



The Italian Digital Agency

Vision, strategy and projects

OECD Digital Government Review of Brasil

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The Agency for Digital Italy - (AgID)

The Agency for Digital Italy was established in 2012. It works under the supervision of the **Presidency of the Council of Ministers**

AgID is the **national authority** for ICT growth and keeps the European and international relationships on that issue

- AgID coordinates and supports public administrations in their effective development and use of ICT
- AgID improves quality of services and spending review, with broad competences in e-Government, information society and technology innovation
- AgID promotes e-Government by providing advice at the legislative, policy-making and implementation levels
- AgID defines criteria and technical rules on ICT security, interoperability and performance
- AgID promotes a wider participation in European programmes and initiatives



The Agency for Digital Italy - (AgID)

The Role of AgID: Skills & Functions

Coordination	Coordinating ICT for local, regional and central administrations	Digital Literacy	Promoting and spreading digital literacy initiatives also through the deployment of ICT educational means
Guidelines	Issuing technical rules, guidelines & methodologies for ICT, always taking into account accessibility and inclusion principles	Innovation & Research	Implementing strategic projects in the field of innovation and research in compliance with the Italian and European Digital Agendas
Standardisation	Improving quality and usability of Public ICT systems for Citizens and Private Companies, and full integration with national and European standards	Strategic Planning	Drafting the Triennial Plan as the national digital strategy together with the PAs involved
Monitoring	Monitoring the digital growth and the efficiency of ICT expenditures through the cooperation with other public bodies	Access to Digital Services	Promoting use of technologies and online services in order to assure the digital growth



Italian e-government Strategy



Compliance with the European Digital Agenda (COM 2010 245 final), that is one of the seven pillars of the *Europe 2020 Strategy*

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52010DC0245&from=EN>



Italian centralized governance

Presidency of the Council of Ministers

Digital Commissioner & Digital Champion, Mr Diego Piacentini

- Min. for Public Administration, Mrs Marianna Madia
- Agency for Digital Italy

Director General: Mr Antonio Samaritani

Steering Committee:

- Members from Parliament, Departments and other stakeholders

From «The strategy for Digital Growth» to «The Three-Year Plan»

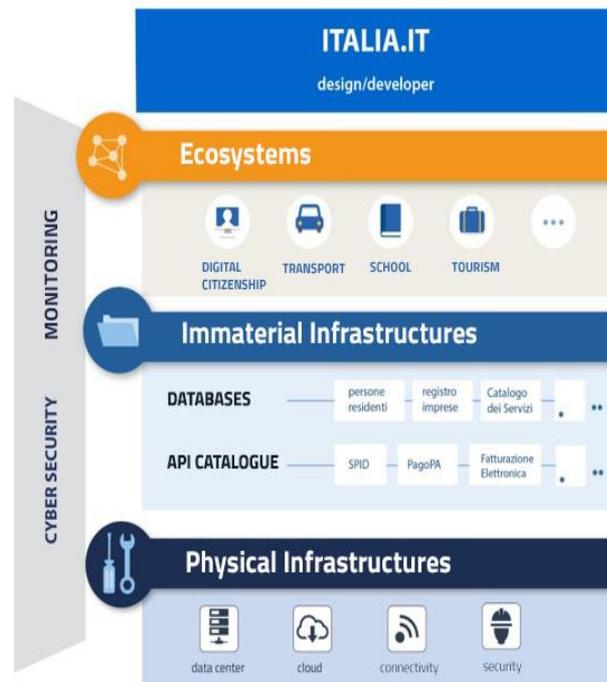
2014- 2015:

The Strategy for Digital Growth



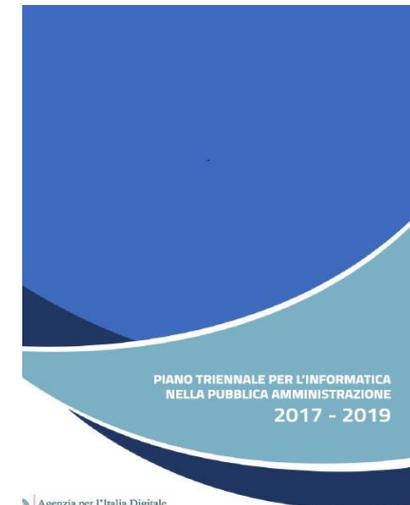
2016:

ICT strategic model



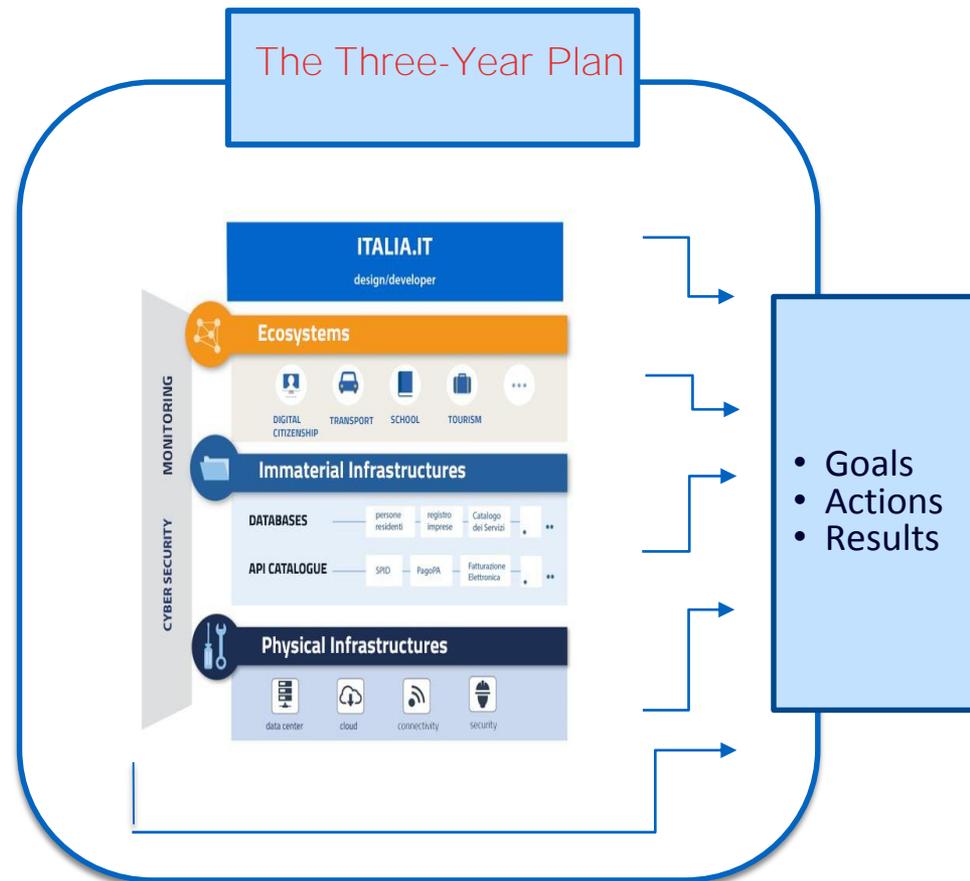
2017:

The Three-Year Plan for the Digitalization of the Public Administration



The ICT strategic model

The Three Year Plan governs the implementation of the strategy in terms of objectives, actions and expected results





The Three-Year Plan for the Digital Transformation of the Public Administration



The Three-Year Plan for the Digitalization of the Public Administration will serve as a strategic and economic guideline through which the Strategic Model for the evolution of the public administration's digital system will be realized. It aims at operatively shaping the country's digital transformation by helping both local and central administration in developing their own digital systems.

The model for the country's digital development establishes that:

- 1.The central national administration will define rules and standards and realized enabling platforms which will maximize its investments;
- 2.Both local and central administrations, by using internal and/or market competences, will elaborate tailor-made services according to their own specificities and needs;
- 3.Private actors will be enabled to schedule long-term investments and to take advantage of new business opportunities, by integrating innovative solutions within national platforms.

Official web site: pianotriennale-ict.italia.it



A new day-to-day life for citizens and businesses

A new day-to-day life for citizens and businesses



Land on public websites that adhere to clear, simple, accessible guidelines.



Access online services via the SPID identity system



No queues, just pay from home

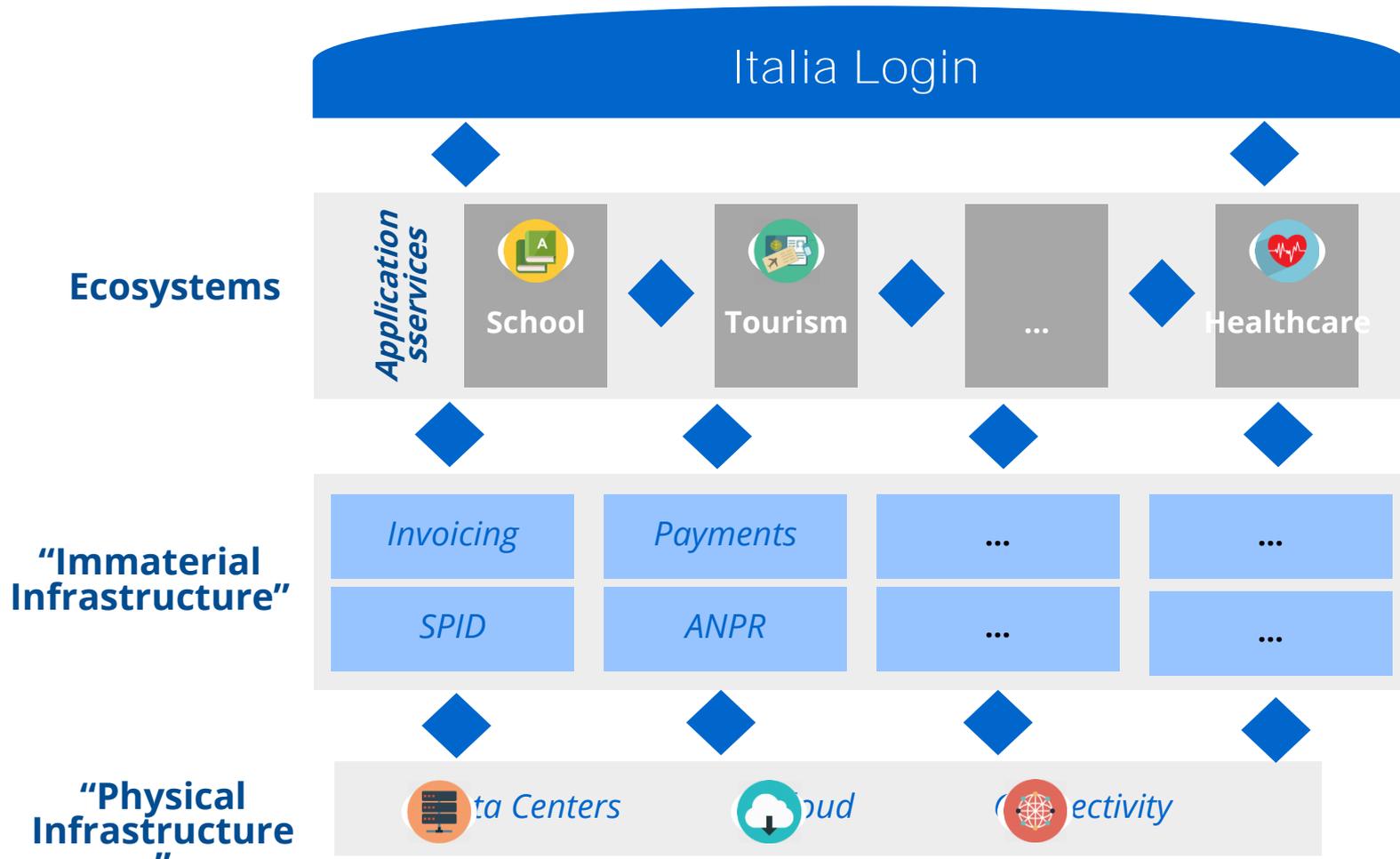


Get notifications for your payments



Receive citizen registry certifications at home from any Italian cities

A model for the public administration ICT strategy



Components - Physical infrastructures

Infrastructures

Physical



Data Centers



Cloud



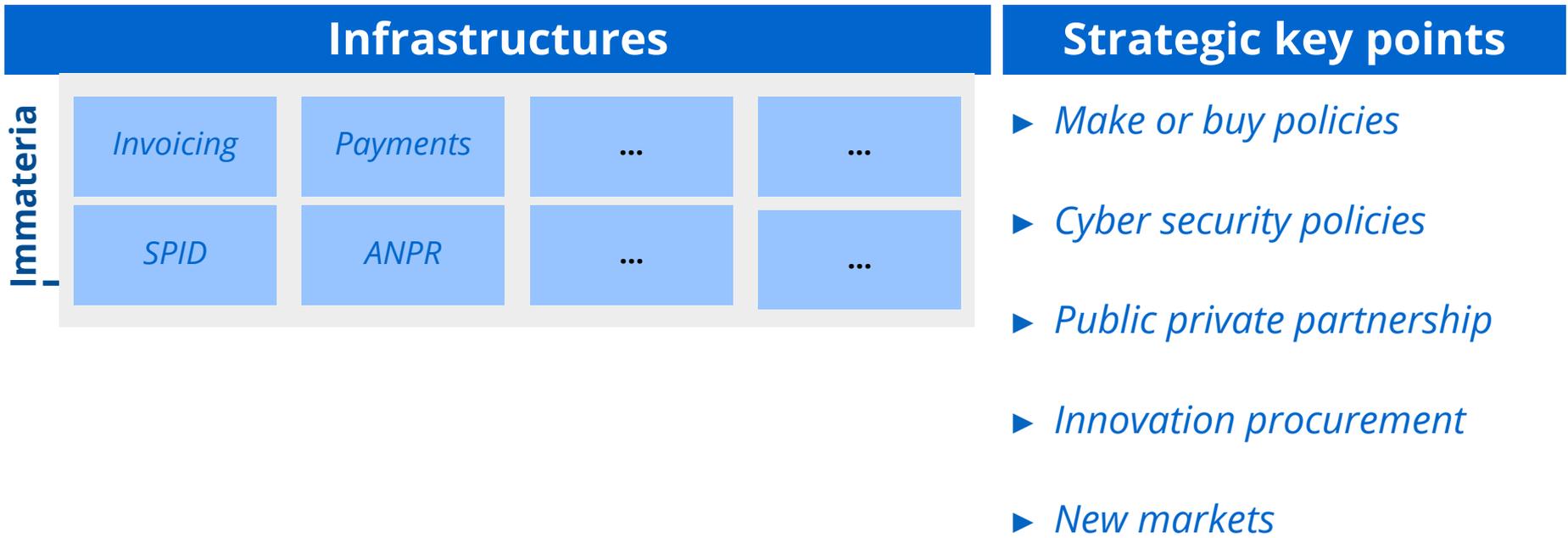
Connectivity

Strategic key points

- ▶ *Country-wide cloud*
- ▶ *40/50 local data centers, about 10 national data centers*
- ▶ *Economy of scale*
- ▶ *Higher security standards*

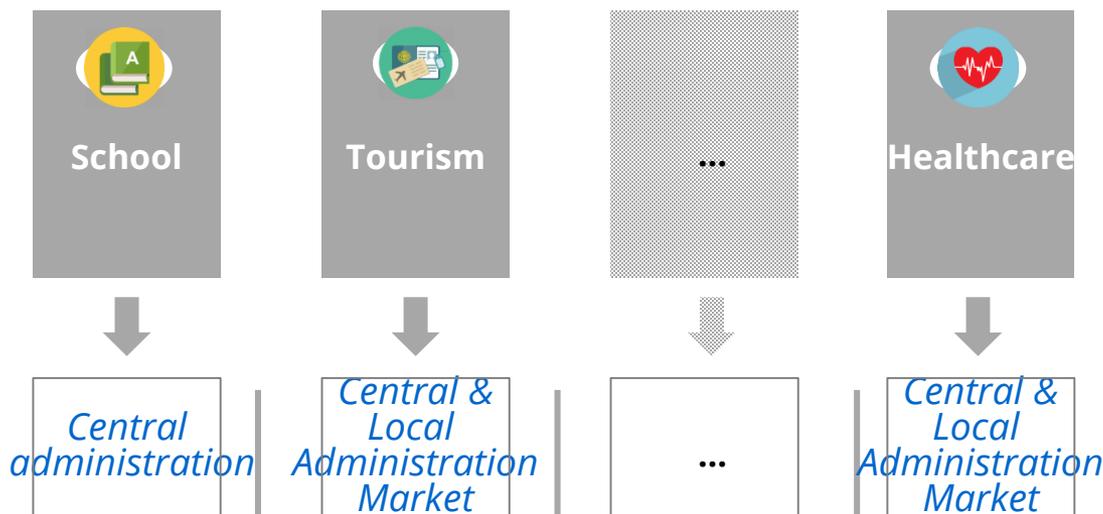


Components – immaterial infrastructure



Components – Focusing on ecosystems

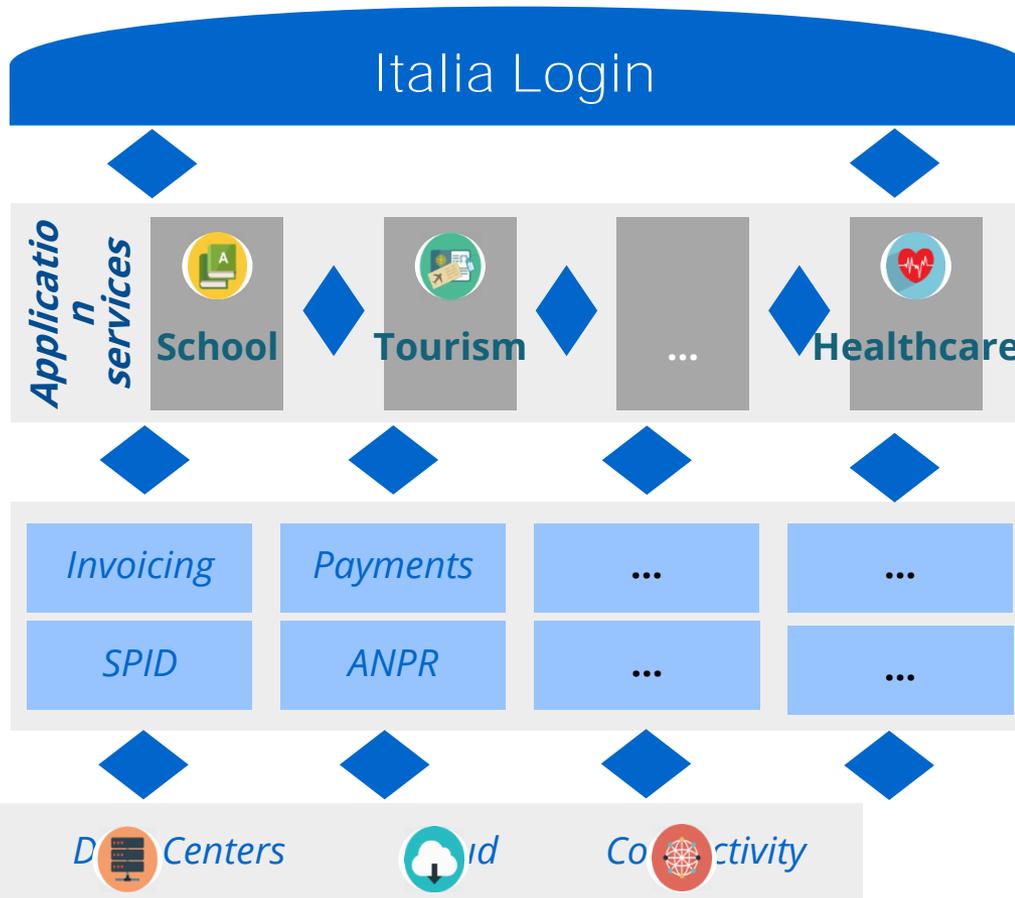
Ecosystems



Strategic key points

- ▶ *Moving from eGovernment to Digital Government (EU / OECD Recommendations)*
- ▶ *Citizen-centric strategy, actor co-ordination*
- ▶ *Creating vertically-co-ordinated ecosystems*
- ▶ *Creating the pre-conditions for ecosystems integration (e.g. healthcare tourism)*

The Three-Year Plan as driver of the Italian strategy



Three-Year Plan

- ▶ Cost elements
- ▶ Technical standards
- ▶ Standard APIs
- ▶ Times and priorities



SPID · SISTEMA PUBBLICO DI IDENTITA' DIGITALE



One identity to access all online services



One login
for a simplified access
to public and private services



Higher security
on the network
for users



A tool to open
new markets



ADVANTAGES



CITIZENS

•SIMPLIFICATION:
Single Pin to access all the services of the public administration and private services from PCs, smartphones and tablets .

•SAFETY:
more effective data protection, no centralized database, no profiling of user data.

•INTEROPERABILITY OF SPID IN THE EUROPEAN SCENARIO:
a system accepted in the other EU Member States.



PA

•SIMPLIFICATION:
Public administrations do not have to manage the users authentication and they can focus instead on the quality of the services offered.

SAVINGS:
elimination of the expenses related to the storage of personal data.



ENTERPRISES

•SIMPLIFICATION: enterprises do not have to manage the authentication of their users and they will have a database of users with no need to conduct a census

•NEW MARKETS:
Stimulates the offering of new services.

•SAVING:
elimination of the expenses related to the storage of personal data.



4
Identity
Providers

3,720
Public Administrations
as service provider

4,273
Online services
accessible through
SPID

1,000,103
SPID identities
provided



On **December 2015** the first three identity providers were accredited

First SPID identity provided **March 2016**

10 Pilot Administrations as service provider

July 2016

- 183 public administration as service provider
- 523 online services accessible through SPID
- 79,385 SPID identities provided

December 2017

Adoption of the SPID system in the entire PA



Anagrafe Unica Digitale

One citizen registry from Tirol to Sicily



Only one database:
centralized, interoperable and secure



Reducing cost
of data management



Only one reference
for public administration and citizens



ADVANTAGES



CITIZENS

- Change of residence from any municipality
- Certificates may be asked from any municipality



ADMINISTRATION

- On-going population census
- Real time data exchange between municipalities
- A single system to manage data interchange, services and transactions for local administrations



DIC 2015

Start of
Single Population Registry

municipalities
6.5 million citizens



from
8.000+
Municipal databases
to
1

December 2015

2016

2017



10 DECEMBER 2015

Operational testbed for two pilot municipalities Cesena (FC) and Bagnacavallo (RA)

14 DECEMBER 2015

Start of first municipality

DECEMBER 2015

Start of central population registry with pilots only

2016

All municipalities are online

2017

Integration with civil registry and conscription service



A digital counter on PC, smartphone or tablet



Secure, effective transactions



Transparent costs



Instant notifications



ADVANTAGES



CITIZENS AND ADMINISTRATION

- Secure transactions
- Cost transparency
- Online view of amounts due
- Instant verification of payments
- Notifications on mobile devices



ADMINISTRATION

- Clear, real time reporting of collected money
- No more cash management contracts
- Account reconciliation



421

Payment services providers

15.601

Administrations

1.868.886

Total number of transactions



December 2015

2016





Agenzia per l'Italia Digitale

Presidenza del Consiglio dei Ministri

Il Paese che cambia passa da qui.
The Changing Country Comes Through Here.

agid.gov.it