



Digital Government Strategies: Good Practices



Italy: Italian Three-year ICT Plan ("*Piano Triennale*")

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 Austria 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:

Italian Three-year ICT Plan ("*Piano Triennale*")

Principles implemented:

Principle 1 - Ensure greater transparency, openness and inclusiveness of government processes and operations.

Principle 2 – Engagement and participation in a multi-actor context in policy making and service delivery

Principle 3 – Creation of a data-driven culture in the public sector

Principle 4 – Protecting privacy and ensuring security

Principle 5 – Leadership and political commitment

Principle 6 – Coherent use of digital technologies across policy areas and levels of government

Principle 7 – Effective organisational and governance frameworks to co-ordinate the implementation of digital government strategies

Principle 8 – Strengthen international co-operation with other governments

Principle 10 – Reinforce institutional capacities to manage and monitor projects' implementation

Description:

The three-year plan ("*Piano Triennale*") is the national ICT strategy and planning tool that, in accordance with the savings targets set by the Stability Law (Law 208/2015), aims to direct the actions carried out by central and local administrations towards the digitization of the Country.

Piano Triennale is a planning document that defines the business strategy of public information technology development and also classifies expenses by administrations in line with the objectives to achieve.



The drafting of the Plan requires the cooperation of all main public administrations (PAs), with a different level of involvement. It is therefore a long path that will be completed by autumn 2016, and will provide operational guidance from 2017.

The year 2016 is considered a “transitional period” during which public entities may purchase goods and services without prejudice to the strategic framework that will be in force later on. For instance, PAs are allowed to make investments in services to citizens according to the AGID standard, but they are not allowed to make new investments in data centers.

The three-year plan is structured in three parts:

- (1) operational guidelines for public administrations to respecting the fundamental principles of the Plan and to achieve the savings targets set in the Stability Law;
- (2) definition of the structure of the Italian PA and its levels with respect to the ICT strategic model. For each level strategic objectives, guidelines, costs and savings goals are specified.
- (3) specification of the information requested from the administrations in accordance with paragraph 513 of article 1 of the 2016 Stability Law (*Piano regolatorio* - Regulatory framework).

The ICT architectural model is divided in Ecosystems, Intangible Infrastructure and Physical Infrastructure.

1. **Ecosystems** are the vertical application domains, listed below, identified in the strategy document “Digital Growth 2014-2020”:

- Digital Health
- Digital School
- Digital Justice
- Digital Taxation
- Digital Tourism.

2. **Intangible infrastructures** are national platforms of services that allow to leverage economies of scale in order to optimize the overall IT spending by offering shared infrastructure solutions for improving service delivery to citizens and businesses.

This category includes among others SPID (the public system of digital identity), PagoPA (the payments management system), Electronic invoicing and ANPR (the online civil registry).

3. **Physical infrastructures** are tangible infrastructure through which application services of public administrations are provided, and they are:

- data center including system services necessary for their operation
- connectivity services
- disaster recovery
- business continuity and all physical and logical security services

The physical infrastructure will be divided into clusters according to the application services provided and data managed. For each cluster objectives to be achieved in terms of cost, performance and security will be defined, including those needed for disaster recovery and business continuity.

The Agency for Digital Italy is in charge of the drafting of the Plan and for coordination of all public administrations involved.

For more: <http://www.agid.gov.it/notizie/2016/07/13/spesa-ict-cosa-cambiera-il-piano-triennale>



Results

Implementation phase has not started yet.

Development

Design: 2016

Design is in an advanced phase. The implementation of the Plan requires the cooperation of all main public administrations (PAs), be it at different levels of involvement depending of their competence.

Testing:

Not started yet

Implementation

Starting by the end of 2016.

Diffusion and scaling:

Not started yet.

Partnerships: Public Administrations from central and local level

Lessons learned

Not enough information available.