



Public Consultation: e-Government Action Plan 2016-2020

Italian position paper

January 2016

Italy recognizes the e-Government Action Plan as a pivotal instrument for the development of e-Gov at both the European and the national levels and as a building block toward a Digital Single Market Strategy.

As for the current consultation on the next *e-Government Action Plan*, we are providing some suggestions in order to share our national experience in this field with the European Commission (EC) and with the other Member States (MSs).

1. POLITICAL COMMITMENT

During the *2011-2015 e-Government Action Plan* (e-GovAP), Italian Government participated actively to the national ICT developments and adopted the main principles of the European e-Gov policies.

As the previous e-GovAP was inspired by the Malmo Declaration, it could be important to have an equivalent solid political withstand, capable to influence the MBs initiatives with the same effectiveness.

2. ENABLING INFRASTRUCTURE

The expired e-GovAP generated, among the others results, an essential framework of principles.

Italy adheres unconditionally to those principles and it is transforming them in effective standards for civil services gradually.

Some examples, just to give a feedback:

- On line delivery of payment invoices to the public administrations (eInvoices)
- On line delivery of income tax statement
- On line civil trial.

The above mentioned procedures, already in place and operative for citizens and business, have been introduced as compulsory in many cases.

In this direction, to strengthen the *only-once principle*, Italy is implementing its *Digital Agenda* adding further bricks to the existing services.

Some of the key projects of the Italian Digital Agenda have made some important step forward during the last month of December 2015 -:

- ANPR, *Anagrafe Nazionale della Popolazione Residente*, i.e. National Resident Population Registry: end of the pilot phase with 26 Municipalities and starting of the implementation stage at a national level
- SPID, *Sistema Pubblico per la gestione dell'Identità Digitale*, Digital Identity Architecture: selection of three identity providers, from the private sector, and certification of them as exclusive national suppliers; beginning of the realization phase
- EIC, *Electronic Identity Card*: conclusion of the pilot phase and starting of the implementation time at nationwide level.

The last three mentioned projects foresee their deadline for full implementation within the end of 2017.

A paramount importance is given to SPID, because it introduces a unique digital identity to be identified before any access to digital services, taking into the due account personal data protection and cybercrime prevention.

SPID represents an important step to reduce one of the main “factors hampering the use of digital public services” (Section 3 of the public consultation on e-GovAP): the need of more comfortable online services accessibility.

Theoretically, the identity system is available also to private services, if compliant.

A closer cooperation between Government and private sector (business, practitioners, organizations, etc.) is already intensive on this project. As for the aspects of standardization and interoperability affecting data protection issues, an involvement of the Article 29 Working Party (see Art. 29 Directive 95/46/EC) would also be advisable.

To this end, in the next future, EC action in the field of e-Identity could be progressively enhanced, strengthening the dialogue among the MSs on standardization and interoperability.

As an example of this tendency, EC awarded to Italy (AGID, Agenzia per l'Italia Digitale, the e-Gov national Agency and other partners) the project FICEP – First Italian Cross Border eIDAS Proxy, which will allow, on the one hand, foreign citizens to access with their eID to public and private digital services and, on the other hand, Italian citizens to use their eID to benefit of digital services all over the E.U.

Finally, a National Broadband Map project has been recently launched by Agcom - Autorità per le garanzie nelle telecomunicazioni, the Italian National Regulatory Authority for telecommunication. The Broadband Map uses Geographic Information System technologies to provide the plots of the areas reached by BB and BUL access networks. It's possible to search and analyze the broadband availability across the Country (digital divide areas), enabling the effectiveness

evaluation of the Digital Agenda's initiatives adopted by the central and the local administrations.

There is also the need of spreading knowledge and experience on eIDAS Regulation, Electronic identification and trust services rules, including data protection best practices, also before its enforcement (July 2016), all over the E.U.

3. LEGISLATIVE INITIATIVES

Currently, Italy is reforming the e-Government Code [*Codice dell'Amministrazione Digitale*], adopting a new vision:

- not only *obligations to the public administrations*
- but first of all *new rights to citizens and business*, including the *right to a digital address [domicilio digitale]*.

In this regard, a way to strengthen the next e-GovAP could be the activation of a dedicated group of Member State's representatives, entitled to debate on both regulation priorities as well as implementation issues.

4. E-GOVERNMENT SPREADING

Italy is experiencing some difficulties in promoting e-Government, similar to those listed in some of the questions of the EC survey on e-GovAP (besides the already mentioned section 3, see also sections 4 and 6 of the questionnaire).

Particularly on the ground of accessibility, inclusiveness, user-friendliness and confidential guarantees, sometimes it is tough to obtain the maximum result.

In the DESI 2015 Scoreboard, on the one hand, Italy performs its best ranking (15th), among the 28 EU countries, offering digital public services, but on the other hand Italy shows the lowest rate of use of Internet by the citizens, with a negative impact on the effective use of the online services.

Therefore, today there is an actual commitment to enlarge the area of the Italian e-Government services, mostly those related to life events listed under section 6 of the questionnaire.

Meanwhile, there must be a strong care in improving the aforesaid qualities, always under the pole star of the European e-GovAP.

In order to remove those hurdles, an overall growth of the digital knowledge is under promotion, in a closer dialogue among the e-Gov national Agency (AGID), Universities, Ministry of Education, other public administrations and business.

In this view and taking advantage from its participation to the European e-Competence Framework 3.0, Italy activated a study centre (Osservatorio) on digital competence, to implement an effective digital transformation of the country.

As for what relates to Digital skills and training, as a stemming policy from the recent School Reform, Italy is currently deploying a National Action Plan for Digital School. This plan includes an array of measures to foster a leap forward for students' and teachers' digital knowledge and skills and also achieve a complete switch off to e-Government services offered by the education system.

5. TOWARDS THE DIGITAL SINGLE MARKET

An important deadline is already established for every Italian public administration:

- within December 2016, all the public services should adopt electronic payments compulsorily, by PagoPA system (ePayments), with the certain perspective of improving efficiency and effectiveness in every interaction.

This process will also encourage citizens and business to adopt exclusively digital transactions, both at the European and the international level.

For this reason, on the strategic objectives, the new Action Plan could promote a widest adoption of digital payments all over the European Union, as the key enabler of an effective Digital Single Market.

6. ECOSYSTEMS AND COOPERATION BETWEEN PUBLIC AND PRIVATE ACTORS

Under the name of “Italia login”, a domestic investment of about 400million € including some of the abovementioned projects and others, Italian Government is building many different *digital ecosystems*, integrated each other through transversal services.

An ecosystem is intended as a thematic e-Government sector, for instance, eHealth, eEducation, eJustice, eTurism, etc., including some typical services of the area: e.g., in eHealth there will be subscription to the national service, request of interventions or certifications, and other life events.

Every thematic sector shall be connected to transversal functions, like identification, notification, secure transport of documents, payment, archiving, a.s.o., responding to standardized criteria.

An essential premise to get this goal is a stronger cooperation between public and private subjects, that is in itself another important advantage. This will mean the end of a public ICT separated from a private ICT and a shorter way to offer many new different models of service to the citizen, enlarging the number and dimension of utilities, functions, front ends.

If the next e-GovAP could take in some account both these aspects - digital ecosystems and involvement of public and private actors -, another important brick to digitization would be added.

7. EUROPEAN e-GOVERNMENT

Today, Italian Government is committing itself into a *new deal* of the eGov at the national level.

Through its three-year digital plan and other new cross initiatives, involving many public administrations, it will be possible to improve and simplify the existing digital public services, making them more attractive to citizens, practitioners and business.

This commitment foresees the implementation of the above mentioned projects, ANPR, SPID, EIC, and the unification of access points, like already existing gateways, reducing the number of the public portals. These are to be consolidated according to the matters involved (ecosystems).

With the same approach and with the aim to realize an effective Open Data policy, within the Strategy for Digital Growth, a “Data4All” initiative was launched recently, as a platform gathering some thematic portals, like SoldiPubblici (public expenditure) to compare public spending data from all local authorities, ItaliaSicura (safe Italy) to monitor Government interventions facing national emergencies, and OpenCantieri (open construction sites).

All these actions will lead to a simpler process of connection to the future European Single Digital Gateway, which is under discussion.

Mostly, easier and more efficient digital public services shall reduce progressively the use of paper and, in the next future, definitely.

In the meantime, the mentioned actions will improve transparency and enhance the fight against corruption within the public administration.

In the end, Italy is confident that EC, by the means and resources of the European eGovernment Action Plan 2016/2020, will provide opportunities for bi- or multi-lateral cooperation among Member States and with the EC itself, to test practical solutions of effective interoperability and cross border public services.

FOCUS ON DIGITAL AGRICULTURE

The action plan recently announced by the Minister, related to the digitalization of the agriculture sector, is called “*Agriculture 2.0 – simplification and innovation to increase the administrative efficiency of the agricultural sector*”.

The process of simplification and reduction of the bureaucratic complexity is applied starting from the campaign 2014-2015, which is the first one after the adoption of the European Agricultural Policy Reform related to the period 2014-2020. In fact, the new EU regulation framework introduces different and more complex ways to access the European grants for agriculture (FEAGA and FEASR), with new models and processes for both the Central Government and the agricultural firms resulting in a higher overall bureaucratic workload.

The new regulation framework: The Farm Register as database of public interest (according to the Digital Administration Regulation).

On the regulation framework, several important objectives have been achieved: Law n. 190/2014, in force as from January 1st 2015, which introduces the Farm Registry among the databases of national interest listed by the Digital Administration Regulation; Ministerial Decree 12th January 2015, n. 162, which simplifies the management of the European Agricultural Policy 2014-2020 jointly approved by Central Government and Regions.

The Ministerial Decree represents the base of the “Agriculture 2.0” plan starting from the campaign 2014-2015, as foreseen from the Minister of Agriculture.

The Ministry of Agriculture, ISMEA (Institute of Services for the Agricultural Food Market) and AGEA (Agency for the Grant Issue in Agriculture) are involved in a program with the aim of execute several activities within the period 2015-2017, according to the legislation framework aforementioned.

These actions pursuit objectives of simplification, reduction of bureaucratic complexity and efficiency of the overall services within the agricultural sector, through processes of digitalization and innovation. The activities put in place will positively affect all the entities involved in the value chain: Central and Local Government, agricultural firms, Agricultural Support Centers (CAA), Payment Entities, Authorities, Regions.

Agriculture 2.0 – Action list announced by the Minister of Agriculture: On-line pre-filled application form, March 2015; Prepayment European funds; Integration of Agricultural Farm Dossier, Agricultural Cultivation Plan, Register of phytosanitary treatments; Farm Registry: sync of all the regional information systems into the SIAN (National Agricultural Information System) March 2016 ; Database unification of certificates to be presented by each agricultural firm; Unified Application (only one application for European Grants); Boost of the technological infrastructure – Integrated Information System State-Region.

We are positive that EC will provide opportunities for progress on the Common Agricultural Policy simplification and to achieve the goals also through the means and resources of the 2016/2020 European e-Government Action Plan.