



Digital Government Strategies: Good Practices

Italy: Digital Identity Public System

The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Italy to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

Description of the practice:

Organisation:	Agency for Digital Italy.
Name of the practice:	Digital Identity Public System (SPID, Sistema Pubblico di Identità).
Principles implemented:	<u>Principles:</u> 1- Ensure greater transparency, openness and inclusiveness of government processes and operations. 3- Create a data-driven culture in the public sector. 4- Reflect a risk management approach to addressing digital security and privacy issues, and include the adoption of effective and appropriate security measures, so as to increase confidence on government services. 6- Ensure coherent use of digital technologies across policy areas and levels of government. 12- Ensure that general and sector-specific legal and regulatory frameworks allow digital opportunities to be seized.

Description: The Digital Identity Public System (SPID) aims at providing citizens and businesses with safe and protected access to digital services delivered by Public Administrations.

The SPID system is based on a group of public and private entities that, after being accredited by the Agency for Digital Italy, are allowed to offer online public and private identity services.



Digital government toolkit



The Agency for Digital Italy (AGID) created a business model and a shared business case with the members of the SPID Steering Committee composed since the design stage by representatives from the private sector Identity Providers (IDPs). For more information: <http://www.spid.gov.it> (in Italian).

The Agency for Digital Italy (AgID, www.agid.gov.it) is a Government Agency responsible for the implementation of the Italian Digital Agenda. The Agency supports public administrations in their effective use of ICT, improving quality of services and reducing costs, with broad competences in e-Government, information society and technology innovation, including areas as: new generation networks, security, open standards, digital literacy, open data, digital inclusion, smart communities and digital health and education.

AGID promotes digital government by providing support at legislative, policy-making and implementation levels. It also defines criteria and technical rules on ICT security, interoperability and performance.

AGID is in charge of the design and management of IT national strategic projects, such as the development of the national civil registry, the citizen health record management system, the electronic invoice interchange systems, and the portal of the Italian citizens.

The Agency is the national reference authority for European and international relations and promotes a wider participation to international programs and initiatives.

For more information: www.agid.gov.it

Project management: Agency for Digital Italy (AgID).

Project team: According to article 4 of Law decree 69/2013, the Agency for Digital Italy (AgID) is in charge of the activation of SPID at national level through the adoption of implementing regulations. Article 4 specifies that the other main actor involved in this phase is the Italian Data Protection Authority (Garante della Privacy).

Results

So far 85.320 citizens have registered in the system and 3 million are expected to register in the coming months (by 2017). Part of these identities will be migrated from other pre-existent identity provider platforms).

As of today SPID has 3 identity providers (Telecom, Infocert and Poste Italiane, and other 2 providers have started the accreditation process.

Digital government toolkit

To date the following institutions (service providers) are already offering digital services through SPID:

*The 4 main public administrations (INAIL, INPS, Agenzia delle Entrate and Equitalia) .

*3 Municipalities

*9 Regions

*University of Rome “Sapienza”

600 services are already accessible through SPID while by the end of 2017 all Public Administrations will be connected. After the conclusion of the first phase, private services will begin to be accessible through SPID.

Development

Design:

The design phase is divided into two parts: **Technical Design** and **Planning**.

The **Engineering Design** phase has led to experimentation of the solutions between public administrations and IDPs. In this phase a dedicated team was in charge of “user experience” and service design, defining graphic elements and common usability for both Identity Providers and Services Providers.

Private companies who had already expressed their willingness to present themselves as IDPs, Universities involved in the implementation and analysis of the Digital Agenda principles (e.g. Politecnico di Milano) some trade associations (Confindustria Digitale, Assinform etc) representatives from central and local government, the Italian Data Protection Authority and The Italian Competition Authority

Testing:

There was a testing phase which was attended by pilot users that were selected by the IDPs. AGID has launched a specific working group within the SPID Steering Committee which meets every two weeks and sets out priorities to improve the user experience.

Implementation:

It is possible to identify two implementation phases of SPID:

- Startup phase: 15 March - June: launch of the project. During this phase AGID and RAI (the Public TV Network) have launched an institutional ad campaign aimed at increasing the knowledge of SPID and its benefits.

- Development phase: In July – December 2016 there is being a focus on specific marketing and communication activities aimed at reaching more users.



Resources: Costs are being basically supported by the private sector. So far AGID incurred approximately 50,000 € in 4 years. These funds were used for setting the hardware and basic software for the registry, the staging environment and other facilities.

Diffusion and scaling: date

AGID carried out a strategic communication activity through the creation of working groups. The Strategy was addressed to the actors that will implement SPID at local level (also through specific target-defined media kit). Furthermore, it was created a marketing communication campaign for citizens tailored on specific sectors.

By 2017, SPID will become the single login system of the Italian PA both at local and central level. While SPID has already been implemented by many central and local governments, the current challenge is the involvement of private companies. The main difficulty is the heterogeneity of the information systems and the lack of digital skills.

A strong threat is also a general scepticism of Italians for un-intermediated digital processes.

Partnerships: Main Public Administrations.

Nature of the partnership: Public Administrations from central and local level.

Lessons learned: Not enough information available.

Conditions required: Not enough information available.

Additional information: Not enough information available.