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

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

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

- **Ecosystems**
  - School
  - Tourism
  - School
  - Healthcare

- **“Immaterial Infrastructure”**
  - Invoicing
  - Payments
  - ... (three empty boxes)
  - SPID
  - ANPR
  - ... (three empty boxes)

- **“Physical Infrastructure”**
  - Data Centers
  - Cloud
  - Connectivity
**Components - Physical infrastructures**

<table>
<thead>
<tr>
<th>Infrastructures</th>
<th>Strategic key points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td></td>
</tr>
<tr>
<td><img src="Image1" alt="Data Centers" /></td>
<td><strong>Country-wide cloud</strong></td>
</tr>
<tr>
<td><img src="Image2" alt="Cloud" /></td>
<td><strong>40/50 local data centers, about 10 national data centers</strong></td>
</tr>
<tr>
<td><img src="Image3" alt="Connectivity" /></td>
<td><strong>Economy of scale</strong></td>
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<td></td>
<td><strong>Higher security standards</strong></td>
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Components – immaterial infrastructure

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<td>Invoicing</td>
<td>Make or buy policies</td>
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<tr>
<td>Payments</td>
<td>Cyber security policies</td>
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<tr>
<td>SPID</td>
<td>Public private partnership</td>
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<tr>
<td>ANPR</td>
<td>Innovation procurement</td>
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<tr>
<td></td>
<td>New markets</td>
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Components – Focusing on ecosystems

Ecosystems

School ➔ Central administration

Tourism ➔ Central & Local Administration Market

…

Healthcare ➔ Central & Local Administration Market

Strategic key points

► **Moving from eGovernment to Digital Government (EU / OECD Recommendations)**

► **Citize-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

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

Italia Login

Application services

School
Tourism
...
Healthcare

Invoicing
Payments
...
...

SPID
ANPR
...
...

Data Centers
Id
Connectivity
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

• **SIMPPLICITY**: 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.

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<th>CITIZENS</th>
<th>PA</th>
<th>ENTERPRISES</th>
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<td>• SIMPLIFICATION: Public administrations do not have to manage the users authentication and they can focus instead on the quality of the services offered.</td>
<td>• 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.</td>
<td>• NEW MARKETS: Stimulates the offering of new services.</td>
</tr>
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<td>• SAVINGS: elimination of the expenses related to the storage of personal data.</td>
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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

December 2015

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

from
8.000+
Municipal databases to
1

2016
All municipalities are online

2017
Integration with civil registry and conscription service

municipalities
6.5 million citizens

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municipalities
6.5 million citizens
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

10 DICEMBRE 2015
Adhesion of schools

20 DICEMBRE 2015
Adhesion of Chambers of Commerce

DICEMBRE 2015
New administrations and services

2016

2016: Service active nation-wide
Il Paese che cambia passa da qui.
*The Changing Country Comes Through Here.*