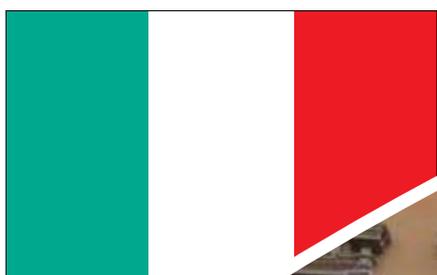


September 2006

# eGovernment in Italy



eGovernment  
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eGovernment

- Country Profile
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### Disclaimer:

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

## Country Profile

### Basic Data and Indicators

#### Basic data.....

**Population (1.000):** 58.462,4 inhabitants (2005)

**GDP at market prices:** 1.417.241,4 million Euros (2005)

**GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100):** 102,6 (2005)

**GDP growth rate:** -0,0% (2005)

**Inflation rate:** 2,2% (2005)

**Unemployment rate:** 7,7% (2005)

**Government debt/GDP:** 106,4% (2005)

**Public balance (government deficit or surplus/GDP):** -4,1% (2005)

*Source:* [Numerical data provided by Eurostat](#)

**Area:** 301.263 km<sup>2</sup>

**Capital city:** Rome

**EU Official Languages:** Italian

**Currency:** Euro

*Source:* [Europa website](#)

#### Political Structure.....

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

Legislative power is held by a bicameral [Parliament](#) made up of a [Chamber of Deputies](#) (630 elected members) and a [Senate](#) (315 elected members). The members of the two Chambers are elected for a period of five years. Deputies are elected by universal and direct suffrage, and eligible are voters who have reached the age of twenty-five on election day. Senators are elected universally and directly by voters

older than twenty-five, and only voters older than forty years are eligible.

The Head of State is the [President of the Republic](#), elected by Parliament (joint session) and by 3 delegates from each of the 20 regions for a seven-year term. The President has a limited but highly symbolic role. He has power to block laws if he feels they are not fully financed or constitutional and can dissolve parliament in times of crisis. Executive power is exercised by the [Government](#), consisting in the Prime Minister (referred to in Italy as the President of the Council of Ministers) and the Ministers jointly constituting the Council of Ministers. The President

appoints the Prime Minister and, on his advice, the Ministers. The Government has to enjoy the confidence of both chambers and is answerable to Parliament. The Prime Minister conducts and is responsible for the general policy of the government. He ensures the unity of general political and administrative policies, promoting and coordinating the activities of the Ministers.

Italy is made up of 20 regions, five of which are governed according to a special autonomous statute; it includes 103 provinces and 8,101 municipalities. The regions have legislative power together with the state in matters of concurrent legislation, except for fundamental principles that are reserved to state law. The regions have exclusive legislative power with respect to any matters not expressly reserved to state law. Municipalities and provinces have regulatory power with respect to the organisation and fulfilment of the functions assigned to them.

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

The [Constitution of the Italian Republic](#) was adopted on 22 December 1947 and entered into force on 1 January 1948. It has been amended 13 times since then.

Italy was a founding member of the European Economic Community in 1957.

**Current Head of State:** President Giorgio Napolitano (since 10 May 2006)

**Current Head of Government:** Prime Minister Romano Prodi (since 17 May 2006)

## Information Society indicators.....

**Percentage of households with Internet access:** 39% (2005)

**Percentage of enterprises with Internet access:** 87% (2004)

**Percentage of individuals using the Internet at least once a week:** 28% (2005)

**Percentage of households with a broadband connection:** 13% (2005)

**Percentage of enterprises with a broadband connection:** 57% (2005)

**Percentage of individuals having purchased/ordered online in the last three months:** 4% (2005)

**Percentage of enterprises having received orders online within the previous year:** 3% (2005)

**Percentage of individuals using the Internet for interacting with public authorities:** obtaining information 13,0%, downloading forms 9,1%, returning filled forms 3,6% (2005)

**Percentage of enterprises using the Internet for interacting with public authorities:** obtaining information 66%, downloading forms 64%, returning filled forms 29% (2005)

Source: [Eurostat](#)

# eGovernment History

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

For the latest developments, see: [eGovernment News - Italy](#)



### July 2006.....

M. Luigi Nicolais, the **new Minister for Reform and Innovation in Public Administration** presents to the Senate the [strategic action lines](#) that the Italian Government intends to promote in the Ministry's area of action.

### June 2006.....

**Consip S.p.A**, the public company owned by Italy's Ministry of the Economy and Finance that provides project management and IT consulting (mainly sovereign IT solutions and e-procurement tools) to government administrations is short listed for the 2006 IDG Computerworld Honors Awards in the Government and non-profit category, for its **Point RGS project**. The Point RGS project is an electronic 'dashboard' that monitors public finance indicators. Consip S.p.A is the only European company competing for the prize.

### May 2006.....

Three Italian regions (Marche, Emilia-Romagna and Friuli-Venezia Giulia) join up to the Ministry of Employment and Social Affairs' scheme for a [national internet labour exchange](#) ([Borsa Continua Nazionale](#)

[del Lavoro](#)), which was first launched on 13 October 2004. Citizens from those regions will thus be able to look for work more easily on-line

### March-April 2006.....

The CNIPA (Italian Centre for the use of new technologies in Public Administration) forms a new study group to examine the potential of **Radio Frequency Identification Devices (RFID)** for use in public administrations. RFID falls within the wider field of AIDC (Automatic Identification and Data Capture) technologies which include biometrics, smart cards and bar codes. Although not currently used in public administration, it has several potential applications, including enhanced document management, tracking of cultural heritage goods, food traceability, etc.

### March 2006.....

- ▶ The CNIPA invites local and regional bodies to submit projects for 'recycling' the solutions outlined in its [catalogue of eGovernment solutions](#), with a budget of €60 million to co-finance successful candidates. This catalogue offers on-line details of 264 schemes developed by 84 different projects, within the first phase of Italy's national eGovernment plan. They cover a range of areas including services, technical infrastructure and organisation.
- ▶ The Minister for Innovation and Technologies, Lucio Stanca, calls on public authorities in the country to give an extra push towards acceptance of on-line payment for public services in order to meet the deadline of June 2007 set by the national [Digital Administration Code](#) (**Codice dell'amministrazione digitale**).

## February 2006.....

The Italian Minister for Innovation and Technology announces [plans for the completion of 'digital reform'](#). The government's action plan focuses on eight key priorities, including **six major 'digital programmes'** in the following key areas: Schools, Healthcare, Justice and Security, Infomobility and Logisitcs, Tourism, Culture.

## January 2006.....

- ▶ The [Digital Administration Code](#) (Codice dell'amministrazione digitale) comes into force on 1 January.
- ▶ A new decree-law allowing for the [electronic counting of ballot papers](#) at polling stations in five selected regions in the forthcoming Italian general election on 9 April 2006 enters into force (25 January). The papers are scanned electronically at polling stations and relayed back to the Ministry of the Interior in Rome. Checks, controls and any eventual recounts will then be performed by computer far more quickly and, in theory, more efficiently than by hand.
- ▶ The province of Parma launches a new eParticipation project – the [Pa.i.S \(Partecipa il Sociale\) plan](#) – aimed at bringing the region's public institutions closer to the daily lives of its citizens. This project, targeting young people, covers the reinforcement of the 'Sociale.Parma' web portal, and includes a Provincial Observatory of Social Policy as well as a Laboratory of Participative Democracy. The latter is charged with carrying out participative democracy experiments using both traditional and electronic tools. Pa.i.S is co-financed by the Ministry for Innovation and Technology (MIT) and the National Centre for Informatics in Public Administration (CNIPA), as part of the 'eDemocracy in the regions and local agencies' action plan.

## December 2005.....

The provincial authority of Bolzano, in the north of Italy, agrees a €3.2 million [framework programme](#)

aimed at making information and communication technology available to the **entire population**. The plan sets out to overcome the 'digital divide' that puts people without computer skills at a disadvantage in society.

## November 2005.....

New [Guidelines for Digitalisation of Public Administration](#) are adopted. They set eGovernment operational priorities for 2006, together with the criteria and actions that every public administration shall implement so as to concretely achieve the principles enshrined in the Digital Administration Code adopted on 7 March of the same year.

## October 2005.....

- ▶ **US Department of Homeland Security (DHS)** announces that Italy and France have failed to meet the requirement to produce passports with digital photographs. Italian and French nationals holding a non-electronic passport issued as of 26/10/2005 will thus have to obtain a visa prior to travelling to the United States.
- ▶ Launch of the [Software Re-use Portal](#), providing a wealth of useful information and resources for the re-use of software developed by or for the public sector. Among other things, the portal provides guidelines for the re-use of software, methodological tools, a [catalogue](#) of re-usable applications developed by central government, tips for carrying out feasibility studies of software re-use, and a template for drafting re-use contracts.
- ▶ The Ministers for Innovation and Technologies and for Public Administration issue a 'directive' (ministerial order) on the [quality of online services and the measurement of users' satisfaction](#). The aim of the directive is to provide useful information for increasing the quality of e-services on offer, based on a better understanding of customers' needs and requirements.

### July 2005.....

The National Centre for IT in Public Administration (CNIPA) and the State General Accounting Department sign an agreement for the development and implementation of advanced **IT solutions for accounting** throughout government departments. Under the agreement, over 40% of the total central government spend will be managed in a full electronic manner.

### March 2005.....

- ▶ Adoption of the Legislative Decree on the [‘Digital Administration Code’](#). The Code aims at providing a clear legal framework for the development of e-government and for the emergence of an efficient and user-friendly public administration. It contains a number of rules, obligations, recommendations and targets to promote the use of ICT in the public sector. It aims at contributing to removing obstacles to further e-government development, such as “cultural difficulties” and “obsolete norms”. The Code will enter into force on 01 January 2006.
- ▶ The Italian business portal [Impresa.gov.it](#) is officially launched. It aims to become the single point of access to all e-government services for companies and entrepreneurs. With only a few clicks users can gain access to all information and services provided online by central government, regions, provinces, and municipalities with more than 25.000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities, and chambers of commerce. The portal is launched after a long pilot phase, during which interactive services were only available to registered users from six provinces.
- ▶ The [‘Cultural Internet’ portal](#) is launched with the aim of providing users with access to the catalogues of 2.300 Italian libraries.
- ▶ The Law n.43/2005 is adopted. It provides for the demise of paper ID documents and their replacement by **electronic ID cards** by the end of 2005. As of 1 January 2006 all new ID documents issued in Italy will be electronic. There should be 55 million e-ID cardholders by the end of 2008. The

goal is to provide the card to every Italian citizen older than 15 years old between 2005 and 2009 in about 5 years.

### January 2005.....

- ▶ Launch of the Italian **electronic health card**. Together with ePrescriptions, the e-health card is a key element of the Italian national eHealth programme, which aims at controlling the public health expenses while improving communication between health professionals and delivering better services to patients. The card, which contains a magnetic stripe but no chip, also features the European e-health insurance card information on the back.
- ▶ [Guidelines for the digitalisation of Public Administration](#) are adopted. They set operational priorities for 2005.

### December 2004.....

An agreement signed between the National Centre for IT in Public Administration (CNIPA) and public TV company RAI paves the way for the development a **digital TV eGovernment portal**. The ‘Italia Utile’ (‘Useful Italy’) DTV portal will make the public information and services offered through the web-based eGovernment portal ‘Italia.gov.it’ available via terrestrial digital TV.

### October 2004.....

The Italian Government publishes [biometric guidelines](#) aimed at providing public sector bodies with useful information regarding the integration of biometric technologies in eGovernment projects.

### May 2004.....

The Italian Government approves plans for the creation of a **‘Public Connectivity System’**, a key networking and communication infrastructure designed to enable digital communications and interoperability

across the whole public sector. The new system will replace the current Unitary Network of the Public Administration (RUPA), a broadband network interconnecting public administration bodies across the country, and will provide increased functionalities as well as superior quality and security standards.

#### April 2004.....

The Ministerial Committee for the Information Society approves a strategic **plan on the reform of central administration's back-office operations**. The strategic plan represents an investment of EUR 20 million and is expected to contribute to achieving annual savings of EUR 750 million in the operating expenses of the central administration. These expected savings would be achieved through rationalisation and management optimisation of back-office processes, a better use of information and communication technologies (ICT), the generalisation of electronic payments and the centralisation of staff and competence management.

#### March 2004.....

A decree is adopted by the Council of Ministers. This text gives registered electronic mail the same legal status as recorded delivery letters. The decree is designed to boost the use of electronic mail in public administrations.

#### February 2004.....

The Council of Ministers adopts a decree on the introduction of the **National Services Card (CNS)**, a smart card for accessing e-government services. When inserted in a special reader, the CNS card will identify its holder online and allow interaction with public authorities. The CNS is meant to enable people that do not – or not yet – own an electronic ID card to securely use e-public services. Contrarily to the e-ID card, the CNS will not constitute a 'proof of identity' and will thus not be a legal identity document.

#### January 2004.....

- ▶ The directive on "Administrative Transparency and the Management of Document Flows", better known as the [IT Protocol](#), comes into force on 1 January. The Protocol aims at guiding the Italian public sector in its transition to the digital age, eliminating the traditional paperwork environment and generating savings as well as administrative transparency. From now on, management and storage of all government documents should be handled electronically. Forms submitted to government offices will also be transformed into digital documents, thus enabling internal distribution and handling in electronic format. Moreover, in accordance with the national eGovernment strategy, the protocol will ensure the use of electronic signatures in document exchange between government offices.
- ▶ The Italian Government and the National Association of Italian Municipalities (ANCI) create a **Commission for Technological Innovation**, a new body in charge of promoting and coordinating local eGovernment development in the country.

#### December 2003.....

- ▶ The Italian Parliament unanimously approves a law aimed at facilitating access to information and communication technologies (ICT) for people with disabilities. Among other things, the new legislation will mandate all Italian government agencies to make their websites fully accessible to disabled people.
- ▶ [Guidelines for the digitalisation of Public Administration](#) are adopted. They set operational priorities for 2004.

#### November 2003.....

- ▶ The Minister for Innovation and Technologies announces that all communications within and between Italian public administrations will be carried out exclusively electronically by 2006. This innovative policy will be made official by a future directive aiming at increasing the efficiency and

speed of internal communications by switching to paperless communication and information management.

- ▶ The unified conference of State, Regions, Cities and autonomous local entities approves the launch of the [second phase of the Italian local and regional eGovernment programme](#). The objective of this second phase is a wide-ranging restructuring of the public sector, based on radical innovation in processes, services and management, and leading to huge benefits in terms of efficiency and cost savings. This second phase represents a joint commitment of all layers of Government: State, Regions, Provinces, and Municipalities. It will receive a total of EUR 209,5m allocated by central government, to be complemented with local and EU funds.

### October 2003.....

Adoption of a ministerial order ('directive') that sets the rules and criteria for the [development, acquisition and re-use of software by public sector bodies](#), and that officially invites them to consider open source software alternatives to proprietary solutions. This order is based on the work and recommendations of the Experts Commission on Open Source Software, which was created in October 2002 and delivered its report in June 2003.

### July 2003.....

- ▶ The Italian Government, together with the European Commission, hosts the [Second European Ministerial eGovernment Conference](#) in Como (07-08 July).
- ▶ The Ministerial Committee for the Information Society endorses plans for delivering **eServices through digital TV** (29 July). These include the launch of a 10 million euro pilot project for the provision of central and local e-government services through digital terrestrial television.
- ▶ The Authority for Information Technology in the Public Administration (AIPA) is replaced by a new structure: the [National Centre for IT in Public](#)

[Administration \(CNIPA\)](#). The new body is responsible for the implementation of the e-government plans devised by the Minister for Innovation and Technologies. It also absorbs the Technical Centre for the State Network, which is suppressed. ment, to be complemented with local and EU funds.

### June 2003.....

Publication of the [report of the Experts Commission on the use of Open Source Software in Public Administrations](#). The report recommends increasing the use of open source software in public administration, but to always base the adoption of such software on a thorough cost/benefits analysis.

### May 2003.....

The Italian Government signs an agreement with nine smart card providers to adopt a new unique standard ensuring interoperability of cards distributed across the whole Italian territory. This move is designed to give a push to the diffusion of the electronic ID card and to increase the take-up of eGovernment services.

### April 2003.....

Publication of the paper '[eGovernment for an efficient federalism](#)', which sets a "joint vision" for the development of eGovernment and the cooperation between national government, the regions and local authorities.

### March 2003.....

The Ministerial Committee for the Information Society approves **10 new priority innovation projects to take Italy online**, for a total of 161 million euros. Most of these projects are e-government related: creation of an international broadband network to connect Italy with its missions abroad, creation of a business services portal, measures to encourage wider use of interactive e-government services by citizens and businesses, etc.

## January 2003.....

The Cabinet approves the Presidential Decree establishing a **Regulation for the implementation and coordination of electronic signatures**. This Regulation completes the legislative framework for the use of e-signatures in Italy.

## December 2002.....

- ▶ The Government adopts a directive on "Administrative Transparency and the Management of Document Flows", better known as the [IT Protocol](#), and which objective is to foster the widespread use of electronic documents and the online provision of services to citizens and businesses. All central government bodies are required to adopt and implement the protocol by 1 January 2004.
- ▶ A new directive on the [Guidelines for the digitalisation of Public Administration](#) is adopted. It sets operational priorities for 2003.

## November 2002.....

The Government appoints an **Experts Commission on the use of Open Source Software in Public Administrations** to assess the potential role of open source in the development of e-government.

## October 2002.....

- ▶ **A National Technical Committee for ICT Security in the Public Administration** is established. Composed of e-security experts, this Committee is charged with elaborating a national e-security strategy and action plan.
- ▶ **138 Regional and Local eGovernment projects** representing over 360 million euros investment are selected to receive funding from central government (up to 50 percent of the envisaged expenditure per project) to the value of 120 million euros. A further 130 million euros will be allocated in early 2003 for projects representing 390 million euro investment.

## June 2002.....

- ▶ Launch of the National e-Government Portal for Citizens [Italia.gov.it](#).
- ▶ The '[Government Guidelines for the Development of the Information Society](#)' are published. These guidelines establish the Government's commitment to modernise the country through the widespread use of information and communication technologies in both the public and private sectors and to boost its competitiveness by accelerating the spread of the online economy and developing a model of information society that improves the quality of life for all.

## April 2002.....

The Italian Government organises in Palermo, together with the United Nations, an international conference on [eGovernment for development](#) (10-11 April), aiming at promoting technological cooperation based on the design and implementation of e-government projects in developing countries

## March 2002.....

The Minister for Innovation and Technologies and the Presidents of all 19 Regional plus 2 Autonomous Provincial Authorities agree to jointly establish a network of [Regional Competence Centres for eGovernment and the Information Society](#).

## February 2002.....

The [Ministerial Committee for the Information Society](#) approves the Guidelines for the digitisation of Public Administration and endorses [10 strategic eGovernment objectives](#) to be met by the end of the legislature (2006): online provision of all essential public services, distribution of 30 million electronic ID cards, eProcurement of 50% of goods and services purchased, development of e-learning, etc.

December 2001.....

The Minister for Innovation and Technologies publishes the [Guidelines for the digitalisation of Public Administration](#), setting priorities for the year 2002, and starts a 'Tour in the Regions' to evaluate and discuss progress on e-government across the country.

July 2001.....

- ▶ Italy hosts the G8 Summit in Genoa, where an Action Plan to reduce the global digital divide is agreed. The Plan encourages the development of an initiative to use eGovernment as an instrument to reinforce democracy and the rule of law in developing countries. Italy announces the launch of the '[eGovernment for Development](#)' initiative, designed to help implementing e-government projects in developing or transition countries.
- ▶ The new Italian Government appoints a **Minister for Innovation and Technologies**, providing political leadership and holding responsibility for the country's ePolicies. The Minister heads a Department for Innovation and Technologies that forms part of the Presidency of the Council of Ministers.

March 2001.....

The Italian Government organises in Naples, together with the OECD, a **Global Forum on eGovernment** (15-17 March), the higher-profile international event on eGovernment to that date. The first Italian [electronic ID cards](#) are presented during the meeting.

January 2001.....

The Council of Ministers approves a plan to use 800 billion lira (EUR 410 million) coming from the sale of UMTS licenses (third generation of mobile telephony) for funding the eGovernment Action Plan.

2000 and before.....

- ▶ On 26 June 2000, Italian Government approves an [Action Plan for the Information Society](#), identifying e-government as a priority area for action. Two weeks later, the Government adopts an [eGovernment Action Plan 2000 - 2002](#). Funded with 400 million euros, this plan sets the details of the e-government actions planned for reaching the objectives of the Action Plan for the Information Society. Key priorities include the connection for all public bodies to the public sector network, the development of an electronic ID card and the use of electronic signatures.
- ▶ In the beginning of year 1999, the Government establishes a **new organisational structure for the Information Society**, composed of three bodies reporting directly to the Prime Minister (a Committee of Ministers for the Information Society; the Information Society Forum; an Inter-Departmental Study and Working Group). The new structure is tasked with drawing up a new Action Plan for the development of the Information Society, and it is supported by a permanent task-force in the Office of the Prime Minister. Later that year, a [Coordination Centre for Territorial Authorities](#) is set up in Turin.
- ▶ The year 1997 marks the launch of a wide-ranging administrative reform (the so-called '**Bassanini reform**'), aimed at, among other things, recasting the role of the state and decentralising numerous powers to regional, provincial and municipal administrations. A **Technical Centre for the State Network RUPA**, charged with providing public administrations with networking services and support, is created in May. In June, the Information Society Forum presents the document '**Promotion of Information Society Development in Italy: a reference scheme**', which notably identifies the use of ICT in public services as a key priority.
- ▶ The **Information Society Forum**, composed of representatives from several ministries, is established on September 1996. Its objective is to promote initiatives for the development of the Information Society and to support the creation of a favourable regulatory framework.

- ▶ In 1995 is published Italy's first Information Society policy paper – '**A Government Agenda for the Development of the Information Society**' – which follows the guidelines and principles agreed at international level, within both the European Union and the G7.
- ▶ The **Authority for Information Technology in the Public Administration (AIPA)** was created in 1993.

## eGovernment Strategy

### Main strategic objectives and principles

#### Strategic Reference Model.....

The model that the Italian Government intends to implement consists of reforming public administration in such way to make it more responsive to the needs of users (individual citizens or businesses), to provide modern services and to create "public" value while ensuring ease of access and interaction.

Ensuring the efficiency and transparency of government operations and information is above all a key factor for innovation and competitiveness in Italy. The creation of this model of e-government is based on modern "enabling" infrastructures that ensure the efficient and secure provision of a number of basic functions.

The increased development of the e-government system will also become a powerful tool for stimulating citizens' involvement and participation in decision-making, evolving towards innovative models of e-democracy.

Such progress can only be made by coordinating all of its elements: laws, financing, organisation, procedural issues and above all human resources, which are the key factor in all major transformations.

Within this model, e-government is a fundamental innovative step, one that is part of the far-reaching transformation that all public agencies are undergoing in order to serve citizens and businesses as "customers" to be treated with the greatest possible care. The concept of "customer" does not mean that government departments will become profit-seeking bodies, but more simply that their objective becomes one to deliver online services that comply with the service user's requirements. Satisfying service users is a key instrument for assessing service quality. It be outlined that "customer"-citizens must also include Italian citizens residing abroad, and in such case modern technology plays an essential role.

To implement this concept in concrete terms, a strategic reference model for e-government has been developed, composed of six key elements:

- 1. Service provision** - A set of high-quality services delivered with innovative methods to user-customers (citizens and businesses). In order to focus development efforts, a number of priority services have been identified, which will be included in digitalisation initiatives. These services will be provided through a unified access point may they involve more than one government department. In other words, the complexity of the public administration will be concealed from users.
- 2. Digital identification** - Techniques for user identification and secure signatures through the Electronic ID Card, the National Services Card and digital signatures.
- 3. Access channels** - A multiplicity of innovative channels for accessing services: the Internet, call centres, cell phones, third-party networks, etc.
- 4. Service provision agencies** - Efficient and low-cost back office operations for service providers.
- 5. Interoperability and cooperation** - Establishment of standards for interfaces between departments that permit efficient and transparent communication with the outside world.
- 6. Communication infrastructure** - A communication infrastructure that links all government departments.

In addition to these components, the technologies available today can also be used to increase the efficiency of internal government procedures (e.g. procurement of goods and services) and to leverage internal human resources by increasing their skills and know-how.

## Policies.....

The e-government policies of the Minister for Innovation and Technologies were defined in the Government Guidelines for the Development of the Information Society' published in June 2002.

In this document, the initiatives for government departments are harmonised with those for the country as a whole, in order to ensure the coordinated and consistent development of all components.

The Guidelines envisage the achievement of 10 strategic e-government objectives for this Parliament (2001-2006) established by the Committee of Ministers for the Information Society in February 2002. These objectives regard the macro-areas involved in the online provision of public services, internal efficiency, human resource development, transparency and quality:

### Electronic services to citizens and businesses

1. All priority services to be available online.
2. 30 million electronic ID cards and National Service Cards to be distributed.
3. 1 million electronic signatures to be distributed by the end of 2003.

### Efficiency of public administration operations

4. 50% of public procurement to be carried out electronically.
5. All internal correspondence between public administrations to be done via e-mail.
6. All payments requests and orders to be managed electronically.

### Valorisation of Human Resources

7. All civil servants using ICT for their daily work to receive certified training.
8. 1/3 of civil service training to be delivered through e-learning.

### Transparency

9. 2/3 of public administration offices to be equipped with terminals enabling user access to electronic services.

### Quality

10. All public administration offices delivering direct services to be equipped with a customer satisfaction information system.

These objectives mainly involve central government departments, but they can also serve as guidelines to be followed by the Regions and local authorities within the frame of their local e-government initiatives.

In order to reach these 10 objectives, '**annual guidelines for the digitalisation of Public Administration**' have been defined for each coming year, setting clear priorities for action ([2002](#), [2003](#), [2004](#), [2005](#), [2006](#)). These annual guidelines aim at stimulating and facilitating the achievement of short term results, thereby raising the visibility of the reform under way and sparking a virtuous circle of activity in all government departments.

The [2006 guidelines for the digitalisation of public administration](#), issued in November 2005, set the criteria and actions that every public administration shall implement in order to concretely achieve the principles enshrined in the [Digital Administration Code](#) that entered into force on 1 January 2006.

## eGovernment Legal Framework

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

#### eGovernment legislation.....

##### [Digital Administration Code \(2005\)](#)

Adopted as a Legislative Decree on 07 March 2005 and published in the Italian Official Gazette on 16 May 2005, the Digital Administration Code (also known as the 'eGovernment Code') aims at providing a clear legal framework for the development of eGovernment and for the emergence of an efficient and user-friendly public administration. It contains a number of rules, obligations, recommendations and targets to promote the use of ICT in the public sector. It aims at contributing to removing obstacles to further e-government development, such as "cultural difficulties" and "obsolete norms". Among other things, the proposed Code mandates public administrations to: share relevant information among them by electronic means, in order to make life easier for citizens and businesses; make a minimum set of contents and services available on their websites, including a comprehensive organisation chart, an e-mail directory, a list of eServices, the possibility to download forms, and details about administrative procedures; communicate by e-mail, namely for the exchange of documents and information; accept online payments from citizens and businesses; use the electronic ID card and the National Services Card as standard means of granting access to online services. The Code gives citizens and businesses the right to demand and obtain that public administration bodies use electronic means in their day-to-day relationship with users. The Digital Administration Code will enter into force on 01 January 2006.

#### Freedom of Information legislation.....

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

Chapter V of Law No. 241/90 of 7 August 1990 provides for a limited right of access to administrative

documents. The Law states that those requesting information must have "an interest to safeguard in legally relevant situations". It applies to "administrative bodies of the state, including special and autonomous bodies, public entities and the providers of public services, as well as guarantee and supervisory authorities". Public bodies must respond within 30 days but they can delay release if this would "prevent or severely impede the performance of administrative action". Information can be withheld when it relates to a) security, national defence and international relations; b) monetary and foreign exchange policy; c) public order, prevention and repression of crime and d) privacy of third parties. Appeals can be made to a regional administrative court, whose decisions can be appealed to the Council of State. The Law also created a [Committee on Access to Administrative Documents](#) under the Office of the Prime Minister. The Committee issues an annual report and can request all documents except those subject to state secrecy. The Committee is also tasked with operating and analysing the government-wide database of information requests.

#### Data Protection/Privacy legislation.....

##### [Data Protection Code \(2003\)](#)

The Data Protection Code was adopted as a Legislative Decree on 30 June 2003 and entered into force on 1 January 2004. It replaces the previous Data Protection Law (Law N. 675/1996) as well as a number of other legislative and regulatory provisions. It is meant to update, complete and consolidate Italy's data protection legislation, introducing important innovations and conforming national legislation to European regulations, in particular Directive 95/46/EC (Data Protection Directive) and 2002/58/EC (Directive on privacy and electronic communications).

## eCommerce legislation.....

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

The Legislative Decree n. 70 of 9 April 2003, which came into force on 14 May 2003, transposes the EU eCommerce Directive (2000/31/EC).

## eCommunications legislation.....

### [Electronic Communications Code \(2003\)](#), [Decreets on certified electronic mail \(2005\)](#)

The Electronic Communications Code, adopted as a Legislative Decree on 31 July 2003, entered into force on 16 September 2003. It transposes four of the directives of the new EU regulatory framework for electronic communications, the e-privacy directive being transposed in the Data Protection Code. With [Presidential Decree 68](#) of 11 February 2005, e-mail transmitted through a certified electronic mail (Posta elettronica certificata – PEC) system has acquired legal validity. A [decree](#) dated 2 November 2005 sets out the technical rules for the formation, the transmission and the validation of certified electronic mail.

## eSignatures legislation.....

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

### [Digital Administration Code \(2005\)](#)

Italy has been among the first EU countries to give full legal value to electronic signatures. The Law No. 59 of 15 March 1997 on the simplification of the public administration provided in its article 15 that the use of electronic means would be legally valid for administrative procedures, and rules regarding the use of electronic signatures and documents were further detailed in a series of presidential and government decrees adopted between 1997 and 2001. The Legislative Decree n. 10 of 15 February 2002 brings the electronic signature regulations into line with the EU e-signature directive (1999/93/EC). The Digital

Administration Code regulates electronic signatures and confirms their full legal validity.

## eProcurement legislation.....

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

The Procurement Code ('De Lise Code'), adopted on 12 April 2006, implements the new EU public procurement directives (2004/17/EC and 2004/18/EC), including their eProcurement provisions.



## Re-use of Public Sector Information

### [Legislative decree \(2006\)](#)

This legislative decree dated 24 January 2006 transposed the EU Directive on the re-use of public sector information (Directive 2003/98/EC).

# eGovernment Actors

## Main roles and responsibilities for eGovernment development



### National eGovernment.....

#### Policy/Strategy

#### [Minister for Reform and Innovation in Public Administration and its Department for Innovation and Technologies](#)

A Minister for Reform and Innovation in Public Administration was appointed on 17 May 2006. This new Ministry notably took over the responsibilities of the former Ministry for Innovation and Technologies, including the definition of the Italian eGovernment strategy. The Ministry heads two departments that form part of the Presidency of the Council of Ministers (Prime Minister's Office): The Department for Public Administration and the [Department for Innovation and Technologies \(DIT\)](#). The DIT's mission is to provide leadership and assume responsibility for the Italian Government's e-policies. To ensure that this leadership is backed and supported at the highest political level, a [Committee of Ministers for the Information Society](#) is charged with devising and/or endorsing the strategic action lines. This Committee involves several senior ministers and it is chaired by the Minister for Reform and Innovation in Public Administration.

#### Coordination

1. [Department for Innovation and Technologies \(DIT\)](#)

The Department for Innovation and Technologies is in charge of ensuring the coordinated implementation of e-government in the Italian central administration. This coordination work is relayed by the [Committee of Ministers for the Information Society](#), which coordinates the actions of the various government ministries and agencies.

2. [National Centre for IT in Public Administration \(CNIPA\)](#)

The National Centre for Information Technology in Public Administration (Centro Nazionale per l'Informatica nella Pubblica Amministrazione - CNIPA) was created in July 2003. It replaced the Authority for IT in Public Administration (AIPA), an independent body that had been created in 1993. CNIPA is placed under the direct authority of the Presidency of the Council of Ministers, and is responsible for the implementation of policies in the field of information technology in the public sector devised by the Department for Innovation and Technologies. In each central administration a senior official responsible for ICT systems is the official referent of CNIPA for ICT matters. The network of all these senior officials represents an important asset to coordinate and improve ICT development in Italian central administration and ensure an adequate level of visibility on ICT activities.

## Implementation

1. [National Centre for IT in Public Administration \(CNIPA\)](#) for national eGovernment infrastructure projects
2. [Government departments and agencies](#) for departmental projects.

## Support

1. [Department for Innovation and Technologies \(DIT\)](#)
2. [National Centre for IT in Public Administration \(CNIPA\)](#)
3. [Department for Public Administration](#)  
The Department for Public Administration forms part of the Prime Minister's Office and supports the modernisation of the Italian public administration. The Department promotes the reform initiatives of the administration in the direction of efficiency, effectiveness and cost reduction.
4. [Formez](#)  
Formez is a non-profit association established by the State (through the Public Administration Department) and several local government associations, to develop and deliver training services to public sector staff, in particular training related to modernisation and ICT-related programmes.

## Audit/Assuarance

### [Court of Accounts](#)

The role of the Italian Court of Accounts is to safeguard public finance and guarantee the respect of jurisdictional order. The Court pursues these two aims through two functions: the audit function and the jurisdictional function. According to Article 100 of the Italian Constitution, the Court is responsible for "a priori" audit of the legality of Government acts, as well as for "a posteriori" audit of the State Budget's management. It also participates, in cases and conditions set by the law, in the supervision of the

financial administration of those bodies funded by the State.

## Data Protection

### [Data Protection Commissioner](#)

The main task of the Data Protection Inspectorate is the implementation of the independent supervision over the legality of processing personal data and of databases, as well as the organisation of data protection activities.

## Regional & Local eGovernment.....

### Strategy

#### [Minister for Reform and Innovation in Public Administration and its Department for Innovation and Technologies](#)

The former Minister for Innovation and Technologies had undertaken to engage with Italy's regional and local authorities to devise a common strategic vision for e-government. This strategy and the cooperation it entails between all layers of government are set in the document 'eGovernment for an efficient federalism' published in April 2003. The new Minister for Reform and Innovation in Public Administration is now competent in the field.

### Regional Governments

Besides the common policies agreed at national level with the central government ministries and with the other regional governments, each Italian Regional Authority has adopted over the past few years a regional information society strategy, almost always comprising as well a territorial Action plan for eGovernment (this was also formally requested in order to participate to the first phase of the Italian local and regional eGovernment programme).

### Coordination

#### [Department for Innovation and Technologies \(DIT\)](#)

#### [National Centre for IT in Public Administration \(CNIPA\)](#)

## Implementation

## All Regional and Local Authorities

## Support

1. [Department for Innovation and Technologies \(DIT\)](#)
2. [National Centre for IT in Public Administration \(CNIPA\)](#)
3. [Formez](#)

Formez is a non-profit association established by the State (through the Public Administration Department) and several local government associations, to develop and deliver training services to public sector staff, in particular training related to modernisation and ICT-related programmes.

4. [Regional Competence Centres for eGovernment](#)

The Regional Competence Centres were established following an agreement between the central government and the Presidents of all 19 Regional plus 2 Autonomous Provincial Authorities in March 2002, which has been renewed through bilateral agreements in 2006. They form a network of expertise providing local public sector bodies in their areas with technical assistance, information and training activities. They support regional and local governments in their efforts to implement eGovernment, upgrade their IT systems and reorganise both their back-office processes and their service delivery channels. The 21 Centres are currently operational, with a total of about 200 staff nationwide (about 80 of which are consultants provided by CNIPA). 20 other people work at the central coordination office in Rome. Their task is to manage and develop the network, and promote knowledge management, efficient joint working and exchange of experiences.

5. [Union of Italian Provinces \(UPI\)](#)

The Union of Italian Provinces represents all Italian provinces except the autonomous

provinces of Trento, Bolzano and Aosta. It promotes the interests of provinces and provides them with technical and political support in their areas of competence.

6. [National Association of Italian Municipalities \(ANCI\)](#)

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

## Audit/Assurance

[Court of Accounts - Regional Sections](#)

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

## eGovernment Who's Who

### Main eGovernment decision-makers and executives

#### Minister responsible for eGovernment.....

**Name:** Luigi Nicolais

**Job title:** Minister for Public Administration Reform and Innovation

**Picture:**



**Contact details:**

Minister for Public Administration Reform and Innovation

Corso Vittorio Emanuele, 116

00198 Rome

Italy

Tel.: +39 06/68991

Fax: +39 06/68997100

E-mail: [ufficiostampa@funzionepubblica.it](mailto:ufficiostampa@funzionepubblica.it)

**Name:** Sen. Beatrice Magnolfi

**Job title:** Undersecretary of State for Public Administration Reform and Innovation

**Picture:**



**Contact details:**

Undersecretary of State for Public Administration Reform and Innovation

Via Isonzo 21/B

00198 Rome

Italy

Tel: +39 06 84563029

Fax: +39 06 84563101

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

**Name:** Ciro Esposito

**Job title:** Head of the Department for Innovation Technologies

**Picture:** N/A

**Contact details:**

Department for Information Technologies

Via Po, 14

00198 Rome

Italy

Tel: +39 06 84563427

Fax +39 06 84563316

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

Head of eGovernment (i.e. head of eGovernment agency/directorate).....

**Name:** Livio Zoffoli

**Job title:** President of the National Centre for IT in Public Administration (CNIPA)

**Picture:**



**Contact details:**

CNIPA

Via Isonzo 21/B

00198 Rome

Italy

Tel.: +39 6 85264206

E-mail: [segreteriapresidente@cnipa.it](mailto:segreteriapresidente@cnipa.it)

**Name:** Carlo D'Orta

**Job title:** Director General of the National Centre for IT in Public Administration (CNIPA)

**Picture:** N/A

**Contact details:**

CNIPA

Via Isonzo 21/B

00198 Rome

Italy

Tel.: + 39 6 852641

E-mail: [segreteriadirettore@cnipa.it](mailto:segreteriadirettore@cnipa.it)

## eGovernment Infrastructure

### Main eGovernment infrastructure components



#### Portal.....

##### [Italia.gov.it](http://Italia.gov.it)

Italia.gov.it is an eGovernment portal for citizens, launched in 2002. A separate portal, [Impresa.gov.it](http://Impresa.gov.it), has been built for online services to businesses, which was fully launched in early 2005.

#### Network.....

##### [Unitary Network of the Public Administration \(RUPA\)](#)

RUPA (Rete unitaria della Pubblica Amministrazione) is a broadband network interconnecting all public administration bodies across the country. By 2007, RUPA is due to be incorporated into a [Public Connectivity System](#) (Sistema Pubblico di Connettività - SPC), with increased quality and security standards. A [legislative decree](#) creating and governing the SPC was adopted on 28 February 2005. A coordination committee has been established in December 2005 to deal with the management of the future network. The first phase of the administration's migration to SPC is currently being carried out with the transition from the former infrastructure to new broadband technologies.

#### eIdentification infrastructure.....

##### [Electronic ID card](#)

The Italian electronic ID card (CIE) was launched in 2001. Following the successful completion of two experimental phases in 2003 and 2004, the card is now being rolled out across the country and distributed to citizens older than 15 requesting them. A Law adopted in March 2005 provides for the demise of paper ID documents by the end of 2005. As of 1 January 2006 all new ID documents will be electronic. The ultimate goal is to substitute 40 million paper ID documents over the next 5 years at a pace of eight million cards a year. The Italian electronic ID card comprises a microchip, an optical memory and an ICAO machine readable zone for the use of the card as a travel document. The card contains a set of personal data, including the holder's fiscal code and blood group, and fingerprint scans. The personal data, the biometric key and a digital signature are only stored on the card. In accordance with data protection legislation, this data is not kept on any central database and can only be released and used if the holder gives his permission by inserting a PIN code. The cardholder's fingerprint template is stored in both the microchip and the optical memory and does not allow fingerprint reconstruction. In order to enable citizens to securely access e-government services even before the widespread dissemination of electronic ID cards, the Italian Government has also developed a [National Services Card \(CNS\)](#), a smart card allowing to securely identify citizens online. Contrarily to the e-ID card, the CNS does not constitute a 'proof of identity' and is not a legal identity document nor travel document.

## eProcurement infrastructure.....

### Acquisti in Rete

The portal Acquisti in Rete (Public Procurement Online) provides access to a fully functional e-procurement platform operated by [CONSIP](#), a company owned by the Ministry of Finance and that acts as an internal government consultancy for IT and e-procurement projects. The aim of the e-procurement platform is to improve public procurement and efficiency. The platform facilitates the use of three main tools for public e-procurement: electronic shops, reversed online auctions, and marketplace.

Furthermore the platform provides information on e-procurement activities as well as newsletters, best practice cases and community on e-procurement. The system can be used by central as well as local administrations.

## Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Italy.

## eGovernment Services for Citizens

### Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Income taxes (declaration, notification of assessment)

|                              |                                                                                            |
|------------------------------|--------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, Tax Agency ( <i>Agenzia delle entrate</i> )                            |
| <b>Website:</b>              | <a href="http://fisconline.agenziaentrate.it/">http://fisconline.agenziaentrate.it/</a>    |
| <b>Sophistication stage:</b> | 4/4                                                                                        |
| <b>Description:</b>          | The Fisco Online service allows users to make income tax declarations and payments online. |

### 2. Job search services by labour offices

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Regions & Provinces                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Website:</b>              | <a href="http://www.borsalavoro.it/wps/portal/cittadini">http://www.borsalavoro.it/wps/portal/cittadini</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Sophistication stage:</b> | 3-4/4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Description:</b>          | <p>The responsibility for job search services has recently been decentralised from the central level (Ministry of Labour) to the Regions and Provinces. Job offerings are managed by the local offices of labour (Centri per l'impiego).</p> <p>The Italian Government has developed a Labour Portal (Borsa del lavoro online). The portal is based on the Labour Information System (Servizio informativo del Lavoro - SIL), linking all private and public actors of the labour market. It offers an online job search service. Citizens who are registered on the regional sub-portals can directly answer job offers online and can possibly be contacted by companies looking for staff</p> |

### 3. Social security benefits

#### a. Unemployment benefits

|                              |                                                                                                                 |
|------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, National Institute of Social Security (INPS)                                                |
| <b>Website:</b>              | <a href="http://www.inps.it/Modulistica/compila.asp">http://www.inps.it/Modulistica/compila.asp</a>             |
| <b>Sophistication stage:</b> | 4/4                                                                                                             |
| <b>Description:</b>          | Users can obtain <a href="#">information</a> , download, fill in and submit unemployment benefits forms online. |

#### b. Family allowances

|                              |                                                                                                     |
|------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, National Institute of Social Security (INPS)                                    |
| <b>Website:</b>              | <a href="http://www.inps.it/Modulistica/compila.asp">http://www.inps.it/Modulistica/compila.asp</a> |
| <b>Sophistication stage:</b> | 4/4                                                                                                 |

**Description:** Italian workers submit their applications for child allowances directly to their employers (the form is available on the INPS website). The employers then submit the requests to the INPS using the available [online services](#). The INPS pays child allowances to employers, who include them directly into the pay packet of the concerned workers.

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

**Responsibility:** N/A

**Website:** N/A

**Sophistication stage:** N/A

**Description:** This service is not relevant for Italy. Citizens do not have to request for reimbursement of medical costs. The National Health Service (SSN) is administered by the Regions and is free at the point of delivery. Citizens pay, in some case, a contribution (ticket) for care directly at the cash desk of the health organisations (hospitals, local health agencies, pharmacies, etc.), which is not refundable.

#### d. Student grants

**Responsibility:** Regional Government

**Website:** N/A

**Sophistication stage:** 1-2/4

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

### 4. Personal documents (passport and driving licence)

#### a. Passport

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

**Website:** <http://www.poliziadistato.it/pds/cittadino/passaporto/passapor.htm>

**Sophistication stage:** 2/3

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

#### b. Driving license

**Responsibility:** Central Government, Ministry of Infrastructure and Transport

**Website:** <http://www.infrastrutturetrasporti.it/sites/cosafareper/indice-patente.htm>

**Sophistication stage:** 1/3

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

#### 5. Car registration (new, used and imported cars)

**Responsibility:** N/A

**Website:** N/A

**Sophistication stage:** N/A

**Description:** This service is not relevant for Italy. Car registration is provided directly by the car dealers, which are connected by a private network to the Ministry of Transport and the Public Car Register (PRA). The network includes about 6,000 desk points across the country. All the desk points are connected to the procedures for car registration by a unified online access point (Sportello telematico cooperante).

#### 6. Application for building/planning permission

**Responsibility:** Local Government

**Website:** N/A

**Sophistication stage:** 2/4

**Description:** Applications and requests are handled by local authorities. Some municipalities provide information on the planning application process on their websites.

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

**Responsibility:** Central Government, Ministry of the Interior (State Police) and Ministry of Defence (Arma dei carabinieri)

**Websites:** <https://www.denunceviaweb.poliziadistato.it/> & <https://sicuro.carabinieri.it/DenunciaWeb/>

**Sophistication stage:** 3/3

**Description:** The crime reporting service Denuncia vi@ Web ('Report a crime vi@ the web') enables the public to report lost or stolen property online. It is currently on trial in a number of areas, and will be extended gradually across the entire country. The aim of the service is to simplify procedures for filing crime reports, and to ensure a policing service that best meets citizens' needs.

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

**Responsibility:** Central Government, Ministry of Cultural Heritage

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

**Sophistication stage:** 4/4

**Description:** Launched in March 2005, the 'Cultural Internet' portal provides users with access to the catalogues of 2,300 Italian libraries – offering a total of about 15 million documents – through a single, integrated platform. Users can search catalogues, find out in real-time whether a specific document is available, obtain information about the library, and make an electronic reservation. The service is based on the National Library Service (Servizio Bibliotecario Nazionale - SBN), a network managed by the Italian Ministry of Cultural Heritage in cooperation with Regions and Universities. The portal was developed in the framework of the Italian Digital Library and the Cultural Tourism Network initiatives. A similar project is being developed for school libraries, in order to offer online access to 350,000 documents from 500 libraries.

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

**Responsibility:** Local Government

**Website:** N/A

**Sophistication stage:** 2-3/3

**Description:** The national e-services strategy aims at reducing the use of certificates in relationships between citizens and government. A decree from 2000 (DPR 445/2000) specifies that certificates are not required anymore for administrative proceedings, and gives citizens the possibility to use self-produced declarations (autocertificazione) to substitute official certificates. Each administration can verify data declared by a citizen directly with the local administration involved (municipality).

**10. Enrolment in higher education/university**

**Responsibility:** Central Government/Regional Government

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

**Sophistication stage:** 4/4

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

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

|                              |                                                                              |
|------------------------------|------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Local Government                                                             |
| <b>Website:</b>              | N/A                                                                          |
| <b>Sophistication stage:</b> | 3/3                                                                          |
| <b>Description:</b>          | Change of address notifications are handled by individual local authorities. |

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

|                              |                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government (Ministry of Health)/Regional Government                                                                                                                                                                                                                                                                                                                               |
| <b>Website:</b>              | <a href="http://www.ministerosalute.it/infoSalute/infoSaluteHome.jsp">http://www.ministerosalute.it/infoSalute/infoSaluteHome.jsp</a>                                                                                                                                                                                                                                                     |
| <b>Sophistication stage:</b> | 1-2/4                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Description:</b>          | Health services are under the responsibility of the regions, but are financed by central government (Ministry of health). Appointments for care are managed directly by the local health agencies (Aziende sanitarie locali - ASL) and by hospitals. Local unified reservation centres (Centri unificati di prenotazione - CUP) are available for citizens by telephone and via Internet. |

*Source:* [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

#### The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

### 1. Social contribution for employees

|                              |                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, National Institute of Social Security (INPS)                                                                      |
| <b>Website:</b>              | <a href="http://www.inps.it/servizi/template/servizionline.asp?ind=3">http://www.inps.it/servizi/template/servizionline.asp?ind=3</a> |
| <b>Sophistication stage:</b> | 4/4                                                                                                                                   |
| <b>Description:</b>          | Online submission and payment of contributions for employees (Invio DM10).                                                            |

### 2. Corporation tax: declaration, notification

|                              |                                                                                                                    |
|------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, Tax Agency (Agenzia delle entrate)                                                             |
| <b>Website:</b>              | <a href="http://fisconline.agenziaentrate.it/">http://fisconline.agenziaentrate.it/</a>                            |
| <b>Sophistication stage:</b> | 4/4                                                                                                                |
| <b>Description:</b>          | Online information and services for companies and professionals (including corporate tax declaration and payment). |

### 3. VAT: declaration, notification

|                              |                                                                                         |
|------------------------------|-----------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, Tax Agency (Agenzia delle entrate)                                  |
| <b>Website:</b>              | <a href="http://fisconline.agenziaentrate.it/">http://fisconline.agenziaentrate.it/</a> |
| <b>Sophistication stage:</b> | 4/4                                                                                     |
| <b>Description:</b>          | Online declaration and payment of VAT.                                                  |

### 4. Registration of a new company

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Chambers of Commerce                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Website:</b>              | <a href="http://web.telemaco.infocamere.it/">http://web.telemaco.infocamere.it/</a>                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Sophistication stage:</b> | 4/4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Description:</b>          | The Chambers of Commerce are responsible for the Italian Businesses Register. The "Telemaco" application uses electronic filing to process the registration of an organisation in the Italian Businesses Register using digital signature and electronic payment systems. It also allows communications concerning the change in businesses status (ex: address, balance, etc.) and offers the possibility to verify progress status online and easy payment for electronic registrations. |

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

|                              |                                                                                                                                                                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, National Institute of Statistics (ISTAT)                                                                                                                                                                                                                          |
| <b>Website:</b>              | <a href="http://indata.istat.it/">http://indata.istat.it/</a>                                                                                                                                                                                                                         |
| <b>Sophistication stage:</b> | 3/3                                                                                                                                                                                                                                                                                   |
| <b>Description:</b>          | The ISTAT website offers the possibility to download statistical questionnaires. In addition, the "InData" website allows the collection of statistical data online. The website offers the possibility to submit data on main economic indicators on business sector electronically. |

#### 6. Customs declarations

|                              |                                                                                         |
|------------------------------|-----------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Central Government, Ministry of Economy and Finance, Customs Agency                     |
| <b>Website:</b>              | <a href="https://telematico.agenziadogane.it/">https://telematico.agenziadogane.it/</a> |
| <b>Sophistication stage:</b> | 4/4                                                                                     |
| <b>Description:</b>          | Fully transactional online system for customs operations.                               |

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

|                              |                                                                                                                                                                                                                                                                                                                       |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Responsibility:</b>       | Local Government                                                                                                                                                                                                                                                                                                      |
| <b>Websites:</b>             | N/A                                                                                                                                                                                                                                                                                                                   |
| <b>Sophistication stage:</b> | 0-1/4                                                                                                                                                                                                                                                                                                                 |
| <b>Description:</b>          | Environment-related permits are managed by different administrations. Most Municipalities have set up a unified access point to request all permits related to business activities (Sportello unico delle attività produttive – SUAP; or Sportello unico delle imprese – SUI), including environment-related permits. |

## 8. Public procurement

**Responsibility:** Central Government, Ministry of Finance, CONSIP

**Website:** <http://www.acquistinretepa.it/>

**Sophistication stage:** 4/4

**Description:** The portal Acquisti in Rete (Public Procurement Online) provides access to a fully functional e-procurement platform operated by CONSIP, a company owned by the Ministry of Finance and that acts as an internal government consultancy for IT and e-procurement projects. The aim of the e-procurement platform is to improve public procurement and efficiency. The platform facilitates the use of three main tools for public e-procurement: electronic shops, reversed online auctions, and marketplace. Furthermore the platform provides information on e-procurement activities as well as newsletters, best practice cases and community on e-procurement. The system can be used by central administrations as well as local administrations.

*Source:* [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

<http://ec.europa.eu/idabc/egovo>

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