

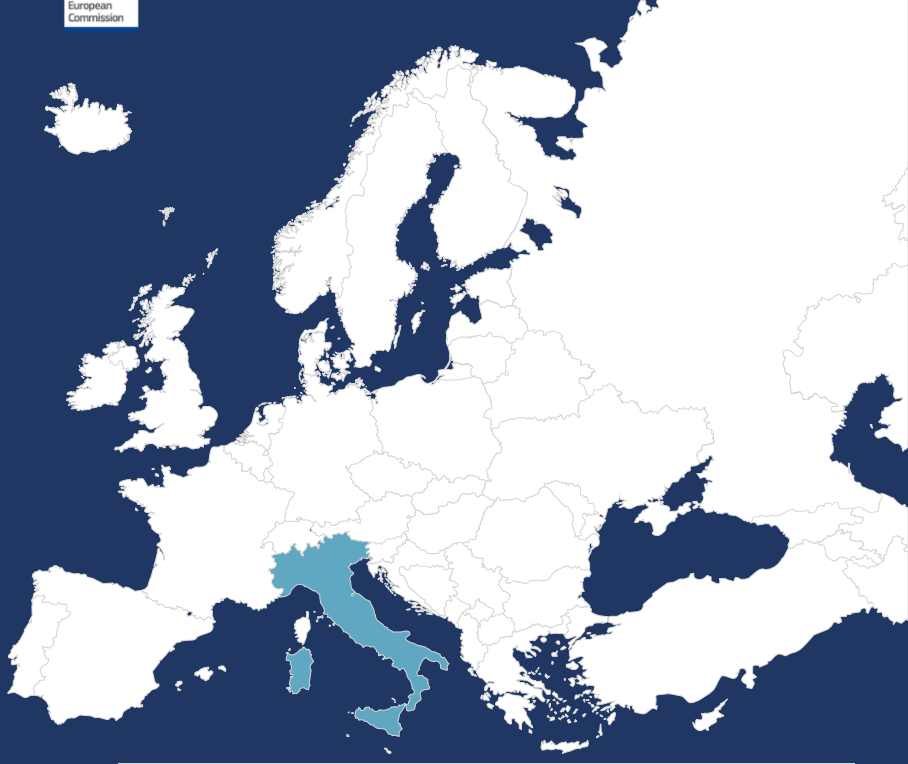


# ITALY

## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024



### HIGHLIGHTS - KEY PROJECTS

- [The Three-Year Plan for IT in the Public Administration](#) was defined in accordance with the Digital Growth Strategy, with the aim to set public sector ICT investment targets in line with government guidelines and European goals and programmes. The plan proposes a systematic, distributed and shared management and use model applicable to the most innovative digital technologies. The Three-Year Plan has been updated several times. The 2024-2026 edition was published in January 2024 by AGID. The new plan presents numerous innovations, starting with the close coordination with the objectives of the National Recovery and Resilience Plan and the Digital Decade 2030. The document was drawn up in close collaboration with the Department for Digital Transformation and with significant input from central administrations, as well as local administrations, the business community, universities and research institutions.



### Key figures

4 new initiatives adopted in 2023-2024

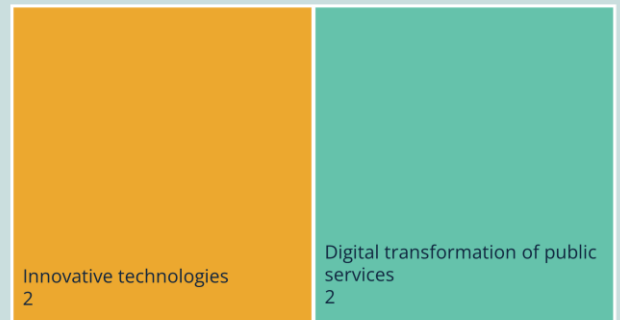


Figure 1

Number of initiatives per topic adopted in 2023-2024

### Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)  
YES

eHealth records (0-100)  
82.7%

Digital Public Services for Citizens (0-100)  
68.3%

Digital Public Services for Businesses (0-100)  
76.3%

## DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- In July 2022, the DTD published the [Design Guidelines and Operation Manual](#). The guidelines describe all the features to be included when creating websites and digital services for the public sector, the optional requirements as well as those requiring careful evaluation. In addition, the guidelines contain references to information transparency and security, the integration of enabling platforms, licences and good service monitoring practices. The guidelines focus on promoting digital adoption in society by underlining the importance of developing helpful and user-friendly websites and digital services through a user-centered design approach.

## DIGITAL TRANSFORMATION OF PUBLIC SERVICES

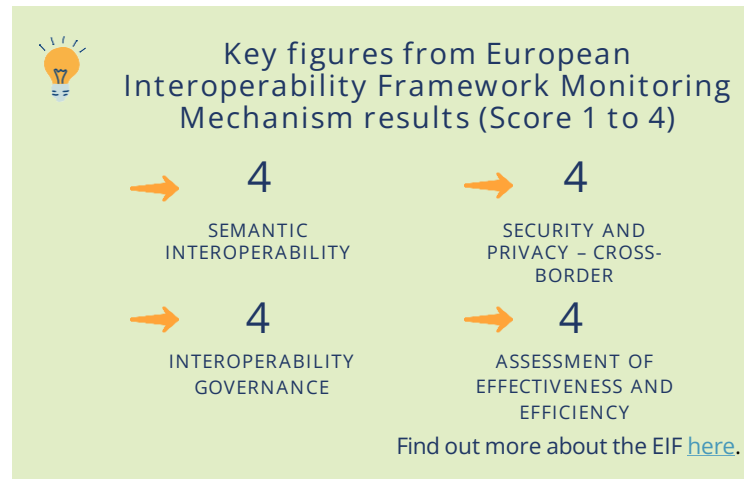
- The new [Public Procurement Code](#) states that all purchasing procedures of public administrations must be conducted digitally. Contracting authorities must provide digital services for economic operators to participate in purchasing procedures, and economic operators must use these services.
- The new national eProcurement system aims to draw a roadmap that takes into account the high degree of complexity of the public eProcurement system. In particular, the reform of the Public Procurement Code aims to fully digitize the public contract cycle. This involves establishing new digital processes and a range of digital infrastructure platforms and services that all eProcurement platforms must follow.

## TRUST AND CYBERSECURITY

- [Decree No. 131 of 30 July 2020](#) concerning the provisions on the National Cybersecurity Perimeter (PNSC) was published in the Official Gazette No. 261 of 21 October 2020 and entered into force on 5 November 2020. It includes four national measures to enhance Italian cybersecurity: (i) improving front-line controls to better manage alerts and counter known risky events targeting public administrations or enterprises of public interest; (ii) developing and enhancing technical skills for auditing and evaluating electronic applications and devices that provide essential services; (iii) increasing human resources in public safety and law enforcement agencies tasked with identifying and investigating cybersecurity threats against individuals or the nation; and (iv) reinforcing resources and departments responsible for safeguarding national security and addressing to cyberthreats.

## INTEROPERABILITY AND DATA

- The [National Digital Data Platform](#) is a central catalogue of application programming interfaces (APIs) shared across central and local administrations to ensure interoperability between base registries. Through this platform, public and private entities can use the published APIs (e-services) in an authorised and certified manner, adhering to EU privacy laws.
- The [guidance document on high-value datasets](#) (HVDs) aims to provide specific and detailed requirements and recommendations for providers of HVDs. It aims to assist them in effectively implementing the arrangements set out in Implementing Regulation (EU) 2023/138. The document supports providers in opening up this specific type of data, aligning with the publication and reuse methods specified in the reference standards.



## INNOVATIVE TECHNOLOGIES

- The Small Islands Plan (*Piano Isole Minori*) aims to implement optical backhaul in the small islands by laying submarine optical cables in the regions of Lazio, Apulia, Sicily, Tuscany and Sardinia. A total of 21 islands, which currently do not have any optic fibre connection, will be reached. Optical backhaul will support the expansion of ultrawideband networks, enhance mobile radio coverage, and facilitate the transition to 5G services. The upcoming network will be publicly owned, providing fair and equal access to the 21 islands currently lacking fiber connection. Initially planned for completion in December 2023, the project's timeline was adjusted to December 2024 after mid-term evaluations, and work is currently ongoing.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).