Highlights

Political Communications

In July 2020, the Ministry of Economic Development published the National Strategy on Artificial Intelligence, and the Presidency of the Council of Ministries approved the National strategy for digital competences acknowledging that digital competences represent a priority for socio-economic growth.

Legislation

The Circular No. 1 of 9 September 2020 defines the new interoperability guidelines for Public Administration Bodies in line with the European Interoperability Framework (EIF) model.
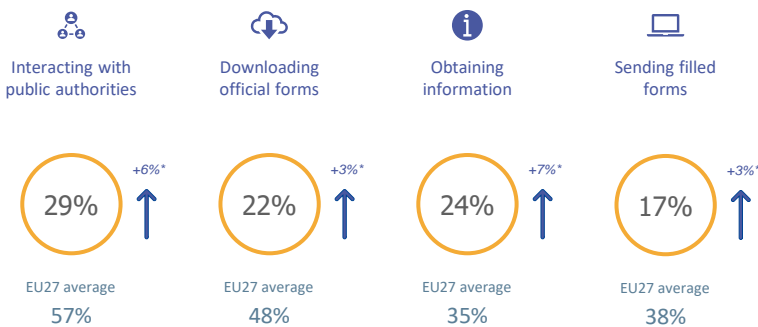
Governance

No update on governance in the field of digital public administration has been reported to date.

Infrastructure

No new infrastructure in the field of digital public administration has been reported to date.

Digital Public Administration indicators

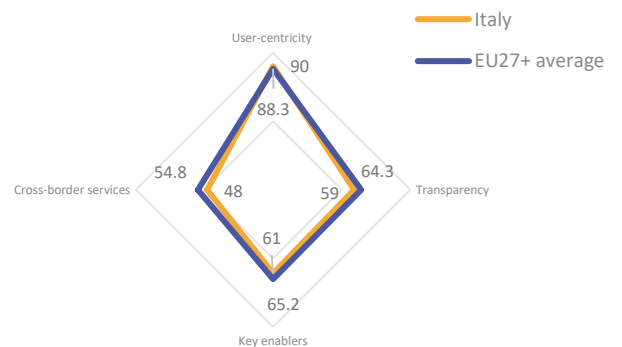### Percentage of individuals using the internet for

Interacting with public authorities

29% +6%*

EU27 average
57%

Downloading official forms

22% +3%*

EU27 average
48%

Obtaining information

24% +7%*

EU27 average
35%

Sending filled forms

17% +3%*

EU27 average
38%

* This is the trend evolution compared data from Eurostat in 2019.

Source: Eurostat 2020

eGovernment indicators

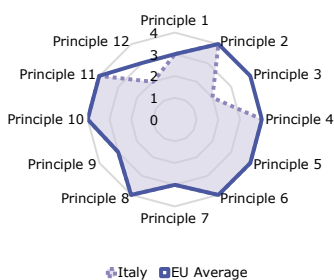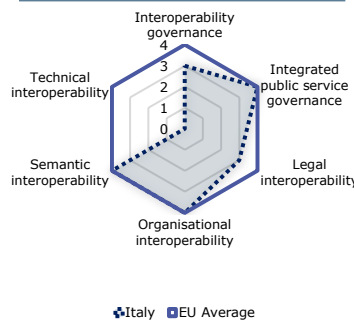### eGovernment performance across policy priorities

Italy — EU27+ average

User-centricity 90 / 88.3
Transparency 64.3 / 59
Key enablers 65.2 / 61
Cross-border services 54.8 / 48

Source: eGovernment Benchmark report 2021

State-of-Play of Interoperability

SCOREBOARD 1 — TWELVE PRINCIPLES

Italy   EU Average

SCOREBOARD 2 — INTEROPERABILITY LAYERS

Italy   EU Average

SCOREBOARD 3 — CONCEPTUAL MODEL

Italy   EU Average
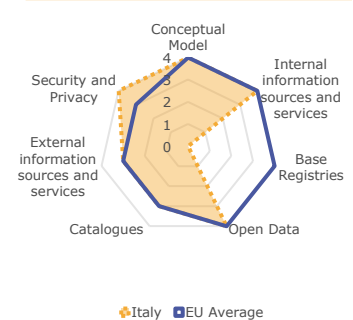
Source: European Interoperability Framework Monitoring Mechanism 2020