



European
Commission

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WHAT'S INSIDE

eGovernment in Italy

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 60,795,612 inhabitants (2015)

GDP at market prices: 1,613, 859 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 96 (2014)

GDP growth rate: -0, 4% (2014)

Inflation rate: 0.1% (2015)

Unemployment rate: 12.7% (2014)

General government gross debt (Percentage of GDP): 132.3% (2014)

General government deficit/surplus (Percentage of GDP): - 3.00% (2014)

Area: 301.339 km²

Capital city: Rome

Official EU language: Italian

Currency: EUR

Source: [Eurostat](#) (last update: 09 February 2016)

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](#) (321 elected members). The members of the two Chambers are elected for a period of five years. Deputies are elected by universal and direct suffrage; voters must be eighteen years old on the Election Day, while those eligible for deputies must have reached the age of twenty-five. Senators are elected by universal and direct voting by citizens who are twenty-five years old on the Election Day, whereas those eligible for senators are citizens who have reached the age of forty.

The Head of State is the [President of the Republic](#), elected by the 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 can dissolve the Parliament in times of crisis.

Executive power is exercised by the [Government](#), consisting of 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, upon his/her proposal, the Ministers. The Government has to enjoy the confidence of both chambers and answers to the 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 21 regions, five of which are governed according to a special autonomous statute; it includes 110 provinces and 8 057 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 the 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 26 June 2006.

The [Constitution](#) of the Italian Republic was adopted on 22 December 1947 and entered into force on 1 January 1948.

Italy was one of the founding members of the European Economic Community in 1957.

Head of State: President [Sergio Mattarella](#) (since 3 February 2015).

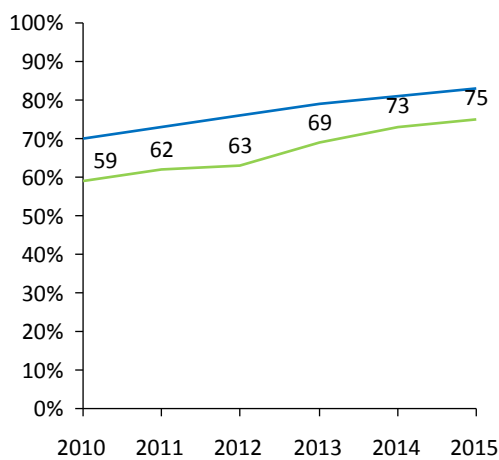
Head of Government: Prime Minister [Matteo Renzi](#) (since 22 February 2014).

Information Society Indicators

Generic Indicators

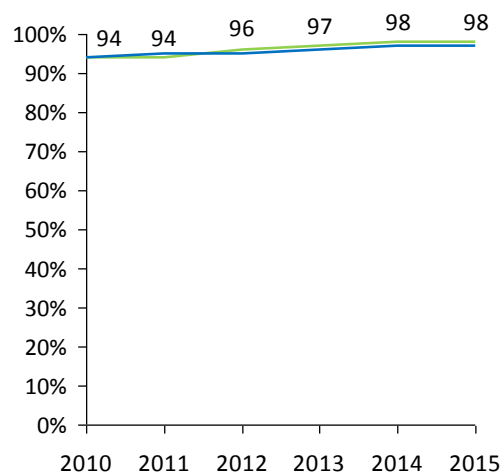
The following graphs present data for the latest Generic Information Society Indicators for Italy compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Italy



Source: [Eurostat Information Society Indicators](#)

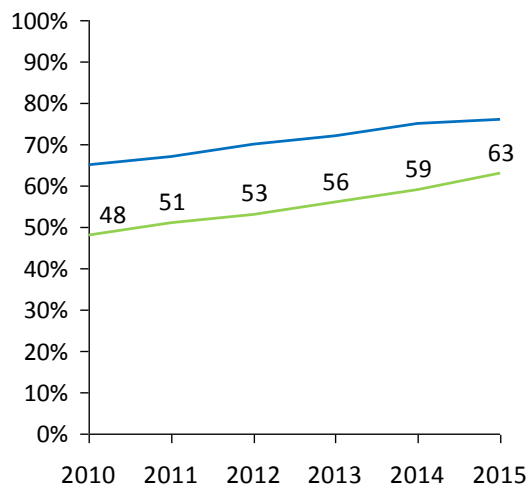
Percentage of enterprises with Internet access in Italy



Source: [Eurostat Information Society Indicators](#)

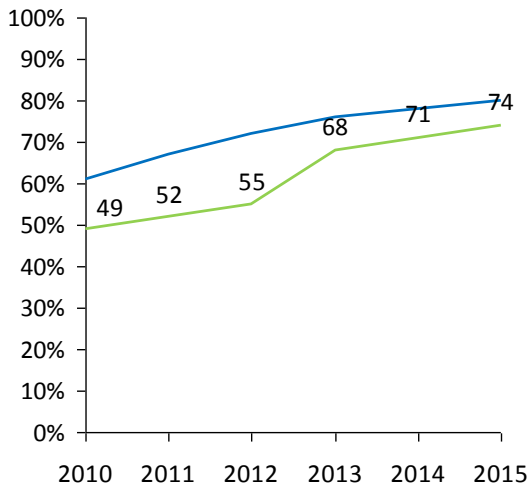
— Italy
— EU

Percentage of individuals using the internet at least once a week in Italy



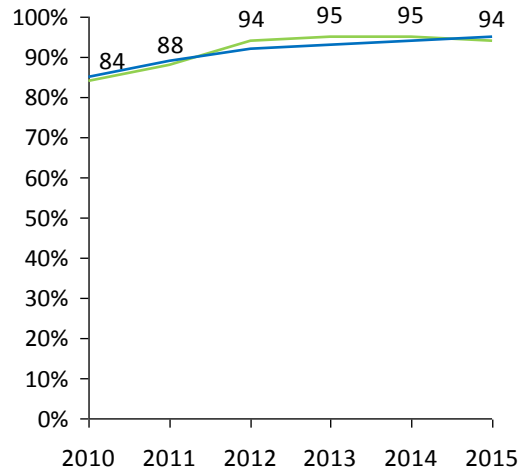
Source : [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Italy



Source: [Eurostat Information Society Indicators](#)

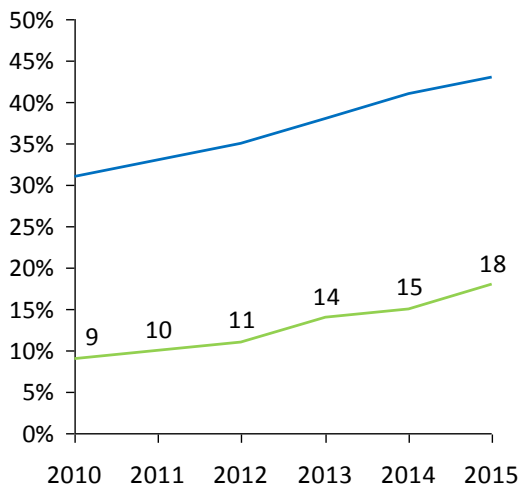
Percentage of enterprises with a broadband connection in Italy



Source: [Eurostat Information Society Indicators](#)

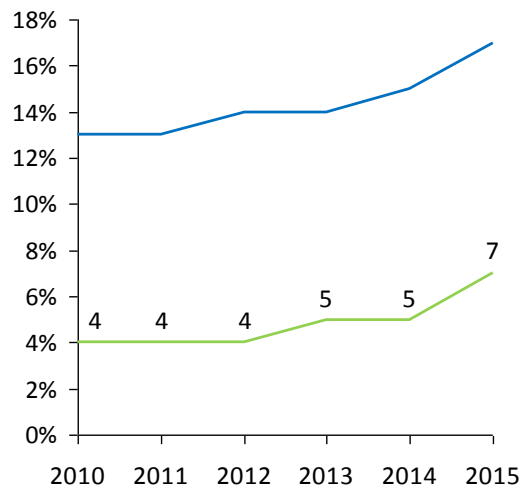
— Italy
— EU

Percentage of individuals having purchased/ordered online in the last three months in Italy



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Italy

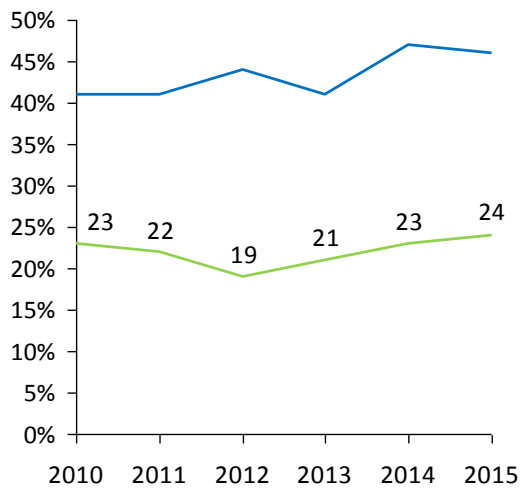


Source : [Eurostat Information Society Indicators](#)

eGovernment Indicators

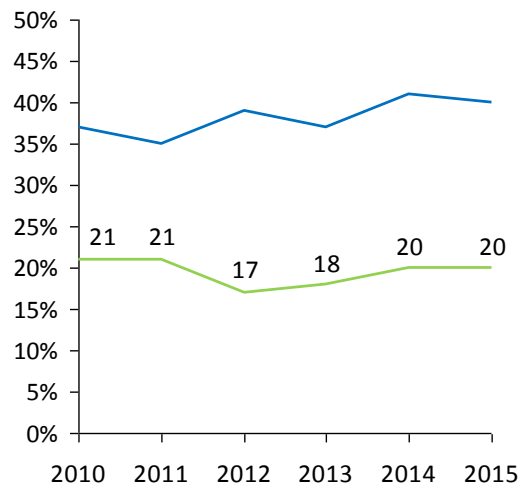
The following graphs present data for the latest eGovernment Indicators for Italy compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Italy



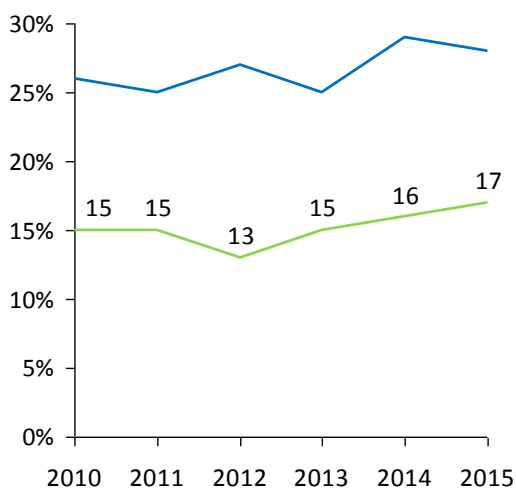
Source : [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Italy



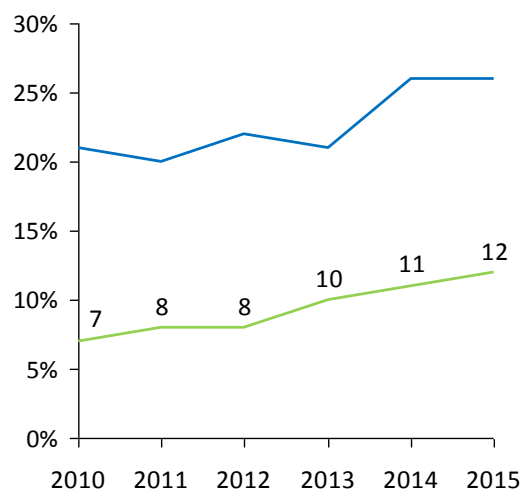
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for downloading official forms from public authorities in Italy



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in Italy



Source: [Eurostat Information Society Indicators](#)

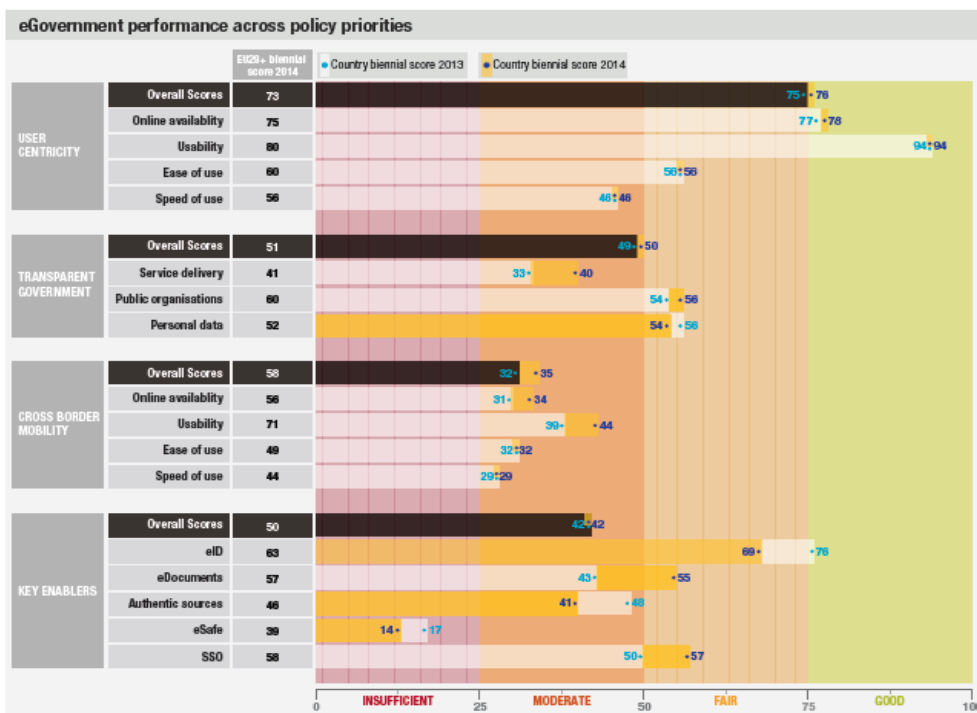
— Italy
— EU

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Italy compared to the EU average score.



Source: [eGovernment Benchmark Report 2015² Country Factsheet](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

October 2015

On 29th October 2015, Italy, together with other 16 governments, adopted the **International Open Data Charter**. The Charter consists of six key principles, namely, that government data must be: 1) Open by Default; 2) Timely and Comprehensive; 3) Accessible and Usable; 4) Comparable and Interoperable; 5) For Improved Governance and Citizen Engagement; 6) For Inclusive Development and Innovation. The Charter also includes specific actions, practical advices and guidance on implementation of Open Data strategies and policies.

The forthcoming activation of the **Italian Digital Register of Population** (In Italian: Anagrafe Unica Nazionale) will reduce the fragmentation of personal data which at the moment are distributed in 8,057 municipal databases. The ultimate goal is to create a centralized database that will substitute the municipal databases and the Register of Italians residing abroad (In Italian Anagrafe Italiani residenti all'estero - AIRE). In the beginning 26 Pilot Municipalities will start the process, for a total of 6.5 million citizens involved. Starting from **December 2015** the Digital Register is expected to be activated in these Pilot Municipalities while by the end of 2016 all Italian Municipalities will be aligned.

The Italian city of Bari is about to complete its transition to LibreOffice and the open document format ODF. At the end of this year, the open source suite of office productivity tools will have been implemented on 75% of the city's nearly 1700 PC workstations.

September 2015

On 23rd September 2015, Agenzia per l'Italia Digitale (AGID) [reminded](#) public administrations that they are obliged by a 2014 law to offer electronic payment solutions. AGID is offering support, by organising meetings with municipal and regional administrations across the country, explaining the benefits of ePayment solutions, and by introducing possible solutions and solution providers. Plans must be drawn up by 31st December 2015 and implementation must be completed one year later. Offering ePayment to citizens and companies is key to the growth of eGovernment services, AGID writes. Moreover, software solutions should give users the freedom to choose between service providers, payment instruments and the technology.

Regarding the new Public System for Digital Identity Management (SPID, Sistema Pubblico per la gestione dell'Identità Digitale di cittadini e imprese) which will provide access to offer e-government services to citizens and companies alike, on 28 July 2015, with the Determination n. 44/2015, were issued 4 regulations foreseen in Article 4, paragraphs 2, 3 and 4, of the Prime Minister's Decree 24 October 2014.

These new regulations, which entered into force on 15th September 2015, discipline the accreditation procedures of the identity providers. From 15th September 2015, stakeholders can present request for accreditation to the Agency. With the enactment of these regulations the Public System of Digital Identity becomes operational.

Agenzia delle Entrate, INAIL, INPS, the Regions: Piedmont, Friuli Venezia Giulia, Emilia Romagna, Liguria, Tuscany and Marche are the first public administrations that will implement the new login system by December 2015. AGID will guide the other public administrations through the process. In 24 months, Italian public administrations will have to allow access to their digital services through SPID. At the time of the update of the factsheet, 10 public administrations were already involved in the process and 3 identity providers started the accreditation procedure. Italy aims to have the system used by 10 million users in 2017.

In September 2015, the European Commission awarded to AgID (Lead Partner of a Consortium composed by Politecnico di Torino, Telecom Italia and Infocert) the project **FICEP - First Italian Crossborder eIDAS Proxy**. As continuation of the activities implemented in the framework of the EU projects Stork and Stork 2.0, FICEP will allow on the one hand foreign citizens to access with their eID to public and private Italian services and on the other hand Italian citizens will be able to use their eID to benefit from public and private services in other EU countries. This project will facilitate secure and trusted access to Italian service providers for foreign citizens and to foreign service providers for Italian citizens. This translated into more choice and competition among different service providers at European level. Moreover, FICEP has the potential to improve daily life of citizens and businesses, as a result of provision of easy, secured and trusted access to public services.

July 2015

In July 2015, the Agency for Digital Italy (AGID) signed an agreement with the Ministry of University and Research (MIUR) aimed at promoting research and development based on the demand for innovation expressed by the Public Administration (PA). The agreement represents the first concrete implementation of the "*public demand driven innovation strategy*", foreseen by the Italian Law for fostering the implementation of the Digital Agenda. This pre-commercial procurement Programme will procure research, development and innovation services for a total value of €100 million. In July 2015 it was also awarded the first tender in the framework of the European Project - Cloud For Europe (flagship initiative for the development of a single market of cloud in Europe). The project, co-funded by the European Commission under the Framework Programme for Research and Innovation (FP7), aims at identifying innovative solutions, through the use of the pre-commercial procurement instrument, for cloud services that best fit public sector needs. In this project AgID has the role of Lead Procurer of the International Consortium.

In July, AGID published its ['report on the adoption of eInvoicing by public administrations and businesses'](#). The report shows that the most common errors are not assigning a unique name to the electronic files, and submitting documents that don't conform to the specifications. The third most common error is submitting an invoice multiple times. Sending invoices electronically to Italy's public administrations had been mandatory since 31 March 2015. For ministries, tax agencies and national security agencies eInvoicing has been compulsory since June 2014. Italian companies must submit invoices in a digitally

signed, XML document, following the [FatturaPA specifications](#). These invoices will be kept digitally for ten years.

Italy has confirmed that eParticipation will be at the heart of its next OGP national Action Plan, planned for 2016. In a webinar, titled "Govern with Citizens: online participation in the design of public policies", the Ministry for Simplification in Administration said that civil society had been consulted in finalising the next Action Plan and commentaries had been collected to help build the text.

In the [World Justice Project \(WJP\) Open Government 2015](#), Italy was ranked 28th out of 102 countries listed in the barometer. [In terms of civic participation](#), the WJP report states that Italy ranked 30th.

June 2015

In June 2015, the Agency for Digital Italy launched a new version of the **National Open Data portal: dati.gov.it** in order to promote the quality of the data published. The new portal ensures uniformity of the contents of the catalog, which now includes metadata that describe open data held by the public authorities involved. Moreover, it publishes only the metadata of data available in formats recognized as open and associated with open licenses compatible with the definition of open data (e.g. are public domain, with certain attributions, allocation and shared in the same way). At the moment, the national portal shows a total of 10.348 dataset and 695 statistical data of 76 different public administrations.

The Agency for Digital Italy (AGID) launched the **#Data4all**, a platform which gathers the three thematic portals (**SoldiPubblici**, **ItaliaSicura** and **OpenExpo**). #Data4all aims at facilitating the access to public administration's data which are not always available and in some scenarios are certainly difficult to obtain and not up to date. #Data4all was nominated for the 2015 OGP awards. This project is a concrete example on how to disclose important information that can then be employed by the interested parties. This makes Data4All an interesting example for all those public administrations who are seeking an easier and more open way to communicate with external stakeholders.

April 2015

In April 2015, the online Platform for Digital Skills was launched. It is a tool to support the **National Coalition for Digital Skills** which aims at enabling the deployment and monitoring of digital literacy projects throughout the country. The National Coalition for Digital Skills was created in the context of the "Grand Coalition for Digital Jobs", and it is based on the cooperation of national public institutions, professional communities and nonprofit organizations in order to promote the diffusion and the improvement of digital skills, in compliance with the Italian Digital Agenda. The Italian Coalition for Digital Skills aims to promote, support and integrate national and regional projects, by linking them to the initiatives of the Digital Agenda, and also aims to promote the exchange and implementation of best practices. The members of the National Coalition have so far uploaded 119 and 56 projects into the platform.

March 2015

Digital Growth and Ultra-wideband: the Italian government has approved strategic documents for Digital Growth and Ultra-wideband. The main goals are: the coordination of all interventions of digital transformation and the start of a process of centralization of planning and of public spending; the principle of Digital First, through the switch-off of the traditional use of the services to the citizen; dissemination of digital culture and the development of digital skills in businesses and citizens; modernization of public administration, starting from processes, overcoming the logic of technical rules and guidelines guide and pointing to the centrality of the experience and needs users; an architectural approach based on logic and open standards, to ensure maximum accessibility and interoperability of data and services.

Public administration of the Italian region Emilia-Romagna has switched to Apache Open Office and makes the Open Document Format ODF the default for all of its 4200 workstations, across 10 departments and 5 agencies.

February 2015

Italian National Operational Plan (NOP) 'Governance and Institutional Capacity 2014 – 2020' was approved by the European Commission. The principles of the plan are based on an open government with transparency, open data, participation, citizen's engagement, risk management, prevention and combat of corruption, and whistle-blowing are among the key themes. The national operation programmes aims to help the country to achieve smart, sustainable and inclusive growth as based on two pillars: modernisation of the national administrative system, and the development of the capacity to multi-level governance in public investment programs. The total budget of the NOP is EUR 828 million of which 255 and 329 million are provided by the ERDF and ESF respectively.

On-line catalogue for national metadata of public administration - AGID realizes the national catalogue data of PA. Users can search, analyse and download metadata in an open format. The individual administrations can upload and update their own datasets. The catalogue does not report the data from the individual datasets but the list of databases along with some context information.

In February 2015, financial statements from all Italian municipalities for the last ten years and their mayors were showcased on the Italian web portal Open Budgets with an option to freely download and re-use the raw data. Furthermore, the portal allows users to generate charts and maps, or to compare municipalities.

January 2015

Technical rules for electronic documents - The Italian government has published the official guidelines that dictate the rules for the creation and storage and transmission of documents and telecommunication tools, both for individuals and for public administrations.

The development of Italian Login was initiated. This platform will allow online access from a single point to all services of the PA. A single platform where citizens with a single profile:

- receives and sends all communications with the PA and retains the history;

- access to all services available gradually;
- receiving notices of deadlines, makes and receives payments and preserves history;
- stores its documents;
- interacts with the digital registry;
- expresses evaluations of services and provides feedback and suggestions;
- participate in the democratic life.

The beta phase of the project will be on-line by June 2015.

December 2014

In December 2014, Italy published its second **Open Government Partnership (OGP) Action Plan** for the period 2014 – 2016 that focuses on the five main themes: **participation, transparency, technological innovation, integrity, and accountability.**

AGID, National Italian Television-RAI and Digital Champions have developed a communication plan for the promotion of culture and digital skills.

The decree on **the Public System of Digital Identity** defines characteristics, timing and methods of implementation of the new public system for managing digital identity of citizens and businesses (SPID).

Soldipubblici.gov – the platform "soldipubblici.gov.it" is designed to make the expenditure data of public administrations more transparent. In the first version, citizens can access the data of payments to the local administrations and help the authorities. In the course of year 2015, it will load the data from all the central administrations.

On 9th December 2014, the official legal definition Italy's upcoming eID system was published with the specifications to the systems characteristics and to the timeline of the implementation by the country's public administrations. The new **Public System for Digital Identity Management (SPID)** will provide access to offer e-government services to citizens and companies alike, and will furthermore be interoperable with other European eID systems. The solution is based upon the OASEIS SAML standard for exchange of authentication and authorization with the same standard being used for the European STORK eID project that aims to develop a common eID infrastructure across the EU.

September 2014

An online process developed by AgID had allowed administrations to notify the list of datasets and the applications that use them, as required by Law no. 114/2014. 15.000 Public Administrations had notified to AgID their datasets.

June 2014

From June 2014 onwards, ministries, tax agencies and organizations of national social security funds are ready to receive electronic invoices.

April 2014

At the end of March 2014, the [Agency for Digital Italy](#) (L'Agenzia per l'Italia Digitale) [sets](#) the national agenda for placing more emphasis on public information for 2014. The agenda was sent to the Prime Minister's office for approval and subsequent publication, in line with the provisions of Article 52, paragraph 6, of the **Digital Administration Code** (Codice dell'Amministrazione Digitale, CAD).

Compared to 2013, the agenda for 2014 will have a duration of one year as foreseen by the relative standards, and deals more broadly with the issue of utilisation and placing more emphasis on government data, contemplating actions related to databases of national interest, the usability of data within public administration through the system of standard conventions and that of increasing interest on the introduction of open data. This is in line with the principles introduced by the reference standard, which are actually aimed at guiding the choices of the public administration towards the production and release of 'open data'.

February 2014

From February 2014, documents sent between municipalities on electoral, civil status matters and population register certificates, as well as the communications sent to municipalities by notaries relating to marital agreements, [must be](#) exclusively sent via electronic means. These new procedures were set out in a decree proposed by the Minister of the Interior, co-signed on 12 February 2014, by Gianpiero D'Alia, the Minister for Public Administration and Simplification.

The decree implements the rules laid out by the [decree law 'Simplify Italy'](#) (DL Semplifica Italia, in Italian), in accordance with the provisions of the [Digital Administration Code](#) (Codice dell'Amministrazione Digitale - CAD). It requires that communications and transmissions between municipalities stated above should be carried out only through collaborating applications or by means of Certified Electronic Mail.

August 2013

The Agency for Digital Italy adopted the national guidelines for the enhancement of public information, implementing the provisions of the Government Code.

March 2013

The Minister for Education, University and Research Francesco Profumo signed a ministerial decree amending the technical accessibility requirements established by law 4/2004.

The new requirements are now aligned to international legislation. In particular, the requirements have been reduced, from 22 to 12, and this simplification is inspired by the WCAG 2.0 guidelines drawn up by the World Wide Web Consortium (W3C) as part of the Web Accessibility Initiative (WAI).

2012

On 10 August 2012, a public consultation is initiated for the 'Guidelines on Digital Stamps' ('Linee guida su Contrassegno elettronico', in Italian) issued by the newly constituted Agency for Digital Italy. In the consultation, which will last until 20 September 2012, specialists and Government representatives are invited to suggest revisions and additions to the document in question. The Guidelines aim to enable government agencies to use advanced technological tools to produce an electronically generated digital stamp. This stamp will help to protect analogue documents (mostly on paper) from forgery and fraud during their use and dissemination.

On 24 February 2012, the Italian province of Savona [unveils](#) its new website, rebuilt on the open source content management system Drupal. The province argues that using free and open source software helps reduce operating costs and at the same time gives the freedom to customise and share the province's applications. The province had announced, back in 2007, its move to an open source office suite. An Italian open source IT services provider had assisted in the move to OpenOffice, listing the 350 desktops in the province among its many references.

2011

On 9th November 2011, three eInvoices based on specifications of the [PEPPOL](#) project (Pan-European Public Procurement OnLine) are exchanged by Italian PEPPOL partners and their suppliers. All three eInvoices were received through the Access Point of Intercent-ER, thus proving the capability of the PEPPOL transport infrastructure in several scenarios. Intercent-ER is operating as the PEPPOL Italian Authority for the Transport Infrastructure, and its Access Point will be available to all Italian Public Administrations wishing to participate in the current pilot phase of the project.

The Italian Minister for Public Administration and Innovation [unveils](#), in *October 2011*, Operation 'Open Government, open data and App'. To make this possible, a new portal was created, www.dati.gov.it, meant to be a benchmark for open data in Italian Public Administration.

In September 2011, with the implementation of Law Decree 150/2009, it has become compulsory for doctors of the National Health System (NHS) to forward sick leave certificates to the National Institute for Social Security (INPS) via web. The service aims at reducing the administrative burden for both the private and public employees, the doctors, the employers (both private and public) and the National Institute for Social Security. The main outcomes of this innovative process are: simplified procedures fully respecting privacy and security requirements, consistent cost savings (i.e. € 590 million), productivity gains, better health surveillance and data monitoring, and further developments in the eHealth sector.

In August 2011, the Ministry for Public Administration and Innovation published, through a two month online public consultation open to citizens, experts and stakeholders, the updated version of the '[Guidelines for the public administrations websites](#)', as per the [Ministerial Directive n.8/2009](#), in order to result in comprehensive principles able to improve the quality of online information and public services. 2011 version introduces

specific rules for the registration domain 'gov.it', integrations regarding accessibility and content management by the use of Content Management Systems (CMS).

On 14th April 2011, Italian Minister for Public Administration and Innovation unveils the new [portal](#) for Italian citizens. The portal makes it possible for citizens to reach the Public Administration through a single 'virtual door' and benefit from easy-to-use and fast services. The new website will use the back office and the successful experience of '*Linea Amica*', the multimedia contact centre to promote government services.

In February 2011, Consip, launches the new edition of www.acquistinretepa.it, the national eProcurement platform for the purchasing of public goods and services that Consip operates on behalf of the Ministry of Economy and Finance. The platform presents a more efficient performance overall and is completely revamped and enriched with new and more advanced functionalities like: a comprehensive coverage of eProcurement functionalities, a more tailor-made system, a single and integrated eCatalogue, different and multiple eProcurement tools, a more advanced search engine, and an English section.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles



Italian Digital Agenda 2020

In addition to legislative measures for general profiles and strategy in the field of digital agenda, the Council of Ministers has approved the Digital Growth Plan 2014-2020 and the UltraWideband Plan on March 3th 2015. Both plans have been defined by

the Agency for Digital Italy and the Ministry of Economic Development under the coordination of the Prime Minister.

The new national plan for Banda Ultrawide proposes a virtuous mix of public and private investment. Where individuals invest in equal measure to the public, the goal that can be reached is higher than the European minimum. The objective of the Strategy for the Italian Banda Ultrawide is to remedy this infrastructure gap and market, creating the most favourable conditions for the integrated development of telecommunications infrastructure fixed and mobile, with actions such as:

- incentives aimed at bringing down the barriers of cost of implementation, simplifying and reducing administrative burdens;
- coordination in the management of the subsurface through the establishment of a cadastre of below and above ground to ensure the monitoring of operations and the best use of existing infrastructure;
- adaptation to other European countries in the field of electromagnetism limits;
- tax incentives and credit at subsidized rates in the most profitable areas to promote the "quantum leap";
- public incentives to invest in marginal areas;
- direct realization of public infrastructure in the areas of market failure.

Public resources are available to European funds ERDF and EAFRD, the Development Fund and Cohesion, for a total of 6 billion, to which are added the funds connected Plan Juncker.

The national plan for ultra-wideband is synergistic to the Strategy for Growth Digital. The strategy has a dynamic character, to be able to adapt gradually to the scenarios in the reference period 2014-2020. It 'a strategy aimed at growing digital citizens and businesses, also using the levers public. Integrate what has been achieved in a subsidiary or under construction in both the public sector, both in the private and must be realized a complete synergy with other public strategies in place, is attributable to the national government is a regional responsibility, to put helpfully "to system "objectives, processes and results.

With the Login Italia project Government intends to build the house of the citizen. The system is designed as an open structure where the various actors of the Public Administration contribute to their area of expertise. The PA creates a single platform and opens its data and provides the services available to businesses and citizens. Necessary to redesign the user-centered services to develop a new design for a new public information

system. Every citizen with their digital identity has all the information and services relating to him: a "home" on the Internet, a single sign on for all services of the PA, receives alerts and notifications deadlines, make and receive payments.

Second Open Government Partnership (OGP) Action Plan

Italy has [published its second OGP Action Plan](#), covering the period 2014-2016. The central themes in the plan are participation, transparency, technological innovation, integrity, and accountability. Several online portals, including the Italian open data platform, will be extended with new functionality.

The [Department of Public Administration](#), the Agency for Digital Italy ([AgID](#)) and the National Anti-Corruption Authority (ANAC) have worked together and met with civil society representatives. Their discussions have focussed on five themes: participation, transparency, technological innovation, integrity, and accountability. The [new plan](#) was published in December 2014.

Actions

The current [Participate! portal](#) was found to be underdeveloped. After its relaunch, it will still be a platform for consultations, but in addition it will function as a single point of access allowing citizens and stakeholders to raise issues and make suggestions for administrations. Furthermore, visitors will be able to open an account, allowing them to be kept informed on the participation process, for example through alerts.

With regard to the themes of transparency, integrity and accountability, three actions are planned. The "transPArency +1" initiative will use the ANAC concept of "participatory surveillance" to increase the transparency of the Italian government. Citizens will be encouraged to address public agencies directly or ask the ANAC to investigate. The [Campagnatrsparenza portal](#) will be extended to facilitate citizens in this matter.

In addition, AgID will help the government to extend the Italian [open data portal](#). This portal will include more metadata, but it also will be developed into a platform where data providers and users can collaborate.

The third action is called "Follow the money". Since the public accounting system [SIOPE](#) was never intended to be used for public consultation, AgID has developed the [Soldipubblici portal](#). Additional functionality and data will be added over the next months.

Government-as-a-Service

The last theme of the Action Plan, technological innovation, revolves around "Digital Citizenship", aiming to provide citizens and business with the tools to interact with each other and with the government digitally. The instruments are defined by AgID in the [Digital growth plan](#). Some examples include digital identities, the computerisation of public administrations, and electronic invoicing. The new tools will be facilitated by a new "Government as a Service" platform, providing low-cost cloud services, greater simplicity of payments and increased transparency, and simplified processes. All in all, this should lower the costs of public services and increase the digital skills of the people involved.

Previous eGovernment Strategies

With the Development Decree 2012 of 15 June 2012 and its subsequent amendments, the Agency for Digital Italy has been set up with the task of monitoring the implementation plans for ICT in public administrations and promoting new ones each year, in line with the Digital Agenda for Europe, thus creating the [Italian Digital Agenda](#).

The periodic updating of the strategy is the task of the Agency for Digital Italy in line with the innovations that emerge at regional and local level through the constant [monitoring](#) of the territory.

Italy is the country with the lowest coverage of Next Generation Networks (NGA) in Europe. Without a new national strategic plan, Italy risks not having a network infrastructure for next generation high-capacity 100 Mbps. Current plans of the operators stop at 30 mbps. By 2020 Italy must recover the gap and develop a network infrastructure in a ultra-wideband for the entire country, reaching the European Digital objectives.

The new national plan proposes a virtuous mix of public and private investments. If business and public sectors invest in equal measure, the European target can be reached.

Investments in infrastructure is crucial for the transition of the economy towards higher growth. The national strategy for ultra-wideband can be brought about by these three scenarios: 6 billion euro public can mobilize 6 billion euro private; 6 billion euro public are able to mobilize 4 billion euro private; and 6 billion euro public can mobilize only 1 billion euro private.

The only public resources may not be sufficient to develop an NGA network extended. The solution is a new system of rules that accompany the progressive migration to the new fibre optic network, through a series of measures:

- Universal digital service
- A guarantee fund
- Voucher accompanying migration
- Convergence of the price for fibre optic connections made with state subsidies, the price of copper connections

The national plan for ultra-wideband is synergetic to the "Strategy for digital growth". It is a dynamic strategy that points to the growth of digital citizens and businesses, also using the levers public.

An obligation to switch off the PA implies:

- centralization programs and spending;
- monitoring of compliance with the procedures and timelines provided;
- interventions on the public platform as enabling platform on which policymakers can influence directly, but in favour of digital growth of citizens and businesses.

There is a new architectural approach based on notions, standards, interoperability and flexible architectures, user-centred. Italy intends to reach:

- a gradual adoption of cloud models;
- increased levels of reliability and safety;
- a greater transparency and sharing of public data;
- the development of e-skills of businesses and citizens;
- new models of public / private partnerships.

The cross infrastructural actions are:

- Public Service Identity Digital (SPID) for a safe and secure access to digital services.
- Digital Security for the PA to protect the privacy, integrity and continuity of the services of the PA.
- Centralization and expenditure planning / investment reengineering and service virtualization in cloud logic resulting in a gradual rationalization datacentre.
- Public Connectivity System guidelines, rules and technical infrastructure to ensure connectivity and interoperability Wi-Fi in public offices and schools / hospitals, in synergy with the national ultra-wideband maximizing coverage to 100 mbps and ensuring at least 30 bps in more marginal areas.
- The enabling platforms are based on National Register of Population, Open and big data, Civil Telematic
- Process, Tourism, Public System payments, Agriculture, eHealth

Other lines of action:

- **Smart City & communities** – Sustainable development through the implementation of innovative technologies, efficient and "user friendly".
- **Digital skills** – The Italian coalition for occupations Digital aims to bridge the gap between the supply and demand of e-skills, becoming a target businesses, workers, civil servants and citizens. The expected benefits from intervention aimed at improving the public demand, a development of the offer, and the digital transformation of the country.

The public investment plan includes a total of up to € 12 billion in 7 years. This strategy amounts to a total of €12 billion allocated as follows: €4 billion to implement the Digital Infrastructure, €1 billion to implement the Digital Single Market, €500 million to implement the Digital Citizenship, €1 billion for digital Administration, €1 billion for eGovernment, €1.3 billion for Digital Competencies, €1.1 billion for Research and Innovation and finally €3 billion for Smart Cities and Communities.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

[Legislative Decree n.133 of 2014](#)

The legislative decree of 12th September 2014 , n. 133 bearing the title 'Urgent measures for the opening of the sites, the construction of public works, the digitization of the country, the bureaucratic simplification, the emergence of hydrogeological and for the resumption of activities' productive, was legislature passed to strengthen the national economy and to reduce bureaucracy. It contains measures on the reopening of shipyard facilities (id. arts. 1-4); the enhancement of highway networks and telecommunications (id. arts. 5-6); environmental protection and the mitigation of hydrogeological damage (id. arts. 7-8); cutting of bureaucratic red tape (id. arts. 9-16); revival of construction activities (id. arts. 17-27); ports and airports (id. arts. 28-29); the reactivation of investment in the country, particularly through the promotion of the "Made in Italy" brand (id. arts. 30-32); environmental remediation and urban regeneration in areas of national interest (id. arts. 33-35); energy-related matters (id. arts. 36-39); and financial affairs within the purview of local authorities (id. arts. 40-45).

[Legislative Decree n. 90 of 2014](#)

The legislative decree of 14th June 2014, n.90 bearing the title 'Simplification and administrative transparency and efficiency of the courts', introduced some important news regarding telematics civil proceedings and services via certified e-mail carried out by lawyers. By means of the this decree, the electronic filing of documents during civil proceedings became mandatory. The decree also expanded and clarified the cases in which lawyers can serve judicial documents via certified e-mail.

[Legislative Decree n. 69 of 2013](#)

Legislative Decree of 21st June 2014, no. 69 bearing the title 'Urgent measures for economic recovery. Measures to enhance the Digital Italian Agenda' was [assed.

[Legislative Decree n. 179 of 2012](#)

The legislative decree of 18th October 2012, n. 179 bearing the title 'Further urgent measures for the country's growth and implementation of the Digital Italian Agenda' was passed with an aim to introduce important measures to foster the creation and development of innovative startup companies in Italy by amending the Italian Civil code provisions affecting company law as well as the relevant tax regime.

[Legislative Decree n. 83 of 2012](#)

Legislative Decree of 22nd June 2012, n. 83 bearing the title 'Urgent measures for the country's growth' contains the foundation of the Agency for Digital Italy, subject to

supervision of the Prime Minister or the Minister of his deputy, the Minister of Economy and Finance, the Minister for Public Administration and the simplification of Minister of Economic Development and the Minister of Education, University and research community, was passed. Under this legislative decree, the Italian government has approved legislation to provide methods of funding for unlisted companies beyond the traditional loan financing – in particular, it aims to improve access to capital markets for small and medium-sized enterprises by facilitating the issue of short-term and mid- to long-term debt.

[Decree n.33 of 14 March 2013](#)

The legislative decree of 14 March 2013, n. 33 bearing the title "Reorganisation of the discipline concerning the obligations of publicity, transparency and dissemination of information by public authorities" is adopted by the Government in under Law n. 190/2012, applying a systematisation of the main publication requirements in force.

The Legislative Decree represents a continuation of work undertaken by the law 190/2012 (anti-corruption law) and, through greater transparency of all public authorities, has as its main objectives to:

- encourage corruption prevention;
- activate a new type of "social control" (civic access) objectives;
- support performance improvement;
- improve accountability of public managers
- enable new mechanisms of participation and cooperation between public administration and citizens.

[Decree n. 235 of 30 December 2010 - Digital Administration Code \(DAC\)](#)

The new Digital Administration Code (DAC) was modified so as to include the regulations in line with the ongoing development of technology. Important changes and supplements were recently introduced by Legislative Decree [n. 235/2010](#), which has further updated the regulatory framework on the subject of digital administration. The code introduces a group of regulatory changes that will have a concrete impact on the administrations' conduct and practices, as well as on the quality of the services rendered to the public and businesses, guaranteeing greater transparency, timeliness, accessibility and efficiency. The most recent reform went into effect on 25 January 2011 with the phase-in of the initiatives planned for 2012, consistent with the eGovernment Plan. The new DAC endorses new rights for the public and businesses, as well as new opportunities and obligations for the public administrations.

[Decree n. 32 of 27 January 2010](#)

The decree acknowledges the European Directive [2007/2/CE](#) establishing an infrastructure for Spatial Information in the European Community (INSPIRE). The decree assigns to the Italian National Register of Spatial data ([Repertorio nazionale dei dati territoriali](#), set up by [decree n. 82/2005](#) of the eGovernment Code) the function of national catalogue of metadata.

[Legislative Decree n. 177 of 1 December 2009](#)

This Decree set up AgID (ex DigitPA), an agency for the Digitalisation in the Italian Public Administration, placed under the responsibility of the Minister for Public Administration and Innovation. The decree completes the reform of the Italian civil service launched, in October 2009, by the [law n. 150/2009](#). The mission of the new body is to provide value for citizens and businesses, implementing the eGovernment policies.

[Legislative Decree n. 150 of 27 October 2009 on the implementation of Law n. 15/2009](#)

On 9 October 2009, the Government approved legislative decree n. 150 implementing Law n. 15/2009 on civil service reform and the efficiency and transparency of public administration. The reform is engineered around citizens, in their role of stakeholders of the public services acting as drivers of the innovation.

[Law n. 2/09 \(2009\)](#)

Law no. 2 of 28 January 2009 converts into law the Decree no. 185 of 29 November 2008 which contains measures intended to overcome the economic crisis. Article 16-bis of the Decree stated that all citizens must receive a PEC box upon request and that certified electronic mail is free of charge and equivalent to a notification by regular mail (article 48). Furthermore public administration will use certified electronic mail for the communications and the notifications to its employees.

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

The eGovernment Code (*Codice dell'Amministrazione Digitale*) entered into force on 1 January 2006. It aims to provide a **clear legal framework** for the development of eGovernment and for the emergence of an efficient and user-friendly Public Administration. The Code grants citizens and businesses the right to demand and obtain the use of **electronic means by** public administration bodies, in the **day-to-day transactions with the users**.

To facilitate the implementation of the eGovernment Code and accelerate the computerisation of the Italian public offices, the Minister for Reform and Innovation within Public Administration signed, in February 2007, a Ministerial Order on the interchange of data between Public Administrations and the publication of negotiation activities (known as '[Innovation Directive](#)').

Freedom of Information Legislation

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

Chapter V of [Law n. 241/90](#) of 7 August 1990 provides for a **limited right** of access to administrative documents. Public bodies must respond to a request for administrative documents within 30 days. 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 lodged to a regional administrative court, whose decisions can be appealed to the Council of State.

Data Protection/Privacy Legislation

[Data Protection Code \(2004\)](#)

The Data Protection Code entered into force on 1 January 2004. It replaces the previous Data Protection Law (Law no. 675/1996), as well as a number of other legislative and regulatory provisions.

The Data Protection Code updates, completes and consolidates Italy's data protection legislation (1996) by introducing important innovations and conforming national legislation to European regulations, in particular the Data Protection Directive ([95/46/EC](#)) and the Directive on privacy and electronic communications ([2002/58/EC](#)). The code aims to strengthen the data protection rights of individuals, allowing them to exercise their rights and instigate proceedings more easily. The Code was lastly amended on 4 November 2010.

The [Data Protection Commissioner](#) ('*Garante Privacy*') is in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaint process, the Commissioner has published a complaints' form on its website.

eSignatures Legislation

[Legislative Decree n. 10 on Electronic Signatures \(2002\)](#)

Italy has been among the first EU countries to give full legal value to electronic signatures. [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. 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. Legislative Decree no. 10 of 23 January 2002 brought the Italian electronic signature regulations in line with the [Directive 1999/93/EC](#) on a Community framework for electronic signatures.

[eGovernment Code \(2005\)](#)

The eGovernment Code regulates electronic signatures and confirms their full legal validity. The Italian known as '*firma digitale*' (digital signature) is compliant with the 'qualified signature', as in the Directive [1999/93/EC](#).

eCommerce Legislation

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

Legislative Decree no. 70 of 9 April 2003 came into force on 14 May 2003. It regulates the use of electronic commerce means in Italy, as well as the information that eCommerce websites shall compulsorily provide to purchasers. The Decree transposes Directive [2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('Directive on electronic commerce').

eCommunications Legislation

[Electronic Communications Code \(2003\)](#)

The Electronic Communications Code entered into force on 16 September 2003. It transposes four of the directives of the [EU regulatory framework for electronic communications](#), the ePrivacy directive being transposed in the Data Protection Code.

This law was modified in May 2012, by [Decree n.70](#).

[Decrees on certified electronic mail \(2009\)](#)

The Decree of the President of the Council of Ministers of 6 May 2009 set out the provisions relating to the issuance and use of the certified electronic mail box (*Posta Elettronica Certificata* – PEC) assigned to nationals (OJ 25 May 2009, n. 119). The decree grants a free box of certified mail to all citizens who request it, in implementation of Article 8 of the Electronic Administration Code, according to which the State should develop actions to promote computer literacy of citizens, encouraging them to use the telematic services of PA.

eProcurement Legislation

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

Adopted on 12 April 2006, the Public Procurement Code implements Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors, and Directive [2004/18/EC](#) on the coordination of procedures for the award of public works, public supplies and public service contracts. The Code introduces provisions relating to eAuctions, dynamic purchasing system, eCatalogues and other electronic means used in public procurement procedures.

[Presidential Decree DPR 101/2002](#)

In April 2002, the Presidential Decree DPR 101/2002 established the framework for an electronic procurement procedure (*gara telematica*) above and below the EU thresholds and the eMarketplace (MEPA) for public procurements below the EU thresholds. The Decree has also tasked the Ministry of Economy and Finance to build and run a centralised eMarketplace accessible to all Italian Public Administrations (*MePA - Mercato Elettronico della Pubblica Amministrazione*). The ministry once again has entrusted Consip to implement and manage the MePA.

Re-use of Public Sector Information (PSI)

[Legislative decree no. 36 \(2006\)](#)

In force since 24 January 2006, this legislative decree has transposed the EU Directive on the re-use of public sector information (Directive [2003/98/EC](#)). The Italian Government drafted an amendment to the [Legislative Decree 24 January 2006, No. 36](#) on the re-use of documents in the public sector that transposes the re-use of public sector information [Directive 2003/98/EC](#) correctly, following controversy on the correct transposition of the Directive on PSI re-use in Italy.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/ Strategy

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy ([Agenzia per l'Italia Digitale - AGID](#)) coordinates actions in the field of information and communication technologies to promote innovation in support of public administration, ensuring the achievement of the objectives of the [Italian Digital Agenda](#) in line with the Digital Agenda for Europe.

The institution was established by Law n. 83, converted into Law no. 134/2012 and inherits the powers of the Department for the Digitisation of Public Administration and Technological Innovation for the diffusion of technology innovation, those of AgID and of the Higher Institute of Communications and Information Technology regarding matters of security expertise of networks.

The Agency carries out design and coordination of strategic initiatives for more effective delivery of network services by the public administrations to citizens and businesses. It elaborates and processes the technical rules and guidelines for seamless interoperability and applications' cooperation between governmental information systems and those of the European Union, it ensures technical uniformity of public information systems designed to deliver services to citizens and businesses, while providing consistent levels of quality and usability throughout the country, as well as their full integration at a European level.

The Agency also constitutes the hub to boost the Italian participation in the European and national programmes for the development of the Digital Agenda.

Simplification Unit, Ministry of Simplification and public Administration

The Ministry for Simplification and Public Administration is composed of three departments, namely, the Department for Civil Service, the Simplification Unit and the Anti-corruption Department.

The Simplification Unit, more particularly, is in charge of promoting and coordinating the simplification initiatives related to the implementation of the rules regarding the digitisation of public administration. Moreover it promotes and coordinates the implementation and provisions regarding the digitisation of public administration the responsibility of the Minister for Public Administration and Simplification. Last but not least it ensures the exchange of information and mutual assistance and collaboration with state governments for the achievement of the objectives for Simplification and control quality.

Coordination

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy is in charge of the coordination of the processes of governance and electronic governance of the Italian territory, as well as for the relations with all departments and bodies regarding information society ([Consip](#) etc.).

[Simplification Unit, Ministry for Simplification and public Administration](#)

The Ministry for Simplification and Public Administration is in charge of the coordination of eGovernment tasks at all levels of the Italian administration (central, regional and local). It ensures consistency among digital innovation policies conducted at central and local levels while coordinating projects involving several administrations. The Department also acts as an observatory of the information society and the digital divide monitoring the projects implemented by central and local administrations.

Implementation

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy elaborates and processes the technical rules and guidelines for seamless interoperability and applications' cooperation between governmental information systems and those of the European Union, it ensures technical uniformity of public information systems designed to deliver services to citizens and businesses, while providing consistent levels of quality and usability throughout the country, as well as their full integration at a European level.

The Agency also constitutes the hub to boost the Italian participation in the European and national programmes for the development of the Digital Agenda.

[Government departments and agencies](#)

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

Support

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy is responsible for the provision of technical support and consultancy for the Italian Public Administrations and the Italian Government.

Department for Civil Service, Ministry of Simplification and Public Administration

The Department for Civil Service, which forms part of the Ministry for Simplification and Public Administration supports the modernisation of the Italian Public Administration. The Department promotes reform initiatives to enhance the efficiency and effectiveness of the Public Administration.

[Formez](#)

Formez is a non-profit association established by the State and several local government associations with the aim to develop and deliver training services to public sector staff, in particular, training related to modernisation and ICT-related programmes in order to support the modernisation, competitiveness and efficiency of Public Administration locally, regionally and internationally.

Audit/Assurance

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.

Data Protection

Data Protection Commissioner

The Data Protection Commissioner (*Garante per la Protezione dei Dati personali*) is in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaints process, the Commissioner has published a complaints' form on the website.

Regional & Local eGovernment

Policy/Strategy

Regional governments

Besides the common policies agreed at national level with the Central Government Ministries and with the other regional Governments, each Italian Regional Government has adopted over the past years a regional information society strategy, almost always comprising a territorial action plan for eGovernment.

Coordination

Standing Committee on technological innovation in regions and autonomous local authorities

The State regulates the electronic coordination of state, regional and local administration data and lays down the technical regulations necessary to guarantee the security and interoperability of computer systems and data flows for the circulation and exchange of data and for the access to the online services. To reach this objective, the eGovernment Code established the Standing Committee on technological innovation in regions and autonomous local authorities with the function of advising and proceeding preliminary inquiries on agreements and collaboration initiatives promoted by the administrations.

Simplification Unit, Ministry for Simplification and public Administration

The Ministry for Simplification and Public Administration is in charge of coordinating eGovernment tasks at regional and local levels of the Italian administration, by ensuring the consistency of digital innovation policies conducted at regional and local levels while coordinating projects involving several administrations.

Implementation

Regional and Local authorities

The regional and local authorities are responsible for the implementation of regional and local eGovernment projects falling within their respective areas of competence.

Support

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 and two autonomous provincial authorities in March 2002, renewed through bilateral agreements in 2006. The agreement created a network of expertise providing local public sector bodies with technical assistance, information and training activities, support in their efforts to implement eGovernment, upgrade of their IT systems and reorganisation of both their back-office processes and their service delivery channels.

Formez

Formez, a non-profit association established by the State and several local government associations, aims to develop and deliver training services to public sector staff regarding modernisation and ICT-related programmes. 13 regions, including their provinces and municipalities, are part of the association offering a full and effective cooperation between the State and local administration.

Union of Italian Provinces

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.

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 supporting and promoting 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

Ministers responsible for eGovernment



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Prime Minister

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eGovernment executives



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[eGovernment portal for businesses](#)

The eGovernment portal for businesses - <http://www.impresainungiorno.gov.it/psc-italy> - was launched in March 2005. It provides a single entry point to information and online services for businesses and entrepreneurs. Users can gain access to all information and services provided online by the Central Government, regions, provinces, and municipalities exceeding 25 000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities and Chambers of Commerce. Access to forms and services online is provided for 3 thematic areas: Companies and Public Administration, Company development, Innovation and training.

A specific section of the portal also allows for a personalised access to a virtual desk of 'integrated services' i.e. services provided by different authorities but relating to a unique goal for the user. Access to the integrated services section requires the use of the National Services Card (CNS), or a smart card whose characteristics comply with the specifications of the CNS, allowing for simplified procedures as well as for a unique transmission of common data and the coordinated communication of the outcome of the procedure.

<http://www.normattiva.it/static/index.html>

The portal www.normattiva.it, set up by the Presidency of the Council of Ministers in cooperation with the [Italian Parliament](#), the Supreme Court (*Corte di Cassazione*) and the Government Printing Office (*Istituto Poligrafico e Zecca dello Stato* - IPZS), is the unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75 000 documents) will be provided within the year 2014.

[eGovernment portal for employment 'Cliclavoro'](#)

'*Cliclavoro*' went live on 22 October 2010. It is the new portal of the Ministry of Labour and Social Policies designed to promote and improve the intermediation between supply and demand of labour and the interaction among business, education, training and social policies' systems.

Its main objective is to ensure that all operators of the Italian employment system have a simple and immediate access to a comprehensive catalogue providing detailed employment information and services, available in a shared and collaborative information system.

[eGovernment portal for open data](#)

www.dati.gov.it, the eGovernment portal for open data intends to be a benchmark for open data in Italian Public Administration. It contains links and descriptions for about 150 public databases, made available by the Public Administrations. The data available any citizen

intending to use it to develop applications for analysis or study purposes, in a complete, quick and accessible to all format,

[Portal of national tourism](#)

The government portal of national tourism.

eIdentification/eAuthentication

Public System for Digital Identity Management (SPID)

[Public System for Digital Identity Management \(SPID\)](#) is a unique personal code that certifies the digital identity of citizens and businesses. Spid can be used to access and enjoy all the telematic services of the PA which a unique identification code. The launch in April 2015 within the system SPID is one of the priorities set by the President of the Council of Ministers Matteo Renzi

Electronic ID card

The Italian electronic ID card (EIC) project was launched in 2001. After two phases of testing it started being rolled out across the country and distributed to citizens older than 15.

The Italian eID card comprises a microchip, an **optical memory** and an **ICAO machine readable zone** for the use of the card as a travel document. It contains a set of personal data, including the holder's fiscal code, blood group and fingerprint scans. The personal data, **biometric key** and **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/her permission by inserting a PIN code. The **cardholder's fingerprint template** is stored in both the microchip and the optical memory. The microchip makes **online identification** possible and **enables transactions** between citizens and providers, including ePayments.

[Certified Electronic Mail \(PEC\)](#)

In 2005, the [Decree \(DPR\) no.68](#) defined the characteristics of a **new electronic delivery service** (*Posta Elettronica Certificata* - PEC) granting it legal value.

PEC ensures the recognition of the sender; the integrity of a sent message (by digital signature); the absence of delivery refusal; the matching between the delivery receipt; and the message sent by the user.

The eGovernment Code introduced the PEC use in government processes. The public administrations are requested to set up and publish at least one PEC address.

[National Services Card \(CNS\)](#)

In order to enable citizens to **securely access** eGovernment services even before the widespread dissemination of electronic ID cards, the Italian Government has also developed the National Services Card (CNS). It is a smart card allowing for the secured identification of citizens online. The card's only difference from an eID card is that the CNS lacks its

additional security elements, such as the laser band, the holograms, etc, therefore not constituting a 'proof of identity' or a travel document.

The card is used to **sign electronic documents** and due to its flexibility in **Administration-to-Citizen (A2C) services**, both at national and local levels.

[Electronic Passport \(ePass\)](#)

Since 2009 Italy has been gradually entering phase II of the implementation of the European Union's [Council Regulation \(EC\) No 2252/2004](#) of 13 December 2004 on 'standards for security features and biometrics in passports and travel documents issued by Member State'. Already containing the **holder's facial image**, the current version of the passport also contains fingerprints. The police stations and headquarters **collect the fingerprints** also contained in the document and store them in encrypted mode on its **invisible microchip**. Once the passport is issued the fingerprints are deleted from the central archive and **remain solely** on the electronic passport. The new passport is hence deemed more secure with regard to counterfeiting. It becomes a primary identification tool since fingerprints are unique and unrepeatable. The fingerprints are collected for all passports' applicants who are above 12 years old.

eProcurement

['Acquistinretepa' portal](#)

The ['Acquistinretepa'](#) portal was developed and managed by Consip, which was delegated in the year 2000 by the Ministry of Economy to develop an eProcurement system and relative tools on behalf of all Public Administrations. Consip's mission is to develop and manage innovative ICT projects for the Ministry of Economy and Finance and to support the Italian Public Administration in the development and use of electronic procurement tools.

The portal is a fully functional **eProcurement platform** aimed at improving public procurement efficiency. The platform facilitates the use of the main tools for public eProcurement: framework agreements, online auctions, dynamic purchasing systems and an electronic marketplace (MEPA). Furthermore, the platform provides all kind of information on eProcurement activities, demo and training sessions both to buyers and sellers, as well as an eCatalogue through which direct orders or requests for quotation to all or part of the registered and qualified suppliers are issued. Since 1 July 2007, the use of the Public Administration **eMarketplace (MEPA)** has been mandatory for all central administrations for the purchase of goods and services valued below the EU threshold. It can also optionally be used by local Administrations.

[Green Procurement website](#)

'**Green procurement**' is the national website of the European project 'Buy Smart', funded by the European programme 'Intelligent Energy Europe', which provides free consultation and information material on green procurement. The portal has been maintained by the Italian National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA).

Knowledge Management

['Magellano' web platform](#)

A system operational since 8 May 2009, '[Magellano](#)', has been the knowledge management web platform of the Italian Public Administration. The system firstly aims to facilitate the work and the collaboration among public authorities through a virtual community offering a unique access point to the **know-how** and **expertise** acquired within the Italian Public Administration. Secondly, 'Magellano' became a **core resource** for all those providing citizens and businesses with multi-channel information on government services.

Other Infrastructure

Technical infrastructure for applications cooperation between regional authorities

The development of online administrative services at regional and provincial levels in Italy means that digital information is stored and formatted in various ways. The ICAR project set up and tested a technical infrastructure for applications cooperation between Italy's regional authorities, using **national standards** defined for the development of the Public Connectivity and Co-operation System (SPC).

As of September 2006, the project incorporated 16 of the country's 19 regions, together with the autonomous province of Trento.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

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

Website: <http://www.poliziadistato.it/articolo/1087-Passaporto/>;
<https://www.passaportonline.poliziadistato.it/help/it/infodocumentazione.html>

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

Money and charges

VAT refunds and excise duties

Responsibility: Central Government, Tax Agency

Website: http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi_online

Description: Online declaration and payment of VAT. Some sections of the website are only accessible to holders of the National Services Card.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Ministry of Labour and Social Policies

Website: <http://www.cliclavoro.gov.it/Pagine/default.aspx>

Description: 'Cliclavoro' provides citizens, businesses and operators access to a list of information and services on employment.

Professional qualifications

Legal information library (incl. information on the regulated professions)

Responsibility: Presidency of the Council of Ministers/ Government Printing Office

Website: www.normattiva.it

Description: The portal gives unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75 000 documents) will be provided within the year 2014.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Agency

Website: <http://telematici.agenziaentrate.gov.it/Main/index.jsp>

Description: The service allows authenticated users to securely make income tax declarations, payments online and check their tax data.

National Services Card

Responsibility: Ministry for Reforms and Innovation in Public Administration

Website: <http://www.progettocns.it/>

Description: The National Services Card (CNS) is a smart card to access online services of public administration throughout the national territory. It is an essential tool to make services immediately available online and to accelerate its deployment. The CNS is an innovation for a new and more effective interaction between citizens and public administration.

Unemployment benefits

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: <http://www.inps.it/portale/default.aspx>

Description: Users can obtain information, download, fill in and submit unemployment benefits forms online.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Infrastructure and Transport

Website: <http://www.mit.gov.it/mit/site.php?p=cm&o=vd&id=270>

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

Registration

Car Registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Infrastructure and Transport

Website: http://www.mit.gov.it/mit/site.php?p=cm&o=vt&id_tag=2;
<http://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/sportello-telematico-dellautomobilista-sta.html>

Description: In 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 approximately 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*).

Car Tax (Bollo)

Responsibility: Italian Post

Website: <http://www.poste.it/>

Description: Car tax or Bollo needs to be paid for every car in Italy, whether the vehicle is in use or not. This amount is paid annually and is calculated on the basis of the car's kilowatts, horsepower, fuel type (diesel or petrol), manufacture year and emission standard (Euro 0 to 5). The Bollo can be paid at any post office or online. A detailed list of post offices is available on <http://www.poste.it>.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Local Government

Website: <http://www.comune.milano.it/wps/portal/ist/it>

Description: Change of address notifications are handled by individual local authorities. Several local websites provide an online address change notification service.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)

Website: N/A

Description: The birth certificate is issued only within a municipality in whose territory the birth took place or in the municipality of residence of the parents or, if residing in different municipalities, taking the one of the mother, unless otherwise agreed or at the health department of the hospital or nursing home in which the birth took place. In this case the declaration of birth is transmitted by the medical director to the municipality register.

Criminal Record Certificate

Responsibility: Office of the Prosecutor of the Republic

Website: N/A

Description: For receiving a Certificate from the Judicial Records Register (Certificato del casellario giudiziale – General Certificate), one must apply in person or by mail at the nearest Judicial Records Office (Ufficio del Casellario Giudiziale), which are attached to every Office of the Prosecutor of the Republic (Procura della Repubblica). If one applies by mail, he/she must send a copy of his/her valid identity document with his/her application.

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

Responsibility: Central Government, Ministry of the Interior (State Police) and Ministry of Defence

Website: <https://www.denunceviaweb.poliziadistato.it/>

Description: The crime reporting service *Denuncia vi@ Web* ('Report a crime vi@ the web') enables the public to report lost or stolen property online.

Passport

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

Website: <http://www.poliziadistato.it/articolo/1087-Passaporto/>;
<https://www.passaportonline.poliziadistato.it/help/it/infodocumentazione.html>

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

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry for Education, University and Research /Regional Government

Website: <http://hubmiur.pubblica.istruzione.it/web/universita/studenti>

Description: Information and online application system for pre-registration on the dedicated website provided by the Ministry of Education and the Inter-University Consortium CINECA.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Cultural Heritage

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

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 approx. 15 million documents – through a single, integrated platform.

Student grants

Responsibility: The Ministry of Foreign Affairs and International Cooperation

Website: <http://www.esteri.it/>

Description: Website including references to scholarships for Italian citizens for the current year and the next academic year.

Traineeship, volunteering

Voluntary social involvement

Responsibility: Agenzia Nazionale per i Giovani

Website: <http://www.agenziagiovani.it/home.aspx>

Description: The National Agency for Youth manages the implementation of the YOUTH (2014-2020) and provides different information related to volunteering and other topics, contributing to the achieving of the goals of the YOUTH (2014-2020) programme.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Italy

Website: <http://www.euraxess.it/>

Description: EURAXESS Italy provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Research funding support

Responsibility: Ministry of Education, Universities and Research

Website: <https://www.researchitaly.it/en/researching/funding/>

Description: Information on available funding opportunities for the researchers.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Cultural Heritage

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

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 approx. 15 million documents – through a single, integrated platform.

6. Health

Planned and unplanned healthcare

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

Responsibility: Central Government (Ministry of Health)/Regional Government

Website: <http://www.ministerosalute.it/>

Description: Health services are under the responsibility of the regions, but are financed by the 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 the Internet. Several major hospitals provide for a direct reservation service online on their

When living abroad

Healthcare abroad

Responsibility: Ministry of Health

Website: http://www.salute.gov.it/portale/temi/p2_6.jsp?lingua=italiano&id=624&area=Assistenza%20sanitaria&menu=vuoto

Description: The European Health Insurance Card (EHIC) is on the reverse of the e-card issued to Italian residents. This replaces the forms E 110, E 111, E 119 and E 128 and should be used to claim health insurance entitlements while temporarily outside Italy (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.

7. Family

Children, couples

Child allowances

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: <http://www.inps.it/portale/default.aspx?itemdir=5790>

Description: Citizens submit their applications for child allowances directly to their employers (forms are available on the INPS website), who then submit the requests to the INPS through the online services. INPS then pays child allowances to employers, who include them directly into the wages of the workers.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)

Website: N/A

Description: The birth certificate is issued only within a municipality in whose territory the birth took place or in the municipality of residence of the parents or, if residing in different municipalities, taking the one of the mother, unless otherwise agreed or at the health department of the hospital or nursing home in which the birth took place. In this case the declaration of birth is transmitted by the medical director to the municipality register.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection (national level)

Responsibility: National Council of Consumers and Users

Website: <http://www.tuttoconsumatori.org/ecm/web/cncu/online/home/cncu/le-associazioni/cerca>

Description: The National Council of Consumers and Users (CNCU), based in the Ministry of Economic Development, is the body representing the associations of consumers and users nationwide. It has the tasks to contribute to the improvement and strengthening of the position of the consumer / user in the market. It does not have direct relationship with consumers, but provides a list with different consumer organisations the consumers could reach depending on their needs.

Consumer protection (cross-border)

Responsibility: ECC-Net Italy

Website: <http://www.ecc-net.it/?lang=en>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

eGovernment portal for businesses

Responsibility: Ministry of Economic Development

Website: <http://www.impresainungiorno.gov.it/psc-italy>

Description: PSC - Italy is the Italian Single Point of Contact, offering information and services to help entrepreneurs from EU Member States do business in Italy. PSC-Italy is a special section of the Italian eGovernment portal for businesses, "impresainungiorno.gov.it", helping companies access Public Administration procedures online.

Registration of a new company

Responsibility: Chambers of Commerce

Website: <http://web.telemaco.infocamere.it/>

Description: The Chambers of Commerce are responsible for the Italian Businesses Register. The 'Telemaco' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

Intellectual property rights

Patents and trademarks

Responsibility: Chambers of Commerce

Website: <http://www.registroimprese.it/visure-bilanci-protesti-ri.cerca->

[#page=page-1](#)

Description: The business registers allows for the verification of trademarks and patents filed with the Chambers of Commerce.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (ISTAT)

Website: <http://www.istat.it/>; <http://indata.istat.it/>

Description: The ISTAT website offers the possibility to download statistical questionnaires. In addition, the 'InData' website allows the collection of statistical data online.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Tax Agency

Website: http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi_online

Description: Online declaration and payment of VAT. Some sections of the website are only accessible to holders of the National Services Card.

Electronic Payments

Responsibility: Chambers of Commerce

Website: <http://web.telemaco.infocamere.it/>

Description: The Chambers of Commerce are responsible for the Italian Businesses Register. The 'Telemaco' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Tax Agency

Website: http://www.agenziaentrate.gov.it/wps/portal/entrate/servizi_online

Description: Online information and services for companies and professionals (including corporate tax declaration and payment).

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Economy and Finance, Customs Agency

Website: <https://telematico.agenziadogane.it/>

Description: Fully transactional online system for customs operations.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

Italian Competition Authority portal

Responsibility: The Italian Competition Authority (Autorità Garante della Concorrenza e del Mercato)

Website: <http://www.agcm.it/en/>

Description: The Italian Competition Authority enforces rules against anticompetitive agreements among undertakings, abuses of dominant position as well as concentrations (e.g., mergers and acquisitions, joint ventures) which may create or strengthen dominant positions detrimental to competition. On their website varying information on Competition laws, consumer protection, conflict of interest and advocacy.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: <http://www.inps.it/portale/default.aspx?iIDLink=12&bi=12&link=Verificare+i+propri+contributi>

Description: Online submission and payment of contributions for employees (*Invio DM10*).

Health and safety

ClickLavoro web portal

Responsibility: Ministry of Labour and Social Policies

Website: <http://www.cliclavoro.gov.it/Cittadini/Sicurezza-sul-lavoro/Pagine/default.aspx>;
[http://www.cliclavoro.gov.it/Cittadini/tutele del lavoro/Pagine/default.aspx](http://www.cliclavoro.gov.it/Cittadini/tutele_del_lavoro/Pagine/default.aspx)

Description: The website contains all necessary information (in Italian) in regards to the legislation related to the safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Standards in the field of industrial, commercial, and service sectors

Responsibility: Italian National Unification (Ente Nazionale Italiano di Unificazione)

Website: http://store.uni.com/magento-1.4.0.1/index.php/?_store=en&_from_store=it

Description: Online consultation of standards can be performed via this service.

Chemicals (REACH)

Italian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Ministry of Economic Development

Website: <http://reach.sviluppoeconomico.gov.it/>

Description: The [website](#) (Italian only) offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Consultation on accessing EU funding programmes

Responsibility: European Affairs Department, Office of European citizenship

Website: <http://www.finanziamentidiretti.eu/>

Description: The website deals with direct funds of the European Union and aims to promote the diffusion of information on different possibilities to get direct funding from the European institutions, according to the area of operation.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Economy and Finance, Consip

Website: <http://www.acquistinretepa.it/>; <http://www.consip.it>

Description: The portal *Acquisti in Rete* (www.acquistinretepa.it/) provides access to a fully functional eProcurement platform operated by Consip.

Green procurement

Responsibility: National Agency for New Technologies, Energy Sustainable Economic Development, Consip

Website: <http://www.buy-smart.info/italian/artikel174>

Description: 'Green procurement' is the national website of the European project 'Buy Smart', funded by the European programme 'Intelligent Energy Europe', which provides free consultation and information material on green procurement. The portal has been maintained by the Italian National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA).

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Local Government

Website: <http://www.suap.info/>

Description: 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*).

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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