



**Governo italiano**

*Presidenza del Consiglio dei Ministri*

## Reform of the Italian Public Administration

“e-Gov 2012”: Italy’s Action Plan for  
e-government 2009-2012

*Ministro per la pubblica amministrazione e l'innovazione*





# Summary

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# Why the Plan?

- The “e-Gov 2012” Plan proposes a set of choices in line with the Lisbon Strategy, consistently with the perspective of a long-term economic crisis, and aims at facing the widening gap between Italy and the most developed EU countries in the e-government sector:
  - 17% of Italian families uses the Internet;
  - the EU average is 32%, reaches 40% in the major European countries and 60% in Northern European States.
  
- The “e-Gov 2012” is a plan for innovation, online services deployment, accessibility and transparency of public administration, with a view to bringing it closer to citizens and business.



# Corner stones

- The “e-Gov 2012” Plan stems from the following corner stones:
  - the July 2005 Directive issued by the Department for Innovation and Technologies, which focused on:
    - enhancement of online services;
    - cooperation and communication instruments “web 2.0”;
    - public administration quality;
    - customer satisfaction.
  - the EU Action Plan on e-government.



# Strategy

- Building-up on the objectives achieved to improve human resource productivity for the enhancement of PA performance (i.e. reform of collective bargaining, reduction of absenteeism, introduction of appraisal and merit-rewarding mechanisms).
- Aiming at further increasing public system productivity by simplifying processes, modernising services and promoting access and transparency.
- Creating synergies between human resource management and new technologies deployment to provide clients with better quality services, reduce costs and administration's response times.
- Mobilizing the available resources through projects which encompass various administrations at different government levels, and defining original modes of cooperation between public and private sectors.



# Areas of intervention

- The “e-Gov 2012” Plan rests on 80 projects in 4 priority areas of intervention:
  1. 20 sectorial projects involving Central Administrations and universities;
  2. 40 territorial projects concerning both regions and provincial capitals;
  3. 4 macro-projects concerning System infrastructures, aimed at developing infrastructures such as: the Public Connectivity System, those aimed at closing the digital divide, and those to improve service accessibility;
  4. International projects to contribute to the effort done by Italy and other major countries to share with developing and emerging countries best practices and expertise to improve e-governance, PA modernization, and innovation capabilities.



# Strategic Objectives 1/3

- Within the 4 priority areas, the “e-Gov 2012” Plan has 7 strategic objectives. In each of them a series of specific projects have been launched:

## School

- **“School-families digital interaction”** aims at simplifying communication between the school and families through various communication modes (Internet, e-mail and SMS).
- **“Innovative tools for digital education”** provides for the allocation of at least three IT rooms with interactive digital blackboards and PCs per school.

## Health

- **“Digitalization of prescriptions and medical certificates cycle”** provides for the replacement of paper prescriptions and medical certificates with digital documents, in line with the Electronic Health Records’ standards.
- **“Electronic Health Records”** to build each patient’s medical record in an electronic format, thus improving diagnosis and treatment process.



## Strategic Objectives 2/3

### Justice

- **“Electronic notifications of communications and procedural documents”** aims at dematerializing the judicial authorities’ notification to lawyers and bailiffs. This is a key instrument to tackle the length of judicial proceedings.
- **“Online certificates of criminal records”** to enable online issue of legal certificates also at points of contact of other administrations in Italy and abroad both to citizens and public administrations.
- **“Electronic transmission of crime notices”** from police forces to the Public Prosecutor’s Office”, to streamline investigation and pre-hearing activities in criminal proceedings.

### Business

- **“Set up a business in one day”** to provide a single online point of contact for business to comply with the necessary requirements (registrations, modifications, authorizations, etc.).



## Strategic Objectives 3/3

### Security and freedom

- **“Electronic passport and Identity card”**: to enable police headquarters and consulates to issue the Electronic Passport. From 2009, they will also have the ID holder’s fingerprints in line with the new UE directives, which will serve as the standard of reference to issue the electronic ID card.

### Territorial data

- **“Unitary municipal registry coupled with a real estate cadastral system”** to deploy, through Single Points of Contact, the National Land Registry Information System for cadastral updates on the whole national territory.

### Dematerialization

- **“Certified e-mail box for citizens, public administrations, business and professionals”** to de-materialize the exchange of documents with public administrations also through Friendly Nets and hybrid mail systems;
- **“Electronic Invoicing for PA”** and **“Online payments for PA”** to allow for a significant reduction of times and costs coupled with an increase in security .



# Resources and monitoring

- The government's financial commitment for "e-Gov 2012" will account for € 1,380 bl.
- A crucial instrument to mobilize the necessary and organizational financial resources will be ensured by over 60 "institutional cooperation memorandums" with Central Administrations, Regions and Local Authorities.
- The "e-Gov 2012" Plan will be monitored on a regular basis and the implementation status will be published on the web as well as in quarterly activities' reports.
- This monitoring activity complements the institutional reporting assessment tools provided for by the current legislation, notably :
  - The Progress Report on the Status of the Public Administration (Annex to the Provisional and Programmatic Report to the Parliament);
  - The Progress report on the Digital Administration Code;
  - Directives on the strategic guidelines for technological innovation, planning and areas of action in central administrations;
  - The half-yearly progress report to the Interministerial Committee for Economic Planning (CIPE).