmaceutical spending, epidemiological studies, etc.).

The zero prototype was produced and tested between the end of 2008 and the beginning of 2009 in the Health facilities of ASL 2 and ASL 5, with the main aim of better calibrating the implementation under way and focusing the project on the actual needs of the health workers, keeping the citizen at the centre of the interest in improving the services. The pilot project therefore included a limited number of GPs, patients and pathologies, studying and assessing efficacy of sharing health data on treatment processes and how they change and improve through interaction of the workers involved (specialized doctors, GPs, etc.). At present the Electronic Health Record is being set up at Regional level through the deployment of the components required to set up the Lumir system in all ASLs and Hospitals.

Technological and organization results were obtained. Wrappers were produced whereby clinical documents from the file can be disclosed without worrying about the heterogeneous nature of such documents, that may have totally different formats, and the medical information is structured in such a way as to ensure syntactic communication and semantic interoperability.

Electronic health governance was defined at Regional level (Regional table for electronic health – Deliberation 795 of 05/05/2009) and Deliberation 460 of 12/03/2010 approved the "Rules for the electronic retrieval of clinical documents, establishment and management of the Electronic Health Record and of the electronic health dossier in the Regional Health Service".

- immediate availability of prescriptions and related information (disorders, medical reports);
- facilitating patient access to services;
- the availability of an extensive reporting system capable of raising the level of knowledge about specific epidemiological factors.

PUBLIC DATABASES

BAS-ANAG

Description of the Project

BAS-ANAG is the project of Basilicata for the circulation of population registry data in compliance with the "Registry Rules" and with the regulations on administrative simplification and privacy. The project was approved by deliberation of the Regional Government n° 1577 of 11/09/2009 and, following the signing of a Memorandum of Understanding with the Ministry of the Interior (9/11/2009), a joint committee was set up in the capital town of Lucania. The joint committee must make sure that the goals of the agreement are achieved, it must define the implementation phases and monitor progress of works.

The Project envisages infrastructural upgrades so that the exchange of registry data may take place according to the paradigms of the Public Connectivity System (SPC).

Hence under the project, domain ports will be deployed on all the Municipalities of Basilicata and they will be given technical and economic support to accomplish the adjustments required on their IT systems. The modalities for accomplishing these goals are regulated by an agreement which is currently being signed between the local public administrations and the Basilicata Region.

The Region has executed an agreement with ANUSCA which throughout the lifetime of the project will provide consulting services as well as training for its members and will interact with the local offices that will process the population registry data.

At present experimentation is underway involving the exchange of data through the infrastructure for Regional cooperation on applications, completion of the signing of the agreements with the Municipalities and the deployment of 131 domain ports.

The main operational functions are:

- Fault Management;
- Configuration Management;
- Performance Management;
- Security Management.

JUSTICE

IRESUD-Basilicata

Description of the Project

The “IRE-SUD Basilicata” project has the aim of setting up a network of front office desks consisting of the Judicial Offices that will enable citizens in the District of Basilicata to obtain certificates directly from the closest Judicial Administration Office regardless of the territorial jurisdiction and without the need to go through an agency.

The project consists of three parts:

- Pass
- Polisweb
- Unep Portal

The PASS component concerns the technological modernization of the peripheral offices of the Justices of the Peace and their connection to the electronic infrastructure of the Region.

The second and the third part of the project have had the goal of providing access to services without geographic or jurisdictional restraints through a network of physical and virtual front desks. Through Polisweb, lawyers of the District of Basilicata can access the civil data bases of the Tribunal and of the Court of Appeal of the District of Potenza directly from the closest Judicial Administration Office (irrespective of territorial jurisdiction) or from the office via the Internet without having to go to the Office of the Clerk of the Court. The UNEP portal creates a standardization instrument of the modus operandi of all the Notification of Enforcements and Protests offices of Italy. This is an online desk that citizens and workers will have as a reference point. It is a virtual desk which offers information services (viewing documents and laws, request for information, etc.), services of access (services and instrument accessible subject to authentication and addressed to the judicial authority, to the regional bodies lawyers, professional associations, etc.) and public services (typical services of the portal and relative to specific functions of the office issued through the portal itself). The project has been completed and is currently being tested. All the offices of the Justices of the Peace (26 in the Region) are technologically equipped and have been integrated in the electronic platform.

CALABRIA REGION

E-GOV IN A SNAPSHOT IN THE CALABRIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 20.0%	Citizens Number of requests for PEC services for citizens 12.854	Municipal online services % Municipalities with at least one advanced interactive service 7,2%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 0.0%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 0.0%
Education	Schools % Schools with MIB 65.0%	Students % Students with MIBs in the classroom 5.0%	Use of PEC with parents % schools that use PEC to communicate with parents 8.5%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 40.0%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 41.9%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 20.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 88.2%	Businesses % Businesses with PEC 18.0%	SUAP % Municipalities with SUAP online (*) 0.5%

DATABASES AND INFRASTRUCTURE

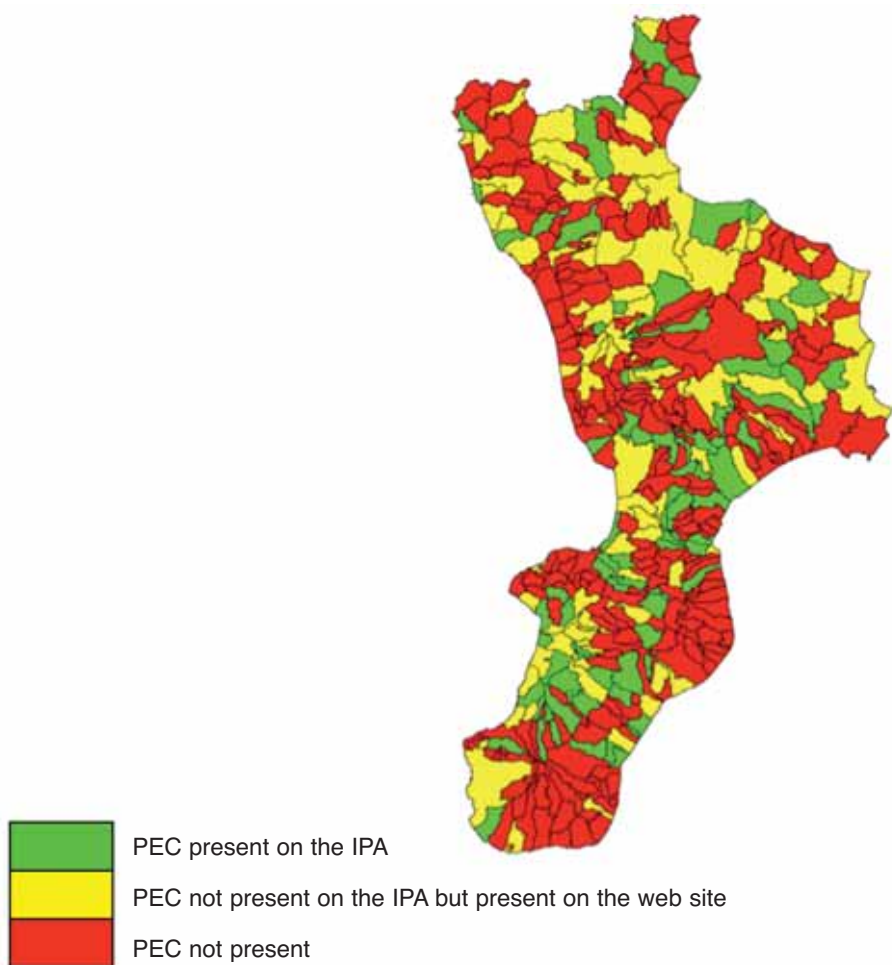
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 1.5%	Land Registry % Municipalities that have joined the land registry data sharing service 91.5%	Taxes % Municipalities with tax services online (*) 2.5%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 69.1%	Cooperation on Applications Regional domain gateway In the process of being qualified	Broadband coverage % Population in fixed and mobile network digital divide 12.8%

(*) at least online delivery of forms

E-GOV IN THE CALABRIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

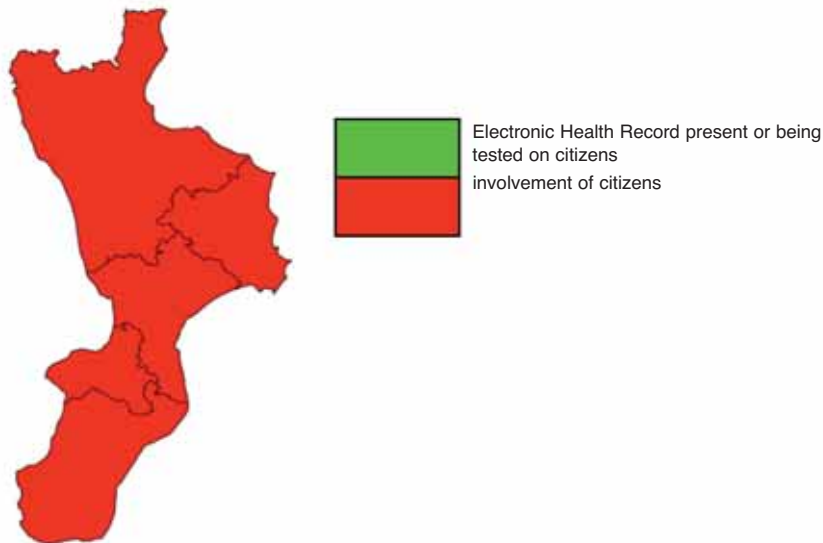
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

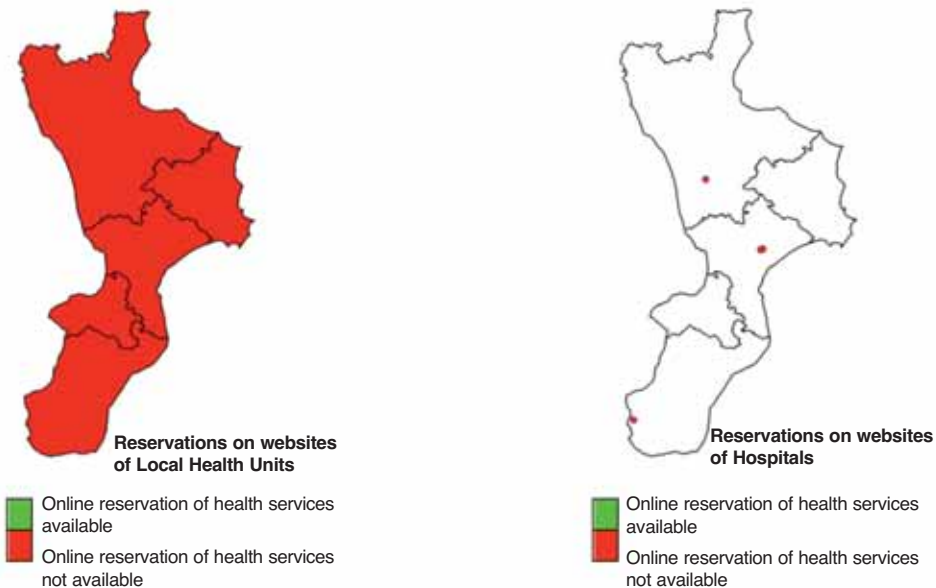
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Full transaction (also online delivery of application)

Also access to databases (online database of proceedings and/or tracking of the dossier being processed)

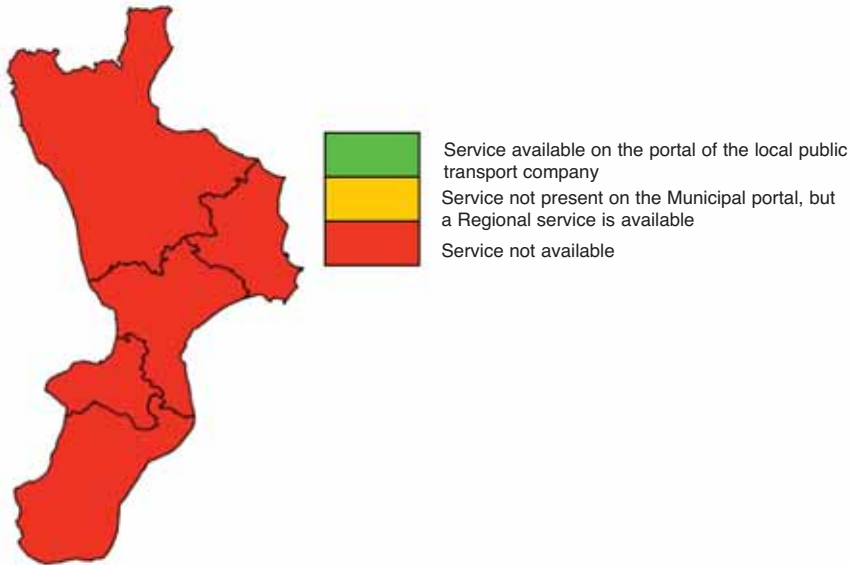
Information and downloading of forms

Service not available

Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

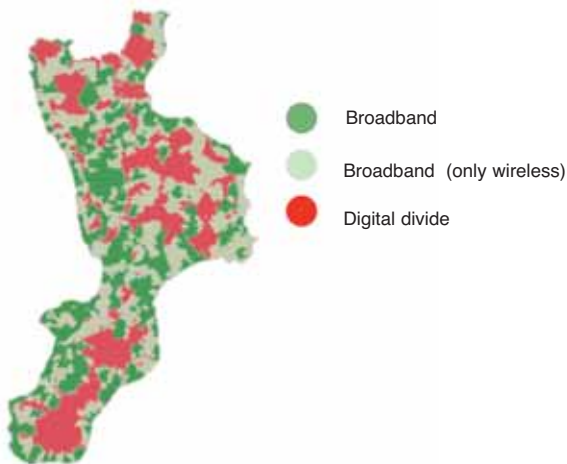
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010)

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

CAPSDA - Centre for Public Access to Advanced Digital Services

Description of the Project

The CAPSDA project - "Centre for Public Access to Advanced Digital Services" – is part of the Framework Programme Agreement on the Information Society, signed on 21 April 2005. It envisaged the setting up of centres and public points of access endowed with broadband connection which would enable citizens, especially those at risk of being excluded from electronic services, to have access to the Internet.

The Calabria Region has decided to carry out the initiative by involving the Mountain Communities as Bodies that by geographic position and natural institutional vocation are best suited for receiving Internet access.

Progress

The Bodies that have signed the agreement providing for the creation of such Centres are the 25 Mountain Communities besides the Municipality of San Luca (in replacement of the Medio Ionio Mountain Community). During the 2006-2009 three-year period CAPSDA carried out the activities required to acquire the instruments, adapt the premises and more in general it took all the initiatives aimed at promoting the Centre such as training people to use the Internet and at making the existence of the Centre known.

Expected / achieved results

To this day 25 CAPSDA Centres out of the envisaged 26 have been completed and 46 points of access and about 180 Internet workstations have been activated which have given access to a considerable number of users (more than 20,000) during opening hours.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

Calabria Public Administration Network of the Calabria Region – SPC (Public Connectivity System) Cooperation Services

Description of the Project

The Calabria Region has adopted the technical specifications of the ICAR (Regional Interoperability and Cooperation on Applications) Project (that it joined in 2008) both regarding the setting up of the primary infrastructure for interoperability and cooperation on applications, and for activating the federated identity system (INF 3 Infrastructural Task) for setting up an identity management system enabling the identification and authorization of users (staff of the Regional Administration, of the Regional Health System and of the Local Bodies).

The SPC (Public Connectivity System) Cooperation Project is aimed at activating and deploying the

infrastructure acquired through ICAR and implementing cooperation services within the Health, local area government and taxes sectors.

Progress

Following the definition of needs, on 29 July 2010, the final agreement was defined for setting up cooperation on applications services aimed at interconnecting the local IT systems and notably the Calabrian ASP systems.

Expected / achieved results (with quantitative impact data where available)

The project is active in the health field enabling the Health Department of the Calabria Region the exchange of information with the Health Units in SPCoop logic.

IT System of the Regional Administration – SIAR

Description of the Project

The project for the implementation of the Regional Administration IT System of Calabria is part of a set of actions aimed at rationalizing regional administrative activities, also with the support of IT tools, hence raising the quality, transparency, efficiency and effectiveness of the services delivered. The Departments involved by way of priority are the General Secretariat, the President's Office, the Budget and Assets Department and the Personnel Department. Once the SIAR system is in the steady state, all the Departments will be endowed with the so-called 'horizontal' applications among which the computerized registration of incoming mail, document management, the system for monitoring staff presence and the accounting system.

The transition phase from the current situation will be managed by means of a Transition Plan envisaging specific actions aimed at:

- obtaining consensus on the technological and functional innovations;
- facilitate the introduction of new IT system and their operational modalities;
- intervene on "organizational systems" in a consistent and comprehensive manner (organization, work procedures, management of human resources).

Progress

The project has reached the implementation phase of the various functions in compliance with the deadlines envisaged in the "Action Plan".

In April 2010 the Help Desk Service was set up and in June the IT management of this service was completely updated. From 1st December 2010 all the activities of the IT system are monitored through ad hoc SLAs. The plan envisages that by the end of December the first training phase on accounting activities and on the electronic registration of incoming mail is to be completed and that such services will begin in January.

The following services are to be active starting from January 2011: Integrated Accounting System, Human Resource Management and "Deeds Management". The inspection testing of the system is to be carried out in February 2011.

Expected / achieved results

In synergy with the administrative processes, the project constitutes a best practice which will be the 'backbone' for the services of the whole Regional system.

SICILY REGION

E-GOV IN A SNAPSHOT IN THE SICILY REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 28.2%	Citizens Number of requests for PEC services for citizens 27.283	Municipal online services % Municipalities with at least one advanced interactive service 7,7%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 11.8%	Citizens % Citizens with NSC health card 100.0%	Online reservations % ASL/AO with online reservation service 9.7%
Education	Schools % Schools with MIB 53.6%	Students % Students with MIBs in the classroom 3.9%	Use of PEC with parents % schools that use PEC to communicate with parents 17,0%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 44.4%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 7,7%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 0.0%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 83.9%	Businesses % Businesses with PEC 17,4%	SUAP % Municipalities with SUAP online (*) 1.3%

DATABASES AND INFRASTRUCTURE

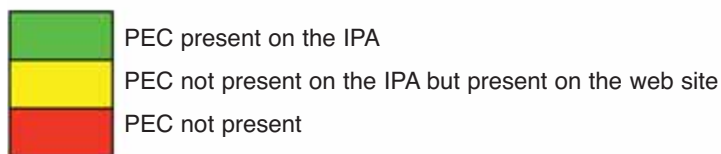
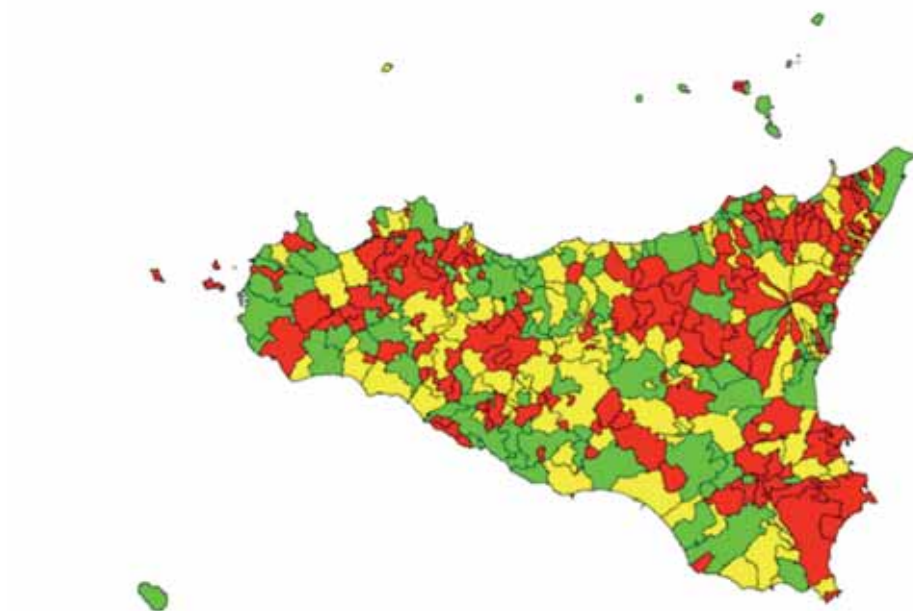
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 1.8%	Land Registry % Municipalities that have joined the land registry data sharing service 90.5%	Taxes % Municipalities with tax services online (*) 2.1%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 76.0%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 4.4%

(*) at least online delivery of forms

E-GOV IN THE SICILY REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

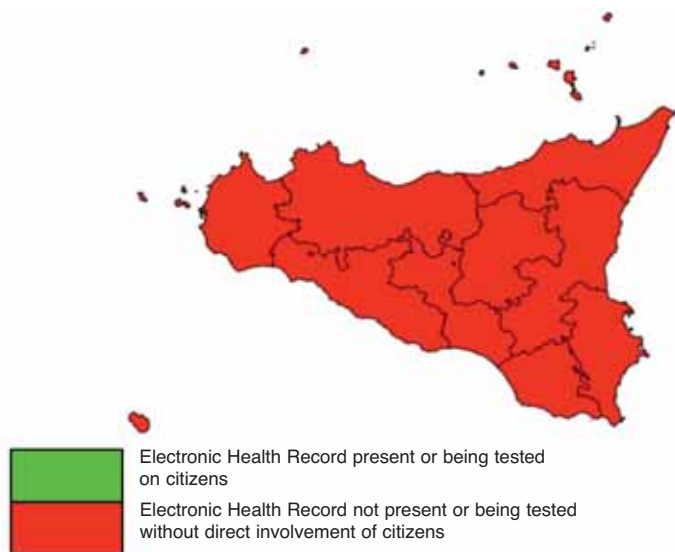
PEC in Municipalities (available / number- Municipalities)



Source: DigitPA (July 2010)

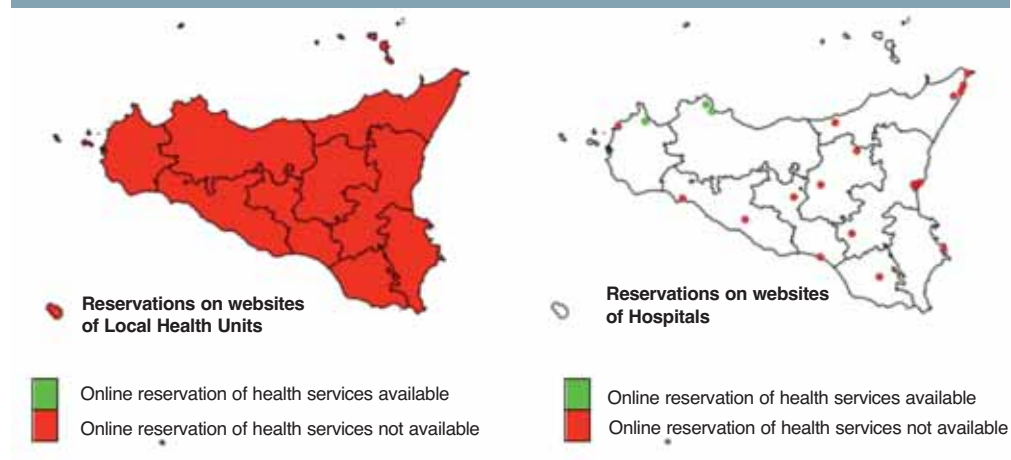
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

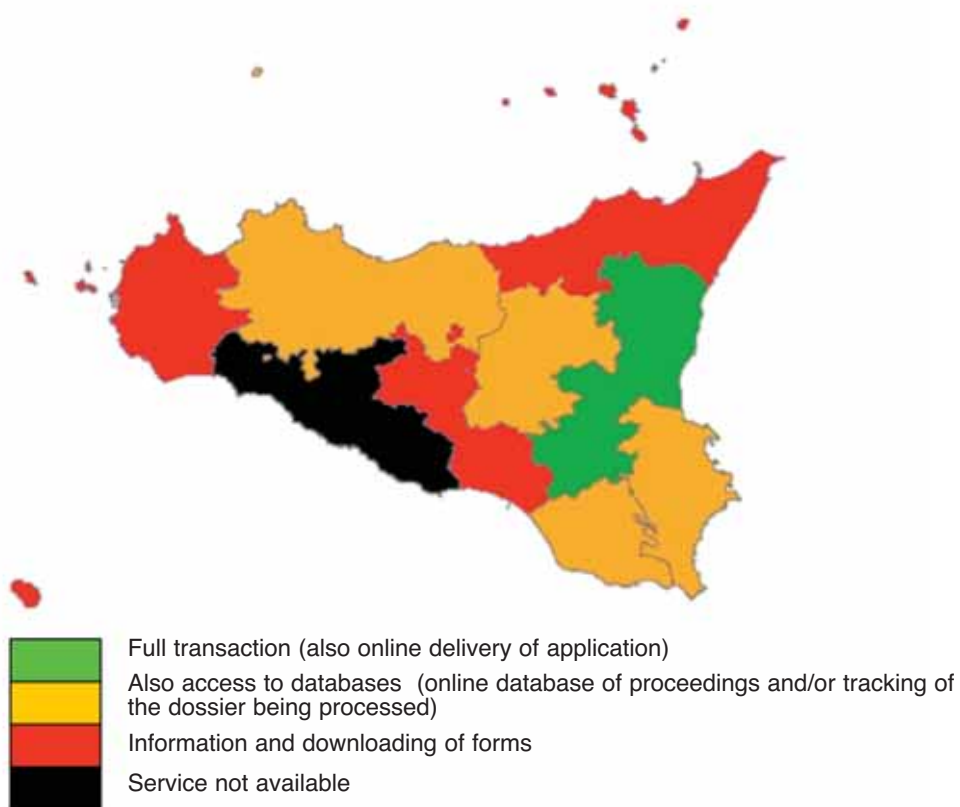
• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

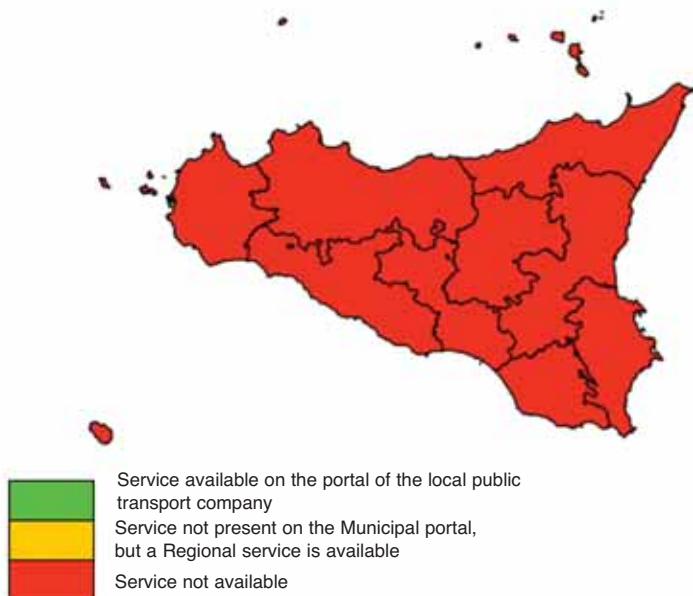
- SUAP - One-stop shop for businesses online in Municipalities that are capital towns presence and degree of interactivity of SUAP - capital towns of Provinces)



Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

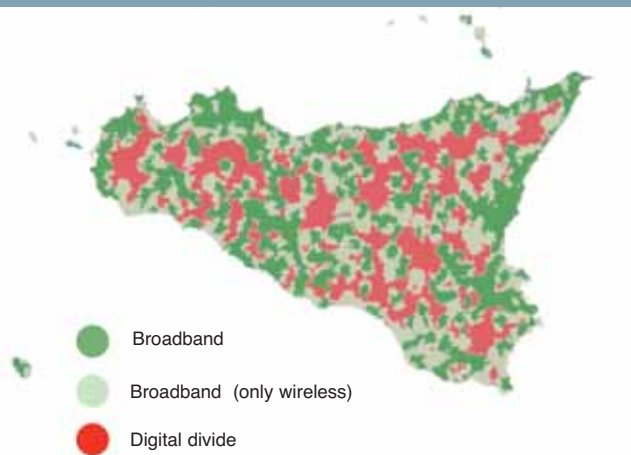
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

HEALTH

Network of General Practitioners and Paediatricians of Free Choice (RMMG)

Description of the Project

In the health area, the Sicily Region has implemented the Network of General Practitioners and Paediatricians of Free Choice project (GPs/PFC) which envisages the setting up of an integrated information system capable of harmonising the needs of all the individuals involved in delivering and using health services at Regional level. The point of arrival of the project is the creation of an infrastructure that manages the Electronic Health Record (EHR) which gradually collects all the information concerning the health events of each patient who request this service. This service will be provided in full compliance with the provisions of the European and Italian legislation on personal privacy, with special reference to the "Code on the protection of personal data", and with the opinions provided by the Health Authority on Safety and Privacy (management of consensus)

In particular, in compliance with the self-determination of the user and with the regulations on privacy, and in compliance with a stringent access policy, the Network of GPs/PFC project stores and makes available online, all the data on health events concerning the users of regional health facilities, thus simplifying, speeding up and dematerializing the health processes, facilitating the sharing of information and facilitating the establishment of associations among health workers.

Progress

In compliance with the priorities indicated by the Regional Administration and consistently with the Shared Electronic Health Policy defined by the Department for Technological Innovations, the following activities are being completed:

- Design and implementation of a framework for the Electronic Health Record
- Design and implementation of the applications for the GPs/PFC (identification and management of users, register of health workers and their identification, management of instrumental and laboratory diagnostic prescriptions, pharmaceuticals, management of medical reports, hospitalization management: admission and discharge and patient record).
- Creation of a single portal providing access to information and applications services;
- Integration of computerized clinical records of GPs/PFC;
- Integration of the ADT (Admission, Discharge, Transfer system), LIS (Laboratory Information System) and RIS (Radiology Information System) hospital clinical records with the Electronic Health Record.

Expected / achieved results

The system is being completed and the following test trials are being carried out:

- test trial with the Local Health Unit (AUSL) of Palermo, the Hospital "V. Cervello" and a sample of 100 GPs/PFC chosen from within the Province of Palermo;
- extending the test trial to the Local Health Unit (AUSL) of Catania, to the Hospitals of Paler-

mo: "Civico Benfratelli G. Di Cristina M. Ascoli", Policlinico di Palermo, "Villa Sofia - C.T.O., to the Hospitals of Catania "Garibaldi - S. Luigi - S. Currò- Ascoli - Tomaselli", "Vittorio Emanuele II Ferrarotto S. Bambino", "Cannizzaro", Policlinico di Catania, Gravina di Caltagirone and to the GPs/PFC of the Province of Palermo and Catania

SERVICES FOR BUSINESSES

System for Managing the requests for integrating the Risks Fund and/or Interest Abatement System (FIDIWEB)

Description of the Project

The Regional Department for the Economy – Finance and Loans Section, with a view to implementing a system for the administrative simplification and reduction in administrative workloads for the Region and for the Consortia and businesses associated with it, has implemented “FIDIWEB” which is part of a broader project of the Sicily Region for the diffusion of digitization in the Public Administration.

The project envisages the creation of a web IT system in support of the Administration and Consortia for the accreditation of Consortia and integration of the risk fund and abatement of interest function, by offering specific functions for the management/monitoring of the whole procedure and preventive control/verification of the information contained in the applications.

In particular the aim is to facilitate access to loans and strengthen the guarantee system in favour of micro, small and medium sized enterprises operating in Sicily and that are members of Collective Loan Guarantee Consortia (Confidi).

Progress

At this point in time the “FIDIWEB” system has been completed and it

- cuts back the length of the administrative procedure and provides a timely response to the request for loans;
- provides real time tracking of the applications by Confidi members so as to anticipate any weak points, provide prompt support to the Confidi members and facilitate budgeting and planning;
- reduces the risk of formal mistakes and partial or incomplete information when drawing up the applications;
- facilitates administrative obligations while at the same time ensuring transparency and interaction with the Confidi members;
- cuts back dramatically the paper documents which are replaced by electronic formats.

Results achieved

The electronic forwarding of applications is supported and guaranteed by the digital signature of the legal representative of Confidi who must be accredited with the offices of the Administration.

All data entry is facilitated by instructions and ad hoc messages that guide the operation and ensures that the application is complete and that the data entered are formally correct.

Once the activity for presenting the applications by Confidi members is completed, the “FIDIWEB” system supports the Regional administration offices in the online management of the examination of the applications by rapidly accessing the statements sent by Confidi, thanks to the electronic archives and the use of ad hoc search functions.

The number of users that interact with the FIDIWEB system is about 155. In particular, on the side of the Administration there are 18 users, while for the Consortia, the number is given by the accreditations. So far 35 Consortia have been accredited for each of which one “signatory” and two “operators” have been designated.

Type of user	Administration (INTRANET)	Consortia (INTERNET)
Executive/Legal representative of Confidi	2	35
Executive/ Worker	16	120
TOTAL	18	155

PUBLIC DATABASES

“Integrated Regional Local IT System” (SITIR)

Description of the Project

The development of local IT systems, georeferenced databases and environmental models are considered to be of strategic importance for the Sicily Region which has implemented the “Integrated Regional Local IT System” (SITIR). The general goal is to create a regional IT system to be used by all the regional institutions that operate locally so as to understand, interpret and manage local changes, that all players can use through the network thus avoiding waste and useless overlapping actions or non-comparable data.

The underlying idea of the project - in compliance with the broader technical directives defined both by the SITIR project and in the technical documents produced by the working groups of the State-Region Committee, Local Bodies on Geographic IT Systems, and in compliance with the EU directives laid down in the INSPIRE project - is that of creating a first standardized and uniform database of reference to be used for services internal and external to the Regional Administration.

From this viewpoint, the SITIR project sets two strategic goals:

- 1. standardization of local databases in a single database (DBTie) in compliance with national directives but extended to other local variables that are required to deliver the services envisaged in the goal indicated below;
- 2. provide services from this database in compliance with procedural and IT workflow standards also with a view to tracking accuracy of the data, its reliability and its degree of technical and administrative validation.

Progress

So far integrated local IT services are being set up to support, by way of priority, the following issues:

- decentralization of land registry functions, reclamation of the land registry databases, support for taxes;
- urban planning (town plans, construction register, construction permits);
- land management and defence, civil protection, road system and other infrastructural networks;
- protection of environmental resources (air, water, vegetation, etc.);
- enhancing local resources (environmental, natural, historic and landscape), to facilitate social and tourism development.

Expected / achieved results

The intervention will contribute to eliminating or reducing the digital divide between small and large Administrations, between metropolitan and marginal areas. Hence efficacy and transparency of public action will be promoted by reducing operational costs and time required to complete procedures through actions aimed at the widespread diffusion of IT systems, digitization of document processing and elimination of traditional paper media.

In addition the public services delivered using the new technologies that meet the actual needs of the users will increase, and the interventions will tend to expand access to technologically advanced services for citizens and businesses. Moreover, the Public Administration will develop a single information instrument that will complete the Integrated Regional Local Information System that has already been started, in order to ensure full knowledge, interpretation and management of the cartographic, town-planning, cultural, environmental, tourism and agrifood sectors.

SARDINIA REGION

E-GOV IN A SNAPSHOT IN THE SARDINIA REGION

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA 23.6%	Citizens Number of requests for PEC services for citizens 13.171	Municipal online services % Municipalities with at least one advanced interactive service 5.3%
Health	ASL and hospitals % ASL/AO that issue documents with digital signature 16.7%	Citizens % Citizens with NSC health card 0.0%	Online reservations % ASL/AO with online reservation service 18.2%
Education	Schools % Schools with MIB 73.7%	Students % Students with MIBs in the classroom 6.1%	Use of PEC with parents % schools that use PEC to communicate with parents 8.8%
Infomobility	Municipalities % Capital towns with LTZ and electronic gates 37,5%	Citizens % Citizens (in capital towns) where public transport e-tickets are available 70.2%	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) 12.5%
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail 91.1%	Businesses % Businesses with PEC 15.0%	SUAP % Municipalities with SUAP online (*) 1.8%

DATABASES AND INFRASTRUCTURE

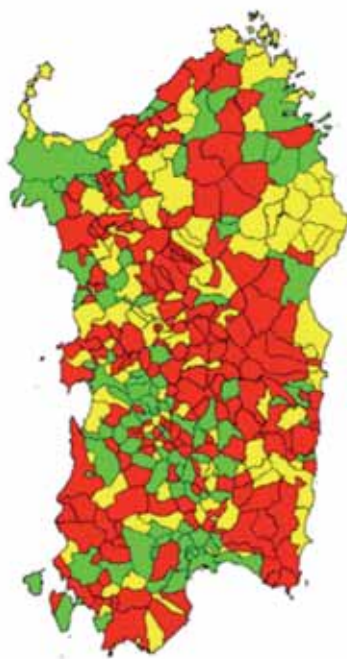
Public databases	Registry Offices % Municipalities with Registry certificates online (*) 2.0%	Land Registry % Municipalities that have joined the land registry data sharing service 84.1%	Taxes % Municipalities with tax services online (*) 1.2%
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access 77,5%	Cooperation on Applications Regional domain gateway Qualified	Broadband coverage % Population in fixed and mobile network digital divide 5.5%

(*) at least online delivery of forms

E-GOV IN THE SARDINIA REGION

RELATIONSHIP BETWEEN CITIZENS AND PA

PEC in Municipalities (available / number- Municipalities)



PEC present on the IPA

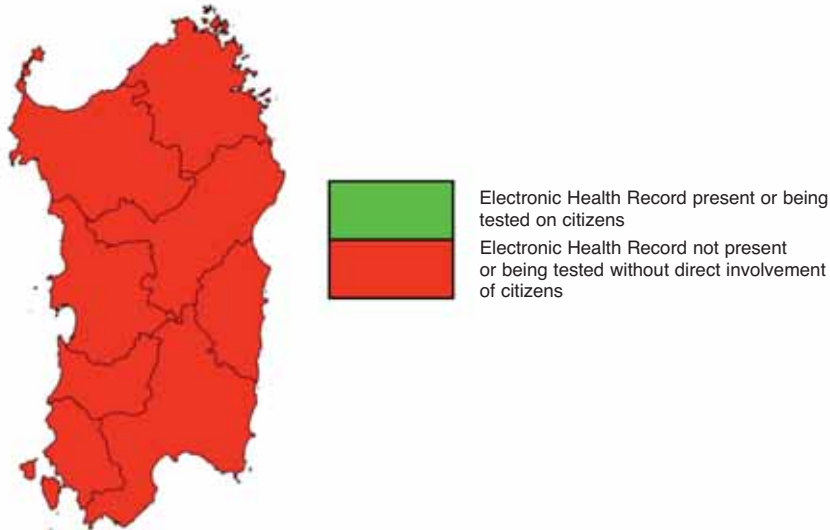
PEC not present on the IPA but present on the web site

PEC not present

Source: DigitPA (July 2010)

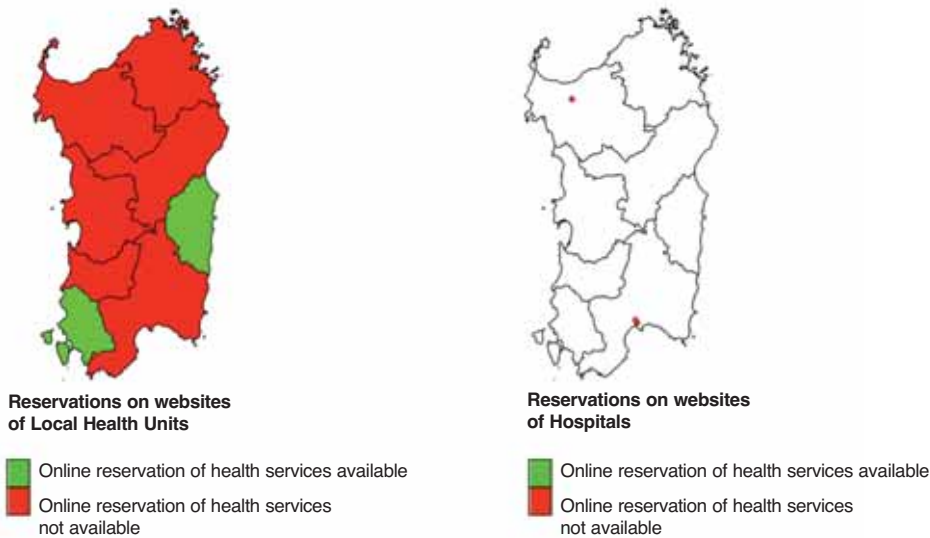
HEALTH

• Electronic Health Record (state of implementation across the Region – ASL)



Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS

• Online reservation of health services (state of implementation across the Region – ASL/AO)



Source: Osservatorio Piattaforme – Between, October 2010

SERVICES FOR BUSINESSES

- SUAP - One-stop shop for businesses online in Municipalities that are capital towns (presence and degree of interactivity of SUAP - capital towns of Provinces)



Full transaction (also online delivery of application)

Also access to databases (online database of proceedings and/or tracking of the dossier being processed)

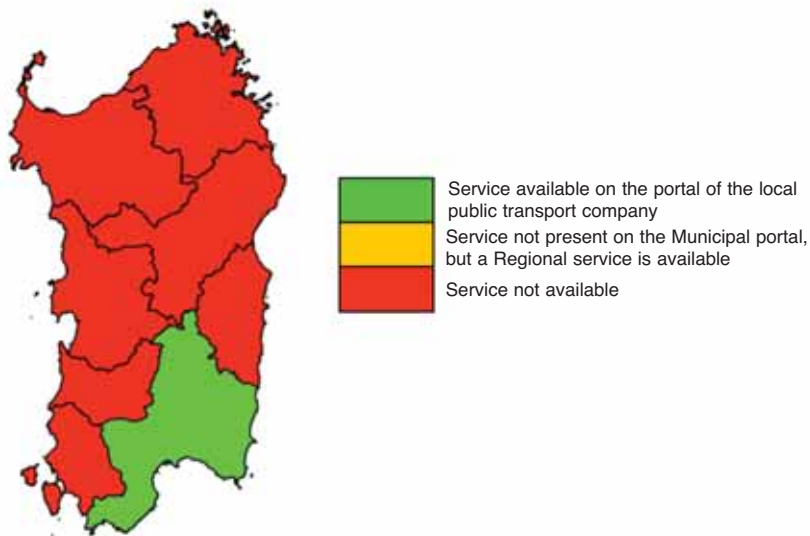
Information and downloading of forms

Service not available

Source: Osservatorio Piattaforme – Between, July 2010

INFOMOBILITY

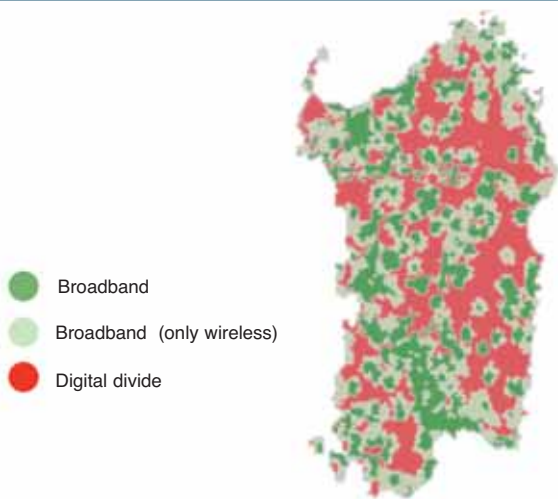
- Public transport online travel planning in Capital towns (available - capital town of Province)



Source: Osservatorio Piattaforme – Between, October 2010

FIXED AND MOBILE BROADBAND COVERAGE

Regional data (06/2010)



Source: Data processed by Ministry for Economic Development – Communications Department

THE PROJECTS

RELATIONSHIP BETWEEN CITIZENS AND PUBLIC ADMINISTRATION

COMUNAS

Description of the Project

Analysing and defining the possible establishment of a system for the exchange of information and data between local administrations, dissemination of and access to administrative deeds and delivery of advanced online services to citizens and businesses.

Hence the idea of creating COMUNAS, which is not only a “network of Municipalities” (Comuni in Italian) but also a system that the communities may use to share instruments, customs and uses; COMUNAS is also a means that the Autonomous Region of Sardinia intends to promote in the general context of an innovative process started in recent years.

This is a rapidly evolving portal that will become the instrument for supporting online e-government services for the local Public Administration promoted and achieved by the Autonomous Region of Sardinia.

It is addressed in particular to municipal administrations of all sizes, to their citizens, tax-payers and businesses that reside and operate on the island.

COMUNAS will enable all local administrations, and in particular the smaller ones, to endow themselves, in a cost-effective manner, with high standard services that can be delivered online and become integrated in a regional network of new advanced transparency, democracy and e-government services.

COMUNAS will enable citizens and business to have controlled and safe access to their data – registry, tax, local, and financial data or data related to the relationships with the local and regional administration.

TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES

ALI-CST

Description of the Project

The ALI-CST Sardegna project envisages the establishment of a network of eight Province-based Centres of Local Competence with the aim of reducing the technological gap and involving in the innovation process the small municipalities (less than 5,000 inhabitants) that were excluded from the benefits of the first phase of e-Government deployment.

It has the aim of creating an organizational-management model capable of offering local fa-

cilities that support the Bodies to effectively manage the deployment process of the Services that are extremely complex both for the high number of interlocutors and different levels involved.

Expected/achieved results

- Assist the Municipalities in their move towards strategic planning of e-Government and facilitate the switch-over and innovation process;
- Enable the growth of skills both through consultants who facilitate the transfer of IT know-how and through cooperation with bodies having the technical knowledge;
- Simplify relationships with the providers of ICT solutions and services by providing skills that are useful in the preliminary selection of proposals, negotiations of contracts and price monitoring;
- Facilitate re-use by small Municipalities of projects developed by other Bodies

Enhance the management associated with ICT functions and services and optimal sizing for achieving economies of scale.

Digital stamps

Description of the Project

On 19 November 2009 the Autonomous Region of Sardinia signed a Memorandum of Understanding (MoU) with the Ministry of the Interior to regulate the modalities for connection with the National Index of Population Registries. The agreement defines the possibility of identifying initiatives aimed at improving the functioning and use of the registry data exchange system; one of these initiatives is the experimental diffusion of a technological solution for Digital Stamps.

In the annex to the Memorandum, the Region expressed the will to promote the automatic deployment and use of the Digital Stamp on registry certificates (birth, marriage, death, etc.) across the Region in accordance with uniform standards.

The Digital Stamp is a technological solution that extends the legal validity of an IT document signed with digital signature in the case in which it were printed on paper media. To activate the Digital Stamp Service, on 30 December 2009, the Regional Administration executed with Sysdata Italia S.p.a., an agreement which envisages the use of the Licence to use Enterprise Corporate Paper e-Sign® and 2D Plus® by all the projects of the Autonomous Region of Sardinia and by all the Bodies based in Sardinia (Provinces, Municipalities, Union of Municipalities, Mountain Communities, etc.), including the Local Health Units, the first and second level schools, and consortia of businesses.

Agreements are being concluded that will allow the Universities of Cagliari and Sassari to use the licence.

Progress


- on 18 November 2009 the MoU was signed with the Ministry of the Interior;
- connection was made with the National Index of Population Registries;

- testing of the digital stamp for issuing population registry certificates;
- on 30 December 2009 the software licence for the digital stamp platform was purchased, which is valid for all the Public Bodies in Sardinia without limitations on number of stamps issued.

Methodological Notes



|A| ORIGIN OF THE SURVEY

 THE STANDING COMMITTEE for technological innovation in Regions and Local Bodies, established by Article 14 paragraph 3-bis of Leg. Decree n° 82 of 7 March 2005 (digital administration code), at its meeting of 10 December 2009 assigned to the Department for the digitization of the Public Administration and Technological Innovation (DDI) and DigitPA the task of conducting, with the contribution of the Central Administrations of the State, Regions and Local Bodies, a “Survey on the progress achieved in the creation of digital services having significant impact on citizens, business and public administration and of the respective enabling ICT infrastructure” with special focus on the following issues:

- Relationship between Citizens and PA
- Networks and infrastructural services
- Public databases
- Dematerialization
- Services for businesses, services for labour
- Infomobility
- Schools and universities
- Health
- Civil Justice and Electronic Services

Following the decision of the Committee and under the coordination of DDI and DigitPA, thematic working groups (GdL) were set up consisting of experts by subject area, representing the competent Central Administrations of the State, the Regions and the Local Bodies, with the goal of ensuring a survey across the Country of progress achieved in the creation of an information society based on the degree of development, diffusion and use of technological platforms.

In June 2010 each working group prepared and approved their executive program of activities which also defined the methodology, criteria and subject of the survey (output of the platform in terms of digitized services and processes), steps of the survey and expected results, bearing in mind that they would have to submit two annual reports (December 2010, September 2011).

In particular, the working groups have completed the following steps :

- Preliminary stage consisting in identifying a subset of objects to be surveyed: this phase included cooperation among all the groups so as to clearly identify the objects avoiding the risk of overlaps.
- Identifying the objects available for being surveyed.
- Final identification of the objects of the survey selected from those that were most significant in terms of connection with the goals of the 2012 e-Gov Plan.
- Identification of the people sharing responsibility for the functioning of the platforms to be included in the survey.
- Identifying the modality of the survey and reference to the method of the investigation, financial resources required to carry out the plan.

- Detailed phase concerning output produced with indications of the time frame for:
 - regional analyses to cover activities linked to local surveys on sectors, players and projects;
 - Mapping the processes identified by modeling a data base for subsequent processing;
 - Report on the analyses on horizontal issues.

|B| METHODOLOGICAL APPROACH TO THE SURVEY

The survey aimed mainly at identifying progress achieved in process innovation of the applications sectors considered and their degree of digitization, and not merely at quantifying the technological endowment or mere availability of a technological service.

For this purpose it was necessary to:

- identify the processes that would be most significant in representing the typical activity of that sector. The paradigmatic processes of that platform were then highlighted. For instance, regarding schools, the school-parent relationships and the teaching cycle were considered to be representative of the back-office processes (classifications, etc.) also because they directly involve the school users; in the Health sector, the cycle of healthcare delivery service (from prescription to booking a service, to the medical report and its integration into the patient's clinical documentation) appeared to be more representative than the procedure for registering with the NHS and related procedures (choice/annulment of the general practitioner, exemption from copayment, sickness certificates issued by NHS doctors) which is carried out once or in any case a few times in the lifetime of a patient and whose rationalization probably has a lesser impact.
- identify some innovation/digitization indicators of these processes in terms of:
 - minimum/basic technological endowment to digitize the process (e.g. computerized clinical record in the Health sector, computerized registration of incoming mail or PEC for administrative procedures, broadband, etc.);
 - transposition of legislation, basic organizational conditions (e.g. outsourcing of some functions), planning functions;
 - online delivery of services;
 - actual use of these services by the users;
 - Impact of innovation in terms of cost and time reduction both within the administrations and with respect to citizens.

The analysis of the platforms was not restricted to the administrations directly responsible for delivering the services (ASL/Hospitals for Health, schools for electronic teaching, etc.), but extended to all the players involved:

- upstream from the delivery of the service (typically Bodies like the Regions that have coordination, regulation and planning tasks); e.g. electronic ticketing is a service delivered by transport companies but the availability of integrated tickets in local tran-

sport, which is an enabling condition, must be provided for by higher level bodies like the Provinces and the Regions;

- downstream by analysing, albeit concisely, the technological endowment and the degree of digitization of the processes involving users and intermediaries between the latter and the PA.

For each application platform a specific survey methodology was identified which suited the characteristics of the platforms, especially regarding the type of subjects involved in the survey.

All the methodologies were coordinated and integrated so as to ensure uniform and comparable results for the different platforms. Below is a description of the methodologies used to obtain each class of indicators presented, broken down by Chapter and by paragraph.

The survey data are completed by regional factsheets listing the most significant projects which, as assessed by the Regions, contribute to implementing the applications and the services at regional level in the subject areas of the survey. Hence they represent the “essence” of the policies on e-government and information society at the local level and do not mean to replace them.

| C | SPECIFIC METHODOLOGIES USED

ISTAT Survey: ICT in the Local PA 2009¹⁹

The source data used for the Report and across the various platforms, are the results of the survey on ICT in the local administrations carried out by ISTAT in 2009 (ISTAT ICT PAL 2009); the data gathered in the ISTAT survey concern the organization, computerization of activities, technological endowments, networking, use of ICT services, the website, relationships with the users and ICT spending.

The survey of ICT in the local administrations, included in the National Statistics Programme (code IST 02082), involves the main local public administrations: The Administrations of the Regions, Autonomous Provinces, the Provinces, Mountain Communities and the Municipalities. The survey consists of a census of all the administrations except for the Municipalities which instead were sampled. The sample includes all the Capital towns of the Provinces and all those with a population greater than 20,000 inhabitants (510). For all the other Municipalities, a one stage stratified sampling design was used where the layers are identified by the intersection of the “territorial location” (at the level of the Region/Autonomous Province) and the “class of demographic size” (3 classes). The determination of the number of samples and its attribution to the layers is the outcome of a method that is an extension of Neyman’s multivariate and multidomain allocation case. The selected sample, which includes 6,358 Municipalities, was defined on the basis of some estimates of proportions and

¹⁹ Text taken from the Document “Statistics in brief – ICT in the Local Administrations in 2009” of 03 November 2010. ISTAT

on the basis of the resident population. Sample allocation gave rise to expected variation coefficients of the “population” variable lower than one percent for each domain.

In general the data requested by the questionnaire has September 2009 as time reference; however for some variables, namely the economic variables, it was necessary to request information referring to 2008 in order to get the latest available official data from the administrations involved. The survey technique used was self-filling of an electronic questionnaire on the web site of ISTAT; the administrations were mailed the code and password providing access to the website. The results obtained are based on the whole on 6,146 valid responses, namely 90.4% out of the 6,800 units selected from the initial list, and 72.5% of the universe of reference of local administrations (all Regions and Autonomous Provinces, 102 out of 104 Provinces, 83% of Mountain Communities and 71.2% of Municipal Administrations).

The data on the diffusion and interactivity of online services were obtained from the institutional websites of the administrations considered.

CHAPTER 1. RELATIONSHIP BETWEEN CITIZEN AND PUBLIC ADMINISTRATION

Certified Electronic Mail in the PA – Par. 1.2.1

The data presented derive from DigitPA's internal surveys carried out on the database of the IPA portal in December 2010 and in July 2010 regarding the PEC addresses registered by the Municipalities.

Websites of the PA – Par. 1.2.2.2

Initial evidence obtained from a pilot monitoring project carried out by the Pisa CNR ICT Institute in the June-September 2010 period and based on the analysis of the database of names registered with the .it domain are reported. The aim of the project was to gain knowledge and analyse the capability of the public administrations to activate and manage, through the web channel and Internet communication, a direct and transparent relationship with citizens and businesses by putting online information and quality services for immediate use.

The distribution of websites in such bodies as the Regions, Provinces and Municipalities was obtained by using the endogenous metrics of the names having an “.it” domain. Besides proving to be objective, this metrics makes it possible to identify the type of registered body (public body, business, individual, etc.) and gives a good geographic characterization of the phenomenon. Indeed, it is based on information that allows to differentiate the Internet users at national, regional, provincial and municipal level.

The “compliance” analysis of the web sites of the Municipal Bodies was carried out in June-September 2010. It was aimed at identifying the presence of fundamental information sections, as required by the regulations in force and the guidelines on websites for the Public Administrations published in July 2010 by the Ministry for Public Administration and Innovation (Organization chart, Public Relation Office (URP), Transparency, assessment and

merit, Administrative procedures, Calls for tenders, Selection procedures, Services available online and services for future disclosure, Legal advertising, Certified Electronic Mail PEC, and the Publiaccesso logo).

Searches were made based on key words which allowed, for each section, to classify the public administration websites into two categories:

- category 1: one of the selected key words is present in the text of the website;
- category 2: either the selected key words are not present on the web site or the structure or technology adopted to set up the website is such as not to allow to make an automatic analysis of the content (at the present state of the procedures used for the analysis).

The PostaCertificat@ for citizens - Par. 1.3.1

The data presented concern the number of PEC addresses requested and activated by the citizens as at 01/12/2010 and were provided by the concessionaire of the service.

Linea Amica (Friendly Line) - Par. 1.3.2

The data on the number of members and diffusion of the Friendly Line network are the outcome of surveys carried out by Formez PA as at 16 December 2010.

Reti Amiche (User-friendly network) and Mettiamoci la Faccia (Show your face) - Par. 1.3.3 and 1.3.4

Data on the numbers, Bodies involved and services delivered with regional details about the “Reti Amiche” and “Mettiamoci la Faccia” initiatives have been taken from the monitoring reports on the services provided by the Department for Public Administration (DFP) respectively updated as at June and November 2010.

CHAPTER 2. HEALTH

Digitization of clinical processes in health units –Par. 2.2.1²⁰

The data presented here are the outcome of the Litis survey (Levels of Technological Innovation in Health), which used the methodological support of CNR and was carried out in close cooperation with the Department for Digitization of the Public Administration and Technological Innovation of the Ministry for Public Administration and Innovation.

The development of the Litis Model has a sound experimental basis. A questionnaire was distributed to all the Local Health Units and hospitals and, as at 31/01/2010, a total of 147 questionnaires were returned of which 64 Local Health Units and 83 Hospitals, Teaching and Research Hospitals, University General Hospitals. This sample includes more than half the facilities present in Italy and is therefore reasonably significant; it offers food for thought and highlights symptomatic phenomena that confirm the perception of the experts. There are facilities of all sizes (and the sum total of the budgets of the participating facili-

²⁰ Text processed from the Document “LITIS Livelli di Innovazione Tecnologica in Sanità” of March 2010. Quaderni ForumPA

ties represents about half the health budget of the Country) and, as we shall see below, all the possible levels of diffusion of innovation are represented.

Some Regions are not sufficiently covered by the sample (for Apulia, for instance, only one ASL returned the questionnaire), while other Regions are totally silent (Basilicata, Molise, Valle d'Aosta, Marche); for these five Regions it is not possible to calculate indicators of diffusion at the Regional level. This circumstance however does not critically affect the validity of the general model and the representation of the phenomena. The individual Regions, if they deem so, will complete and update the picture of the situation for planning their action.

According to the methodology developed, the elementary data (yes/no answers, percentages, multiple choice questions, etc.) of the questionnaire were appropriately processed to obtain 145 “micro-indicators” broken down within functional macro-areas used to describe homogeneous phenomena.

The micro-indicators are expressed on a scale between 0 and 100 and constitute a numerical, flexible and at the same time coherent base for all the analyses performed, and they are used to create indicators at various levels of abstraction, through weighted averages according to specific criteria.

Diffusion data of the various components of the Platform – from Par. 2.2.1 to Par. 2.2.8

The data provided are the outcome of a census carried out by the Osservatorio Piattaforme di Between in support of the Department for Digitization of the Public Administration and Technological Innovation (DDI), in the month of October 2010 with all the officials in charge of Electronic Health for the Regions and Autonomous Provinces. During the survey each representative received a precompiled questionnaire with the public information available on the web for it to be updated and corrected. Where necessary, and in particular for further details or clarifications on some of the data, telephone calls were made.

Diffusion data on the online services of the health units – from Par. 2.2.9 to Par. 2.2.11

The data provided derive from the scouting of official websites of all the Local Health Units and Public Hospitals, University General Hospitals and public and private Teaching and Research Hospitals; the list of reference of facilities to be considered was drawn up in October 2010 – date of reference of the survey, from the official website of the Ministry of Health www.salute.gov.it. As a result of a process of merging of Local Health Units in many Regions, and in order to make a correct assessment of the diffusion of online services, it was decided to consider the new website of the Units that were being merged (if available) or the old websites of the Units present on the list. On the whole 294 health units were analysed.

Electronic sickness certificates – Par. 2.2.12

The data provided are the outcome of surveys carried out within the Department for the Digitization of the Public Administration and Technological Innovation (DDI) updated as at November 2010.

CHAPTER 3. SCHOOLS AND UNIVERSITIES

Diffusion of ICT in the schools at the local level – Par. 3.2

The data presented derive from a sample survey carried out by the Osservatorio Piattaforme of Between in June 2010 through a questionnaire administered via telephone to more than 1500 schools stratified by Level, State/Non State and by Region. The questionnaire concerned the use of ICT in school activities and in school-parent relationships.

The Innovascuola Portal – Par. 3.2.1.1

The reported data are the outcome of internal surveys by the Department for the Digitization of Public Administration and Technological Innovation (DDI) on the adhesions and access to the Portal (November 2010).

The distribution of MIBs in the schools – Par. 3.2.1.2

The reported data are the outcome of the processing of data on the distribution of MIBs of the Ministry for Education, Universities and Research, of the Department for the Digitization of Public Administration and Technological Innovation, and of CISIS. The data are updated as at the month of November 2010.

The Scuola Mia Portal – Par. 3.2.3.1

The reported data are the outcome of internal surveys by the Department for the Digitization of Public Administration and Technological Innovation (DDI) on the adhesions and access to the Portal (September 2010).

The diffusion of ICT in the universities at the local level – Par. 3.3

Progress of the projects under the ICT4University programme as at the month of September 2010 is reported. Within the framework of the programme more than 110 projects submitted by 55 out of the 67 State Universities of Italy were admitted and financed (Base of reference : list of 67 State universities and post-graduate training institutes of the Ministry for Education, Universities and Research – MIUR)

CHAPTER 4. JUSTICE

This Chapter was entirely produced by the Department for Judicial Organization, Staff and Services of the General Directorate for IT and Automation of the Ministry of Justice. The issues analysed describe the functioning and the electronic Services of the Civil Proceedings and the diffusion of their main components across the Country. Data on the diffusion of the Electronic Civil Proceedings (ECP) are updated as at December 2010.

CHAPTER 5. INFOMOBILITY

All the indicators present in the Chapter Infomobility were processed by the Osservatorio Piattaforme of Between on the basis of the following surveys:

- census of the websites of the Local Public Transport Companies and of the institutional sites of 110 Capital towns updated as at October 2010;
- analysis of national and local programmes and projects on Infomobility, Information Society, Transport and Mobility;
- analysis of documents of municipal and provincial town planning, traffic and mobility plans;
- interviews of officials in charge of regional and local mobility.

CHAPTER 6. SERVICES FOR BUSINESSES, SERVICES FOR EMPLOYMENT

SUAP on-line – Par. 6.2.1

The data derive from a census carried out by the Osservatorio Piattaforme of Between in July 2010 on the websites of 117 Municipalities that are capital towns, 107 Provinces and 21 Regions and Autonomous Provinces. In particular, a total score (0-300 points) is provided as an indicator which reflects the availability of SUAP Services online, subsidiarity and different levels of transaction.

Incentives for businesses and e-procurement services – Par. 6.2.2 and 6.2.3

The data derive from a census carried out by the Osservatorio Piattaforme of Between in December 2009 on the websites of 117 Municipalities that are capital towns, 107 Provinces and 21 Regions and Autonomous Provinces. In particular, a total score (0-300 points) is provided as an indicator which reflects the availability of Services, subsidiarity and different levels of transaction.

IT employment systems (SIL) – Par. 6.3.1

The section on IT services for employment includes data processed by the Ministry of Labour and Social Policies, on the diffusion of IT employment systems (SIL) and on the data relative to Provinces that are part of the LABOR project taken from the portal of reference of the project www.upinet.it/labor.

Mandatory reporting – Par. 6.3.2

The data on the modalities for delivering mandatory reports are the outcome of a census of the services available on the portals of the 21 Regions and Autonomous Provinces carried out by the Osservatorio Piattaforme of Between in November 2010.

Services for matching the demand for and supply of jobs – Par. 6.3.3

The data derive from a census carried out by the Osservatorio Piattaforme of Between in December 2009 on the websites of 107 Provinces and 21 Regions and Autonomous Provinces. In particular a total score (0-200 points) is provided as an indicator which reflects the availability of services online, subsidiarity and different levels of transaction.

CHAPTER 7. PUBLIC DATABASES

Connecting the Regions and Municipalities to the INA-SAIA system – Par. 7.2.4. and 7.2.5

The reported data are the outcome of internal surveys of the Ministry of the Interior and of DigitPA and refer to the August-October 2010 time period.

Level of adhesion to the land registry data exchange system – Par. 7.3.2 and 7.3.3

The data referring to the adhesion and use of data exchange services on the Municipalities' Portal as at 31/12/2009 are reported. The data derive from internal surveys of the Agency for the Territory and their base is the 7,759 Municipalities managed by the National Land Registry IT System. The data refer to 19 Regions since the Autonomous Provinces of Trento and Bolzano are endowed with an autonomous Land Registry and are not connected to the National Land Registry IT System.

CHAPTER 8. TECHNOLOGICAL ENDOWMENT, NETWORKS AND INFRASTRUCTURAL SERVICES OF THE PA

Connecting the Central and Local Public Administrations (CPA and LPA) to the National Network System and deployment of domain ports in the CPA – Par. 8.3.4.1 e Par. 8.3.4.2

The reported data are the outcome of the monitoring of the National Network System (SPC) by DigitPA.

Deployment of domain ports in the Regions. – Par. 8.4.1

The data were provided by the CISIS – ICAR plus Project.

CHAPTER 9. BROADBAND INFRASTRUCTURE COVERAGE

The data shown are the outcome of the work done by the Communications Department of the Ministry for Economic Development which defined a procedure for analysing the national Digital Divide so as to identify its size and distribution across the Country and monitor the effects of public and private actions being undertaken to remove this gap.

The calculation model used to identify and locate the “resident population” that does not have access to broadband services, analyses various levels of coverage of the service by overlapping the various fixed network and wireless technologies available for this purpose. The geographic distribution of the resident population, inferred from the ISTAT data bases, is used to calculate the quota and distribution of the population served by the various technologies and hence plan actions for implementing broadband networks.

The model uses georeferential data obtained from the last ISTAT census (data from 2001, base 8101 Municipalities, 103 Provinces) of the more than 380,000 census sections that con-

stitute Italy as a distribution base of the population across the Country. This database was juxtaposed onto the database of the distribution of antennas of the four national mobile operators that deliver third generation radio access services, and then, on the distribution of antennas of WiMax operators, and last generation radio access technology.

Specific knowledge of the network infrastructure and the use of calculation algorithms of coverage, based for instance, in the specific case of radio access, on the characterization of urban, suburban and rural zones, made it possible to analyse the territory in great detail, and come up with a classification of each of the census sections depending on type of broadband coverage (obviously to be interpreted as the most common probabilistic situation inside each section). In particular, each section was characterized by the broadband coverage by fixed network on traditional network in copper at 20 Mbit/s or 7 Mbit/s, by radio coverage using third generation technology or WiMax. Also the areas not covered were highlighted (or covered at bandwidths lower than those classifiable as “Broad” band), and all the zones for which coverage is only nominal because the service offered is actually not “broad” band owing to problems linked to distance (long line) or urban density. The detail of the analysis shows up all the zones suffering from digital divide due to lack of fixed and/or mobile network as well as all the areas that are potentially at risk of “long line” because of the distance from the closest fixed network switch.

REGIONS FACT SHEETS

E-gov in a snapshot

The data sources and periods of reference of surveys are described in the following diagram.

	PA	BENEFICIARIES	SERVICES
Relationship between Citizens and Public Administration	LPA % Municipalities with PEC on IPA Source: DigitPA, 9 July 2010	Citizens Number of requests for PEC services for citizens Source: Concessionario Service Postacertificat@, 8 October 2010	Municipal online services % Municipalities with at least one advanced interactive service Source: ISTAT - ICT LPA 2009
Health	LOCAL HEALTH UNITS % ASL/AO that issue documents with digital signature Source: Between, October 2010	Citizens % Citizens with NSC health card Source: Between, October 2010	Online reservations % ASL/AO with online reservation service Source: Between, October 2010
Education	Schools % Schools that have MIBs Source: Between, June 2010	Students % Students with MIBs in the classroom Source: Between, June 2010	Use of PEC with parents % Schools that use PEC to communicate with parents Source: Between, June 2010
Infomobility	Municipalities % Capital towns with LTZ and electronic gates Source: Between, October 2010	Citizens % Citizens (nei Com. cap.) con possibilità di biglietto elettronico del trasp. pubblico Source: Between, October 2010	Electronic payment of parking fees % Capital towns with electronic payment of parking fees (smart card) Source: Between, October 2010
Services for Businesses	Municipalities % Municipalities with electronic registration of incoming mail Source: ISTAT - ICT LPA 2009	Businesses % Businesses with PEC Source: Between, 2009	SUAP % Municipalities with SUAP online Source: ISTAT - ICT LPA 2009
DATABASES AND INFRASTRUCTURE			
Public databases	Registry Offices % Municipalities with Registry certificates online Source: ISTAT - ICT LPA 2009	Land Registry % Municipalities that have joined the land registry data sharing service Source: Agenzia del Territorio, October 2009	Taxes % Municipalities with tax services online Source: ISTAT - ICT LPA 2009
Technological endowment, networks and infrastructural services	Connectivity % Municipalities with broadband access Source: ISTAT - ICT LPA 2009	Cooperation on applications Regional Porta di dominio Source: CISIS - ICAR Plus, 2010	Broadband coverage % Population in fixed and mobile network digital divide Source: MiSE, Department for Communications, June 2010

E-Gov at the local level

The sources of land cartography representations are described in the following table:

	Indicator	Source and period of reference
RELATIONSHIP BETWEEN CITIZENS AND PA	PEC in Municipalities	Source: DigitPA, July 2010
HEALTH	Electronic Health Record	Source: Between, survey with the Regional e-health directors (October 2010) + additional information gathered through CISIS
	Online reservation of health services	Source: Osservatorio Piattaforme – Between, October 2010
SERVICES FOR BUSINESSES	SUAP - One-stop shop for businesses online in Municipalities that are capital towns	Source: Osservatorio Piattaforme – Between, July 2010
INFOMOBILITY	Public transport online travel planning public transport in Municipalities that are capital towns	Source: Osservatorio Piattaforme – Between, October 2010
BROADBAND	Fixed and mobile broadband coverage	Source: Ministry for Economic Development-Communications Department, June 2010

The Projects

The Projects were selected and drawn up by the Regions.

Glossary



GLOSSARY

Broadband	<p>The term broadband is used to refer to technologies having transmission speeds of 2 or more Mb/s, at least in one of the two directions (download/upload) of digitized information contents. Broadband is used in terms of access technology (xDSL, fibre optic, satellite, wireless-LAN, UMTS, cable TV and digital TV broadcasting), of transmission speed (measured in kbps or mbps), which is different depending on the service requested also within the same type of technology (e.g. current ADSL offers), and in terms of contents provided (trailers of high definition films, cartoons, 3-D video-games, video on demand, Internet radio, video conferences, etc.)</p>
Electronic Identity Card (EIC)	<p>The Electronic Identity Card (EIC) is a means of personal identification and authentication for accessing web services of the PA as envisaged in the Digital Administration Code. The document was tested starting in 2000 with a project which was the result of an initiative of the Ministry of the Interior in cooperation with 156 Municipalities. Once the testing phase is completed the EIC will be available to all citizens. The technical rules of the new personal recognition document are indicated in the Interministerial Decree of 8 November 2007. The electronic identity document contains all the identification data and official information regarding the individual and will function also as a Services card. Stored on a microchip and optic band, the Card contains personal data (tax code, residence and citizenship), numerical code of the Municipality that issued it, the date on which it was issued and the expiry date, besides the signature of the holder, photograph and indication of the card not being valid for going abroad, if that is the case. The document may also contain the administrative data of the National Health Service and all the digital signature information.</p>
National Services Card (NSC)	<p>This is a smart card which enables the holder to have access to the PA's online services anywhere in the Country.</p>

Regional Services Card (RSC)	<p>This is an innovative and strictly personal Card, valid as health card, European health insurance card, and tax code. These functions are available immediately without the need to request their activation and the issuing of the PIN. The RSC is to be produced for all the operations of the Regional Health Service and for going abroad. Once the RSC has been activated and the user has received the PIN, thanks to a technology which ensures safe identification on the Internet, the RSC makes it possible to have access to the digital services offered by the Regional Public Administration also via the Internet. In particular, the card can be used for the services issued by local Bodies of various types, but mainly health services and schools. Furthermore, it can be used to: ask for certifications and medical services, safe payment of public services, access medical reports, retrieve one's personal health history with a view to continuity of care, choosing/revoking one's GP and much more.</p>
Expert Witness (CTU)	<p>The CTU plays the role of Assistant of the Judge within the scope of competencies defined by the Code of Civil Procedure. He answers the queries of the Judge during the session when he is given the assignment and he reports on the results of his work.</p>
Single Booking Centre for health services(CUP)	<p>The CUP enables citizens to book a wide range of health services and specialized examinations by making a simple telephone call from a fixed line to the dedicated toll free number. The aim of the CUP is to manage the delivery of health services to citizens with certainty as to appointments in compliance with the clinical problems of the patient.</p>
Statement of beginning of home restructuring works (DIA)	<p>This is an administrative requirement under which anyone wishing to do works inside a building without changing the original plans must submit a report (signed by a certified professional) to the administration with competence on building activities. Through this tool the technical offices of the Municipalities can supervise the building activities going on in their area of jurisdiction.</p>
Electronic Patient Record (EPR)	<p>Management of local clinical documentation – this is an electronic clinical report of individual patients who give approval for access by one or more users who are capable of asses-</p>

	<p>sing the information simultaneously and irrespective of their physical location.</p>
e-Procurement	<p>The term e-procurement indicates the set of technologies, procedures, operations and organizational modalities that allow the acquisition of goods and services online between business (Business-to-Business B2B trade), between businesses and consumers (B2C) and between Businesses and Public Institutions (Business to Government - B2G), thanks to the possibilities offered by the development of the Internet and electronic trade.</p>
Digital signature	<p>This is a special type of electronic signature which is qualified on the basis of a pair-based asymmetrical key system (certified under D.P.R. n° 445/2000), a public and a private key, which enable the holder (through the private key) and the recipient (through the public key) to disclose and check the origin and integrity of an electronic document or of a set of electronic documents.</p>
Geographical Information System (GIS)	<p>This is the computerized geographic IT system that enables the capture, storage, analysis, visualization and retrieval of geo-referenced information and data.</p>
Index of the Public Administration and of homogeneous organizational areas (IPA)	<p>Established with Decree of the President of the Council of Ministers of 31 October 2000, laying down technical rules for the IT protocol in the Public Administration, the PA Index (or IPA) describes the organizational structure of each accredited administration with the hierarchical structure of their units or offices. Each unit is matched with its active Certified E-mail addresses (PEC) and with any applications services available online. Therefore the IPA constitutes a point of reference for identifying and accessing the organizational facilities and electronic services offered by the Central and Local Public Administration. In addition, the IPA contains all the information for exchanging e-mail messages through the institutional addresses associated with the IT protocol systems. In order to publish information on the IPA, the Central and Local Public Administrations must be accredited following the procedure described in the accreditation section on the website.</p>

Multimedia interactive boards (MIB)	<p>This is an electronic device of the size of a traditional schoolroom blackboard that you can write and draw on using virtual 'chalk'. Linked to a personal computer it reproduces the screen and by maintaining the classical teaching paradigm centred on the board, it offers multimedia options. It provides access to the Internet and the possibility of using teaching software with a shared system. On the basis of the technology used to interact with the computer, there are currently six types of multimedia interactive boards: electromagnetic, analog-resistive, infra-red based optical boards, laser, ultrasound and boards based on image recognition techniques. Depending on the technology used, there are ad hoc "chalks" or the user can interact with the computer by touching the board with any object or simply with one's fingers.</p>
Electronic Market of the PA (MePA)	<p>This is a digital market for the PA where the registered administrations can search, compare and purchase the good and services (for values below the EU threshold) offered by eligible suppliers through their catalogues uploaded into the system. CONSIP defines the types of goods and services and the general terms and conditions in ad hoc Calls, it manages the eligibility procedure and registration of suppliers and Public Administrations.</p>
Polis WEB	<p>This is an intranet/internet site that enables personalized electronic cooperation between Judicial Offices and Lawyers; authorized lawyers have access to the data on the civil cases updated the day before.</p>
Electronic Civil Trial (ECP)	<p>This infrastructure, which consists of a set of IT applications and technological infrastructure accessible via the web, enables lawyers to access the dossier held by the clerk of the Court electronically, submit briefs and documents without having to go to the Court offices, notify the deeds to the parties, and access the databases of the various judicial offices to read the Court decisions and Rulings. Deeds can be deposited both for obtaining information about the progress of a case and for retrieving the electronic file. The electronic submission of IT documents has legal value, they bear electronic signatures and are forwarded via a point of access and central manager on safe channels (authenticated and encrypted); the deeds, accepted by the clerk of the Court, are filed</p>

	<p>away and preserved in the IT file; they are in PDF format and are accompanied by structured data (in XML format) that automatically feed data into the registers of the clerk of the Court. This is available only for Civil Court cases (under D.P.R. n° 123/2001).</p>
Civil Justice System (SICI)	<p>The IT system of the Civil Justice system which enables external users to interact with the system subject to strong authentication (smart card) at a point of access authorized by the Ministry of Justice; the points of access are all connected to the central manager via a single access port to the system.</p>
The IT Labour and Cognition System (SICID)	<p>This system enables the clerks of the Court to manage the registers of the office for contentious, labour or voluntary/probate jurisdiction, and judicial offices to send notifications to the lawyers and technical experts through certified electronic mail.</p>
IT System for financial, real estate, and bankruptcy enforcement orders (SIECIC)	<p>This system enables the clerks of the Court to manage enforcement orders (financial, real-estate enforcements, bankruptcies) and judicial offices to send notifications to the lawyers and technical experts through certified electronic mail.</p>
IT Employment System (SIL)	<p>This is a set of organization facilities and IT resources connected in a network and operative with the Central Administrations, the Regions, the Provinces and the Local Bodies with the aim of gathering, processing and diffusing data on job finding and active employment policies. Its tasks, defined in Article 11 of Leg. Decree 469/97, are to: facilitate the meeting of the supply and demand for jobs across the country, monitor the labour market so as to prevent cases of social exclusion and, finally, deliver job guidance services. The system is intended to support, on the one hand, the Job Centres and on the other the workers, operators and businesses; in addition it facilitates the decision-making activities of the Ministry of Labour and Social Policies whose task is to give impulse and coordinate the system. With Act n° 30 of 2003, the SIL was replaced by the National Labour Exchange Service, a new internet service designed to stimulate the matching of supply and demand, and addressed to citizens, businesses,</p>

	public and private intermediaries and freely accessible from any point of the network.
System for Cooperation on applications (SPCoop)	This system constitutes the enabling infrastructure for applications communications between Public Bodies and is aimed at enabling interaction between the IT systems of the PA to ensure integration of the metadata of the information and of administrative proceedings in compliance with the principles of data and procedure control, full autonomy of internal choices and integration according to consolidated standards.
One stop shop for businesses (SUAP)	This is a service for businesses that simplifies administrative procedures by having them fulfilled in a single office hence saving time. The new portal dedicated to the SUAP provides information on the services provided by the One-stop shop, on the types of administrative authorization procedures, the time required to issue the deeds and the duties to be fulfilled in order to start and manage a business.
Public Connectivity System (SPC)	The Public Connectivity System (SPC) is defined as “the set of technological infrastructure and technical rules for the development, sharing, integration and diffusion of the body of information and data of the Public Administration required to ensure basic and advanced interoperability and cooperation on applications of IT systems and of information flows, ensuring safety, confidentiality of the information as well as protection and autonomy of the body of information belonging to each Public Administration”. The purposes of the system, as indicated in Article 77 of the CAD, are to: provide a set of network services shared by the interconnected PA, gradable so that different needs can be met; ensure interaction with the Central and Local PA with all the other bodies connected to the Internet, as well as with the networks of other bodies, promoting the delivery of quality services for citizens and businesses; provide a shared interchange infrastructure allowing interoperability among all currently available PA networks; provide network and cooperation services to the Public Administrations that apply for them, so as to enable interconnection of their branch offices and hence create an internal communication infrastructure; implement a model of multisupplier delivery of services that is consistent with the current market situation and the sizes of the project itself;

**Voice Over
Internet Protocol
or Voice through
the Internet
Protocol (VoIP)**

Guarantee the development of IT systems within the Public Network (SPC) protecting the safety of the data, confidentiality of information in compliance with the autonomy of the body information of the individual administrations and with the existing provisions on the protection of personal data.

VoIP is a technology that converts voice signals into a digital signal hence enabling users to make and receive telephone calls via the Internet instead of the Public Switched Telephone Network. With this technology calls can be made to any part of the world without geographic differences at very low cost via a broadband internet connection (ADSL or HDSL) and with at least 32 kbps of guaranteed band.

