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Political Communications
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Infrastructure
The responsibility for Italy’s eGovernment strategy/policy lies within the Ministry of Innovation Technology and Digitalisation. The main body responsible for interoperability activities is the Agency for Digital Italy.

Legislation
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Governance
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Digital Public Administration indicators
Percentage of individuals using the internet for

<table>
<thead>
<tr>
<th></th>
<th>Italy</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>-1%*</td>
<td>23% 55%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>-1%*</td>
<td>19% 44%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>0%*</td>
<td>17% 33%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>-1%*</td>
<td>14% 38%</td>
</tr>
</tbody>
</table>

Source: Eurostat 2019

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eGovernment indicators
eGovernment performance across policy priorities

![Image of eGovernment indicators](image)

Source: eGovernment Benchmark report 2020

State-of-Play of Interoperability

![Image of State-of-Play of Interoperability](image)

Source: European Interoperability Framework Monitoring Mechanism 2019