ITALY
2023 Digital Public Administration factsheets
Annex 1. Selection of Topics: 2023

INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES

Digital-ready policymarking

The Digital Administration Code (CAD) represents the national reference text for the digitalisation of the public administration vis-à-vis citizens and businesses. The latest changes to the CAD set forth important modifications, as: (i) the definition of open format, open data, digital domicile, digital citizenship; (ii) the provision of electronic signature and other means set by the eIDAS Regulation; (iii) the simplification of processes undertaken by AgID to issue technical guidelines; (iv) the provision of a new public repository for the retrieval of documents subject to transparency obligations and new rules about eDocument management; (v) the provision of a new national data platform in order to simplify the knowledge of public informative assets; (vi) the extension in the use of the ePayment platform; and (vii) the reuse of software among public administration bodies.

Reuse of solutions

Concerning the reuse of solutions, Italy published the Design Guidelines for public administrations websites and digital services, outlining the process and operational requirement to consider when developing public administration websites and digital public services. In addition, the guidelines contain reference information on transparency and security requirement, as well as integration of enabling platforms, licences, and service monitoring best-practices. Similarly, Designers Italia is the national platform for the design and development of digital public services, aiming to foster a user-centred design culture within the public sector. Moreover, Designers Italia contributes to distribute, support, and update the legal framework that mandates user-centricity approach across national al local public administrations.

INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR

Artificial Intelligence (AI)

The Strategic Programme on Artificial Intelligence 2022-2024 aims to radically upgrade the Italian strategy on AI, leveraging on key strengths of the national ecosystem while addressing the main areas for improvement. The three priority areas of the strategy are: (i) to increase the number of PhDs and attract the best researchers to Italy; (ii) To strengthen the structure of the Italian research ecosystem in AI; and (iii) To expand the application of AI in industries and public administrations.

Data spaces and Smart Data Platforms

The Italian public administration faces several challenges related with the setup of data spaces, such as: (i) difficulties in concluding data sharing agreements between national and local public counterparts; (ii) dependency from legacy technology; and (iii) the absence of a complete set of ontologies. Despite these difficulties, the Piedmont Region successfully set up the Yucca Smart Data Platform. The platform is an open, collaborative cloud platform available to private and public entities that provides tools for experimenting and creating innovative data-related technology solutions. It is a system that aggregates data from the Internet of Things (e.g. cameras, sensors, weather stations), the Internet of People (e.g., tweets). It shares with users selected information, enables self-service processing of data in real-time and advanced data analysis tools, and supports the exposure of information (data and metadata) via APIs.

Data exchanges with and within public administrations

The National Data Catalogue is the catalogue of data semantics designed for to foster the exchange of data and information between public administrations. It is an ever-evolving catalogue that provides standardised data models, ensuring that the format of the information exchanged is preserved and understood across public entities. The catalogue facilitates the search and reuse of semantic assets, such as ontologies, data schemas and controlled vocabularies, and makes them available to those who need to develop semantically and syntactically interoperable APIs.