European Commission

What's inside

eGovernment in

Italy

ISA²

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The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

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Country Profile

Basic data and indicators

Basic Data

Population: 60,589,445 inhabitants (2017)

GDP at market prices: 1,716,934.7 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 97 (2016)

GDP growth rate: 1.5% (2017)

Inflation rate: 1.3% (2017)

Unemployment rate: 11.2% (2017)

General government gross debt (Percentage of GDP): 131.8% (2017)

General government deficit/surplus (Percentage of GDP): -2.3% (2017)

Area: 301,338 km^2

Capital city: Rome

Official EU language: Italian

Currency: EUR

Source: Eurostat (last update: 13 February 2018)

Political Structure

Italy has been a **parliamentary republic** since 2 June 1946 (following a referendum that abolished the Monarchy).

Legislative power is held by a bicameral [Parliament](#) made up of a [Chamber of Deputies](#) (630 members) and a [Senate](#) (320 members). The members of the two Chambers are elected for a period of five years. Deputies are elected by universal and direct suffrage; voters must be eighteen years old on the Election Day, while those eligible for deputies must have reached the age of twenty-five. Senators are elected by universal and direct voting by citizens who are twenty-five years old on the Election Day, whereas those eligible for senators are citizens who have reached the age of forty.

The Head of State is the [President of the Republic](#), elected by the Parliament (joint session) and by 3 delegates from each of the 20 regions for a seven-year term. The President has a limited but highly symbolic role. He can dissolve the Parliament in times of crisis.

Executive power is exercised by the [Government](#), consisting of the Prime Minister (referred to in Italy as the President of the Council of Ministers) and the Ministers jointly constituting the Council of Ministers. The President appoints the Prime Minister and, upon his/her proposal, the Ministers. The Government has to enjoy a vote of confidence from both chambers and is answerable to the Parliament. The Prime Minister conducts and is responsible for the general policy of the Government. He ensures the unity of general political and administrative policies, promoting and coordinating the activities of the Ministers.

Italy is made up of 20 regions, five of which are governed according to a special autonomous statute; 107 provinces and metropolitan cities and 7,981 municipalities. The regions have legislative power together with the State in matters of concurrent legislation, except for fundamental principles that are reserved to state law. The regions have exclusive legislative power with respect to any matters not expressly reserved to state law. Municipalities and provinces have regulatory power with respect to the organisation and fulfilment of the functions assigned to them.

The [Constitution](#) of the Italian Republic was adopted on 22 December 1947 and entered into force on 1 January 1948.

Italy was one of the founding members of the European Economic Community in 1957.

Head of State: President [Sergio Mattarella](#) (since 31 January 2015).

Head of Government: Prime Minister [Paolo Gentiloni](#) (since 12 December 2016).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Italy compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Italy
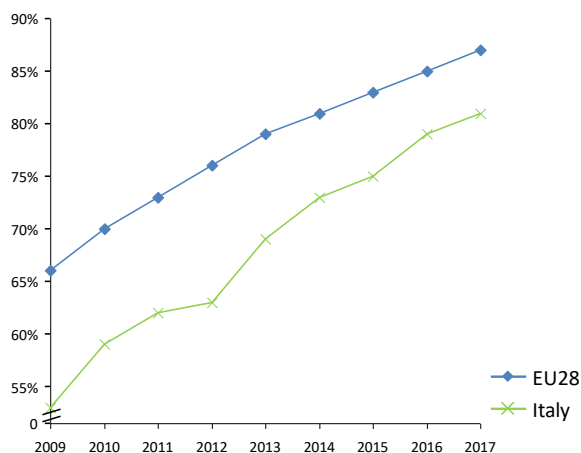
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Italy
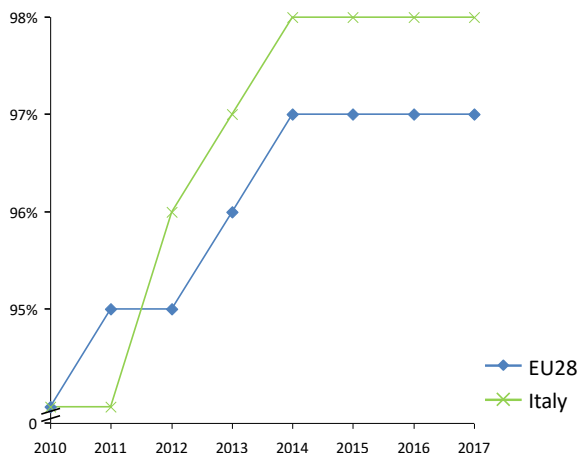
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Italy

Source : Eurostat Information Society Indicators

Percentage of households with a broadband connection in Italy
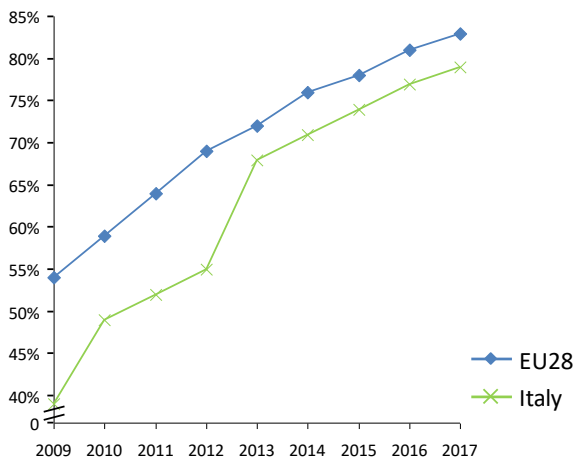
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Italy
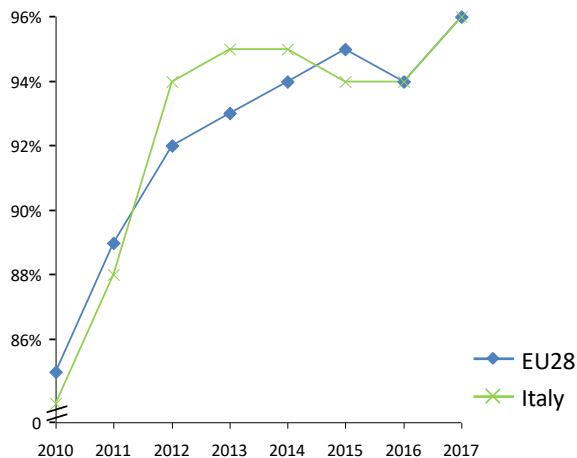
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Italy
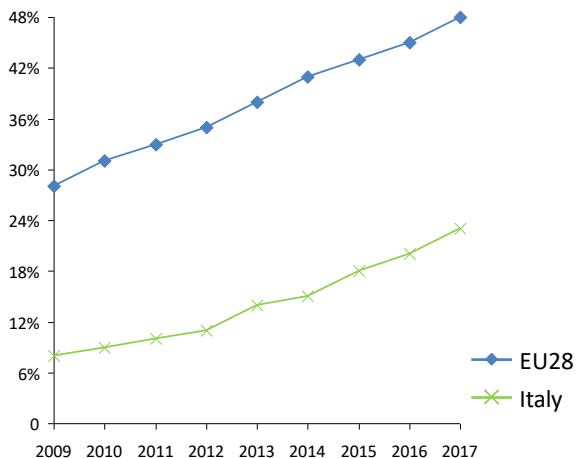
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Italy
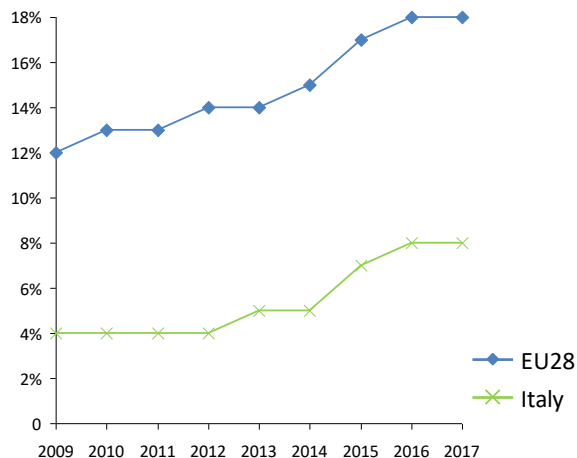
Source : Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Italy compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.
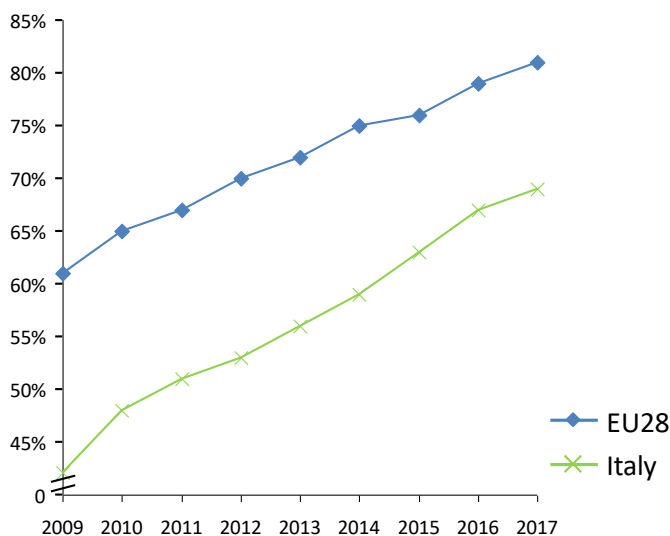
Percentage of individuals using the internet for interacting with public authorities in Italy
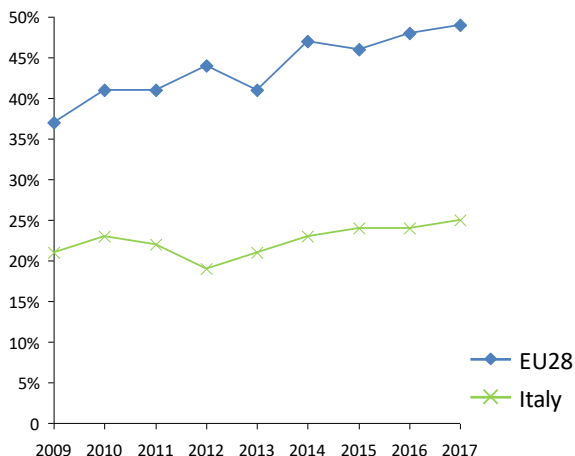
Source : Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Italy
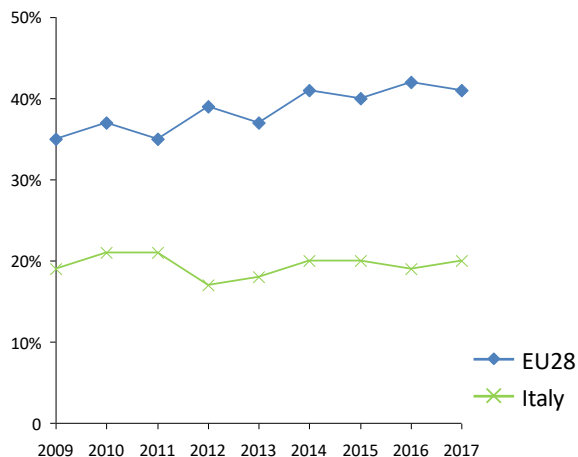
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Italy
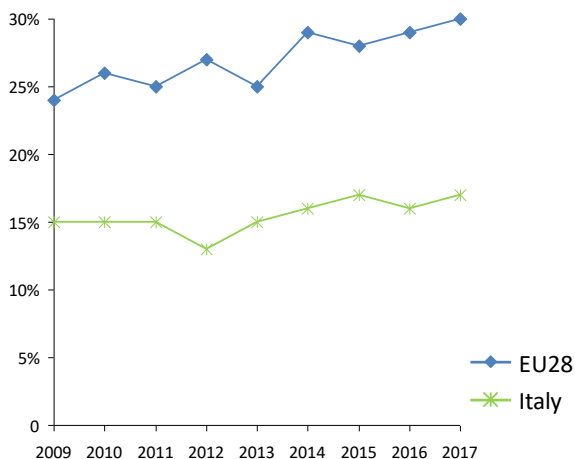
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Italy
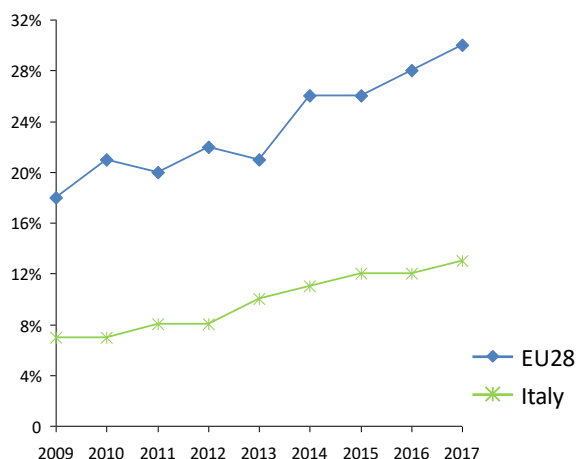
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Italy compared to the EU average score.
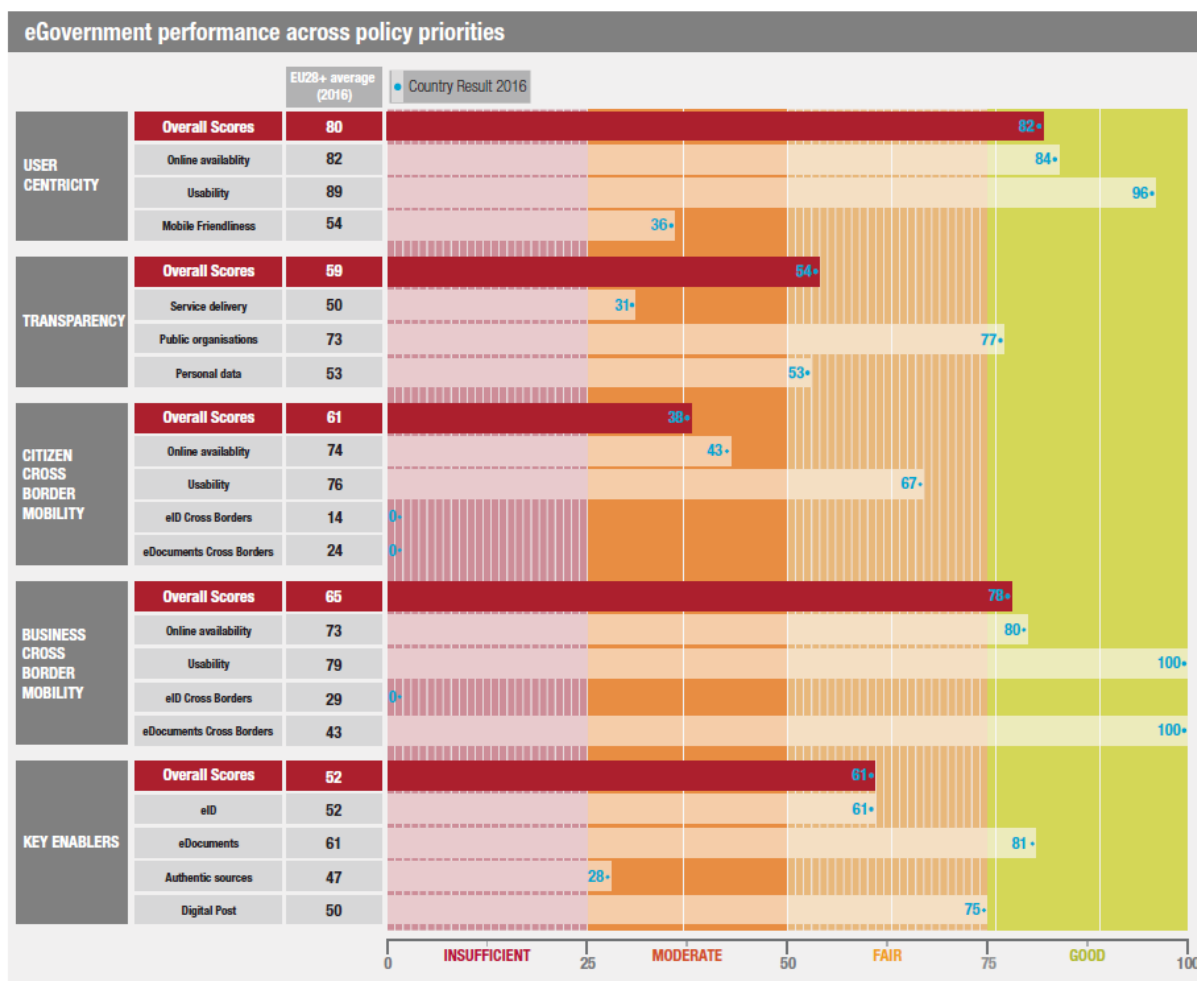
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

The [Agency for Digital Italy](#) has drafted and is responsible for the execution of the [Three-Year Plan for IT in the Public Administration](#). It has been defined in accordance to what is stated in the [Digital Growth Strategy](#). The Plan proposes a systematic, distributed and shared model of management and use of the most innovative digital technologies, characterised by an agile and evolutionary management style, based on clear governance of the various levels of public administration.

eGovernment Legal Framework

The latest reform of the [Digital Administration Code](#) (Codice dell'Amministrazione Digitale) lays down the legal foundations for many of the services established in the Three-Year Plan for ICT in the Public Administration.

eGovernment Actors

No changes have occurred to key actors and main contact points in Italy during the reporting year.

eGovernment Infrastructure

Italy has implemented the following changes to its eGovernment infrastructure:

▸ Launch of the [National Resident Population Register](#) (ANPR): a database combining the demographic data of all Italian residents.

▸ By December 2018, all Italian municipalities will have activated the [Electronic Identity Card](#) system.

▸ The Agency for Digital Italy along with the Ministry of Economy and Finance have established an [eProcurement Forum](#), which has the task of creating a space suitable for carrying out consultation, proposal and monitoring activities in scope of eProcurement.

▸ [PagoPA](#) is a new means of payment to Public Administration.

▸ The [Digital Transformation Advancement](#) website allows citizens to control the state of the art of the Italian digital growth projects, managed by the Agency for Digital Italy.

▸ In March 2017, the website [Developers Italia](#) was launched. It is a community of developers who design and make Italian digital public services.

▸ [Designers Italia](#) is another website that was launched in 2017. It calls upon the world of design, both inside and outside the Public Administration to strengthen the role of design thinking in the planning of digital public services.

eGovernment Services

▸ In 2017 the main change in digital public service delivery for citizens is the possibility to use their SPID credentials (digital identity) to consult registers, check the pension situation, and request services of the INPS (National Institute of Social Security) through their own computer without having to physically go to the offices of the Institute.

▸ In 2017 Italy established a 'digital drawer of the entrepreneur': a platform on which every entrepreneur is able to access information and official documents of his company without any charges. It is a point of contact between entrepreneurs and public administrations.

Other highlights

There are no other highlights of eGovernment changes in Italy in 2017.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

Italian Digital Agenda 2014-2020

In addition to legislative measures for general profiles and strategy in the field of Digital Agenda, the Council of Ministers has approved the Strategy for Digital Growth 2014-2020, the Ultra-Wideband Plan, and the National Broadband Strategy on 3 March 2015. Both plans have been defined by the Agency for Digital Italy and the Ministry of Economic Development under the coordination of the Prime Minister.

The new national plan for Ultra-wideband proposes a virtuous mix of public and private investment. Where individuals invest in equal measure to the public, the goal that can be reached is higher than the European minimum. The objective of the Strategy for the Italian Ultra-wideband is to remedy this infrastructure gap and market, creating favourable conditions for the integrated development of telecommunications infrastructure, fixed and mobile, with actions such as:

▸ Incentives aimed at bringing down the barriers of cost of implementation, simplifying and reducing administrative burdens;

▸ Coordination in the management of the subsurface through the establishment of a cadastre of below and above ground to ensure the monitoring of operations and the best use of existing infrastructure;

▸ Adaptation to other European countries in the field of electromagnetism limits;

▸ Tax incentives and credit at subsidised rates in the most profitable areas to promote the "quantum leap";

▸ Public incentives to invest in marginal areas;

▸ Direct realisation of public infrastructure in the areas of market failure.

Public resources are available to European funds ERDF and EAFRD, the Development Fund and Cohesion, for a total of 6 billion, in addition to the funds from the Juncker Plan.

The national plan for Ultra-wideband is tied to the Strategy for Digital Growth. The strategy has a dynamic character, in order to be able to adapt gradually to the scenarios in the reference period 2014-2020. It is a strategy aimed at enabling digitally-literate citizens and businesses, with the help of public levers.

With the Login Italia project, the Government intends to build the house of the citizen. The system is designed as an open structure where the various actors of the Public Administration contribute to their area of expertise. The PA creates a single platform and opens its data and provides the services available to businesses and citizens. It is necessary to develop a new design for a new public information system in order to become more user-centred. Every citizen with their digital identity can access all the information and services concerning himself/herself on Login Italia: a "home" on the Internet, a single sign on for all services of the public administration, receive alerts and deadline notifications, and make and receive payments.

Implementation of the Italian Digital Agenda requires the coordination of multiple actions by public administration, businesses and civil society, and requires management of the various sources of national and Community funding (at central and regional levels).

Three-Year Plan for IT in the Public Administration

The Three-Year Plan for IT in the Public Administration has been defined in accordance with what is stated in the Digital Growth Strategy, including actions, definition of financial needs and the indicators represented therein, with the aim of targeting public sector ICT investments according to government guidelines and in line with European goals and programmes. The Plan proposes a systematic, distributed and shared model of management and use of the most innovative digital technologies, characterised by an agile and evolutionary management style, based on clear *governance* of the various levels of public administration. The synergy and balance between the three directives (innovative technologies, agile management style and clear and effective model of *governance*) ensures the country's system uses more effectively the benefits of new technologies and provides citizens with an advantage in terms of ease of access and improvement of existing digital services.

The Agency for Digital Italy has assumed the responsibility of the execution of the Plan, and the coordination of the assistance to Central and Local Public Administration bodies in the implementation of the Plan.

Third Open Government Partnership (OGP) Action Plan

Italy has published its third OGP Action Plan, covering the period 2016-2018, the result of a joint effort of more than 20 public administrations and the First National Forum on Open Government, which was attended by more than 60 organisations (universities, research centres, consumers' associations and trade associations).

The central themes of the Plan are Open data and transparency, Participation and accountability, Digital Citizenship and Innovation.

With this new Plan the Italian Government wants to strongly relaunch its commitment on the Open Government, transparency, digital citizenship, participation and accountability which are also the fundamental objectives of the public administration Reform.

The new plan was published in September 2016.

The Plan contains 34 actions divided into the three thematic areas:

1. Open data and transparency (12 actions)
2. Participation and accountability (16 actions)
3. Digital Citizenship and Innovation (6 actions)

The Plan includes actions that will enable the country to further open up, in line with OGP values of access to the public sector, civic participation, accountability and digitalisation of public administration.

After the adoption of the Freedom of Information Act (FOIA), part of the Reform of public administration, the Government will work to ensure the right of civic access and monitor its implementation.

Among the first countries to adhere to the Charter of the International Open on the project, Italy today was equipped with a new strategy on open data in the public administration in order to give priority to requests that come from civil society, improving the quality and availability of information, enhancing transparency and promoting the reuse of published data.

With the third action Plan Italy will give continuity to different projects like Soldipubbici[1], OpenCoesione, ItaliaSicura and Opencantieri, strengthening them and launching other initiatives on transparency in Government investment.

Furthermore, the Plan includes the participation of local administration: municipal and regional authorities will be engaged in projects relevant to the prevention of corruption and protection of digital rights, other than those relating to the participation.

Designers Italia

Designers Italia calls upon the world of design, both inside and outside the Public Administration (PA) to strengthen the role of design thinking in the planning of digital public services.

Digital technologies are increasingly important to improve services and reduce costs. Designers Italia is a meeting point between people and technology with the aim of designing simple and citizen-friendly services.

Designers Italia - a national innovation project launched in June 2017 by the Agency for Digital Italy (AgID) and the Digital Transformation Team - is the benchmark for public administration design: guides, tools and a forum to foster collaboration between designers and to strengthen the role of design in developing public services.

The main objectives of this project are:

- To seek to understand citizens' needs across the complexity of situations, needs, and moods in which they live while interacting with the PA;
- To include the people's point of view in the process of designing and choosing technologies for public digital services;
- To work hard to make technology simpler, through a process of continuous improvement;
- To help people understand the new digital tools and give them ways to familiarise themselves with changes.

Designers Italia's website contains several sections: Service design, Content design, User interface, User research, Projects, Blog and some discussion spaces on "Read the docs" and "Discourse" to contribute to the drafting of texts and to exchange views freely, as well a channel on "Behance", where mainly web designers can share their projects.

Within the "Projects" section there are "Design guidelines for Public Administration web services", that include design and content rules for central and local public administration websites.

In 2016, the guidelines for the websites of local administrations, and the service design guidelines for designing & creating digital public services were published. This project has been the precursor of Designers.

Designers Italia contains all Public Administration Design System: shared resources for designing, implementing, and improving digital services through varied design tools like fora, guides and checklists. Designers Italia provides for the first time a User Interface (UI) Kit, an online library made available to designers who design public services; it contains interface components needed to create prototypes and applications for citizens.

The site is first and foremost a community of practices to strengthen skills, to encourage

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[1] At the date of this document, due to the change of SIOPE coding and the start of a project SIOPE integration with electronic invoicing, the site is temporarily unavailable.

networking, and to facilitate the encounter between supply and demand. On the site, people can talk about concrete projects that can synchronise the country's top priorities. The government can compare best practices, thanks to a forum with sections dedicated to service design, user research, content design and user interface design. In each area the government publishes kits, which are a set of tools available to everyone: guides, checklists and templates, prototyping tools, and open source code to create digital services without ever having to "reinvent the wheel".

Designers Italia is a different and unique innovation due to the model of involvement of stakeholders, but even more generally citizens, thanks to the creation of the forum and the use of Behance. This allows private designers to contribute with their knowledge and experience to the implementation of design guidelines.

Designers Italia is heading in the direction of the creation of a real & proper "design system" of the PA.

The design system offered intends to:

▸ Affirm shared standards. The community serves to improve these standards and to evolve them through the sharing of experiences: for this reason, there is a forum with several discussion threads and a blog that presents study cases and trends in design. All people involved in design within the Public Administration are able to come forward and contribute;

▸ Foster dialogue between external professionals and the world of public administration. Thus, the project will devote space to information and operating tools on how to organise and participate in a public procurement. All professionals interested in working to improve public services are invited to participate;

▸ Leverage common solutions, such as the PagoPA payment system, in order to initiate a process of continuous improvement and encourage adoption by as many administrations as possible;

▸ Create site and service templates, and for that Designers will launch pilot projects in different areas (for example Municipalities) and then start a process that will allow the community to generalise the solutions identified and thus, to make them available to others.

Public administrations have both the capacity to either acquire the methodology and knowledge offered by Designers to build their own services internally (internal resources or in-house service providers) and/or rely on the guidelines to design competitions and public procurement for external supplies. Guidelines are always updated thanks to the feedback of the community, becoming a living space for a constant and democratic debate.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Legislative Decree n. 217 of 2017

The last reform of the Digital Administration Code (Codice dell'Amministrazione Digitale – CAD) lays down the legal foundations for many of the services established in the Three-Year Plan for ICT in the Public Administration.

Many online services are already being implemented, such as that of Digital Citizenship or the Data and Analytics Framework (DAF), or even the service for the election of the citizens' 'digital residency'.

The last version of the Code sets forth important modifications, as for instance:

▸ Definitions of open format, open data, digital domicile, digital citizenship;
▸ Electronic signatures and other means foreseen by the eIDAS Regulation 2014/910, in order to be perfectly compliant to EU law;
▸ Simplified process in order to issue technical guidelines under the responsibility of the Agency for Digital Italy;
▸ Provision of a new public repository for the retrieval of documents subject to transparency obligations and new rules about eDocuments' management;
▸ Provision of a new national platform of data (Piattaforma Digitale Nazionale Dati), in order to simplify the knowledge of the public informative assets;
▸ Extended use of the ePayment platform;
▸ Re-use of software among the public administrations.

Legislative Decree n. 179 of 2016

The Legislative Decree of 26 August 2016 no. 179 modified the Digital Administration Code (DAC) introducing new changes and integrations to the Code.

The main objective of the reform was to shift the focus from the digitisation process to digital rights of citizens and businesses. The "Digital Citizenship Chart" recognises rights directly to citizens and enterprises and this is the legal basis to implement Italia Login, the access platform that will enable to access public services through the public system digital ID (SPID).

Legislative Decree n. 97 of 2016

The Legislative Decree of 25 May 2016 no. 97 introduced the Freedom of Information Act (Foia) which allows citizens to access data and documents of public administration even if they are not made public.

Legislative Decree n. 133 of 2014

The Legislative Decree of 12 September 2014, no. 133 bearing the title 'Urgent measures for the opening of the sites, the construction of public works, the digitisation of the country, the bureaucratic simplification, the emergence of hydrogeological and for the resumption of activities' productive, was legislature passed to strengthen the national economy and to reduce bureaucracy. It contains measures on the reopening of shipyard facilities (id. arts. 1-4); the enhancement of highway networks and telecommunications (id. arts. 5-6);

environmental protection and the mitigation of hydrogeological damage (id. arts. 7-8); cutting of bureaucratic red tape (id. arts. 9-16); revival of construction activities (id. arts. 17-27); ports and airports (id. arts. 28-29); the reactivation of investment in the country, particularly through the promotion of the "Made in Italy" brand (id. arts. 30-32); environmental remediation and urban regeneration in areas of national interest (id. arts. 33-35); energy-related matters (id. arts. 36-39); and financial affairs within the purview of local authorities (id. arts. 40-45).

Legislative Decree n. 90 of 2014

The Legislative Decree of 14 June 2014, no. 90 bearing the title 'Simplification and administrative transparency and efficiency of the courts', introduced some important news regarding telematics civil proceedings and services via certified e-mail carried out by lawyers. By means of this decree, the electronic filing of documents during civil proceedings became mandatory. The decree also expanded and clarified the cases in which lawyers can serve judicial documents via certified e-mail.

Legislative Decree n. 69 of 2013

Legislative Decree of 21 June 2013, no. 69 bearing the title 'Urgent measures for economic recovery. Measures to enhance the Digital Italian Agenda' was passed.

Legislative Decree n. 179 of 2012

The Legislative Decree of 18 October 2012, no. 179 bearing the title 'Further urgent measures for the country's growth and implementation of the Digital Italian Agenda' was passed with an aim to introduce important measures to foster the creation and development of innovative start-up companies in Italy by amending the Italian civil code provisions affecting company law as well as the relevant tax regime.

Legislative Decree n. 83 of 2012

Legislative Decree of 22 June 2012, no. 83 bearing the title 'Urgent measures for the country's growth' contains the foundation of the Agency for Digital Italy, subject to supervision of the Prime Minister or the Minister of his deputy, the Minister of Economy and Finance, the Minister for Public Administration and the simplification of Minister of Economic Development and the Minister of Education, University and research community, was passed. Under this legislative decree, the Italian government has approved legislation to provide methods of funding for unlisted companies beyond the traditional loan financing – in particular, it aims to improve access to capital markets for small and medium-sized enterprises by facilitating the issue of short-term and mid- to long-term debt.

Legislative Decree n. 33 of 2013

The Legislative Decree of 14 March 2013, no. 33 bearing the title "Reorganisation of the discipline concerning the obligations of publicity, transparency and dissemination of information by public authorities" is adopted by the Government in under Law no. 190/2012, applying a systematisation of the main publication requirements in force.

The Legislative Decree represents a continuation of work undertaken by law 190/2012 (anti-corruption law) and, through greater transparency of all public authorities, has as its main objectives to:

- Encourage corruption prevention;
- Activate a new type of "social control" (civic access) objectives;
- Support performance improvement;

- ▸ Improve accountability of public managers;
- ▸ Enable new mechanisms of participation and cooperation between public administration and citizens.

Legislative Decree n. 235 of 2010 - Digital Administration Code (DAC)

The new Digital Administration Code (DAC) was modified so as to include the regulations in line with the ongoing development of technology. Important changes and supplements were recently introduced by Legislative Decree of 30 December 2010 no. 235 which has further updated the regulatory framework on the subject of digital administration. The code introduces a group of regulatory changes that will have a concrete impact on the administrations' conduct and practices, as well as on the quality of the services rendered to the public and businesses, guaranteeing greater transparency, timelines, accessibility and efficiency. The most recent reform went into effect on 25 January 2011 with the phase-in of the initiatives planned for 2012, consistent with the eGovernment Plan. The new DAC endorses new rights for the public and businesses, as well as new opportunities and obligations for the public administrations.

Legislative Decree n. 32 of 2010

The Decree acknowledges the European Directive 2007/2/CE establishing an infrastructure for Spatial Information in the European Community (INSPIRE). The Decree assigns to the Italian National Register of Spatial data *(Repertorio nazionale dei dati territoriali,* set up by Legislative Decree n. 82/2005 of the Digital Administration Code) the function of national catalogue of metadata.

Legislative Decree n. 177 of 2009

This Decree reorganised the National Centre for Computing in Public Administration (CNIPA) and converted it into DigitPA (today AgID), an agency for the Digitalisation in the Italian Public Administration, placed under the responsibility of the Minister for Public Administration and Innovation. The decree completes the reform of the Italian civil service launched, in October 2009, by the Legislative Decree n. 150/2009. The mission of the new body is to provide value for citizens and businesses, implementing the eGovernment policies.

Legislative Decree n. 150 of 2009 on the implementation of Law n. 15/2009

On 27 October 2009, the Government approved Legislative Decree no. 150 implementing Law n. 15/2009 on civil service reform and the efficiency and transparency of public administration. The reform is engineered around citizens, in their role of stakeholders of the public services acting as drivers of the innovation.

Law n. 2 of 2009

Law n. 2 of 28 January 2009 converts into law the Decree no. 185 of 29 November 2008 which contains measures intended to overcome the economic crisis. Article 16-bis of the Decree stated that all citizens must receive a PEC box upon request and that certified electronic mail is free of charge and equivalent to a notification by regular mail (article 48). Furthermore, public administration will use certified electronic mail for the communications and the notifications to its employees.

eGovernment Code (2006)

The eGovernment Code (*Codice dell'Amministrazione Digitale*) entered into force on 1 January 2006. It aims to provide a **clear legal framework** for the development of eGovernment and for the emergence of an efficient and user-friendly Public Administration. The Code grants citizens and businesses the right to demand and obtain the use of **electronic means by** public administration bodies, in the **day-to-day transactions with the users**.

To facilitate the implementation of the eGovernment Code and accelerate the computerisation of the Italian public offices, the Minister for Reform and Innovation within Public Administration signed, in February 2007, a Ministerial Order on the interchange of data between Public Administrations and the publication of negotiation activities (known as 'Innovation Directive').

Freedom of Information Legislation

Law on Administrative Procedure and Access to Administrative Documents (1990)

Chapter V of Law n. 241 of 7 August 1990 provides for **limited rights** of access to administrative documents. Public bodies must respond to a request for administrative documents within 30 days. Information can be withheld when it relates to (a) security, national defence and international relations; (b) monetary and foreign exchange policy; (c) public order, prevention and repression of crime; and (d) privacy of third parties. Appeals can be lodged to a regional administrative court, whose decisions can be appealed to the Council of State.

Data Protection/Privacy Legislation

Data Protection Code (2004)

The Data Protection Code entered into force on 1 January 2004. It replaces the previous Data Protection Law (Law no. 675/1996), as well as a number of other legislative and regulatory provisions.

The Data Protection Code updates, completes and consolidates Italy's data protection legislation (1996) by introducing important innovations and conforming national legislation to European regulations, in particular the Data Protection Directive (95/46/EC) and the Directive on privacy and electronic communications (2002/58/EC). The code aims to strengthen the data protection rights of individuals, allowing them to exercise their rights and instigate proceedings more easily. The Code was lastly amended on 4 November 2010.

The Data Protection Commissioner ('*Garante Privacy*') is in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaint process, the Commissioner has published a complaints' form on its website.

eSignatures Legislation

Legislative Decree n. 10 on Electronic Signatures (2002)

Italy has been among the first EU countries to give full legal value to electronic signatures. Law n. 59 of 15 March 1997 on the simplification of the Public Administration provided in its article 15 that the use of electronic means would be legally valid for administrative procedures. Rules regarding the use of electronic signatures and documents were further detailed in a series of presidential and government decrees adopted between 1997 and 2001. Legislative Decree no. 10 of 23 January 2002 brought the Italian electronic signature

regulations in line with the Directive 1999/93/EC on a Community framework for electronic signatures.

eGovernment Code (2005)

The eGovernment Code regulates electronic signatures and confirms their full legal validity. The Italian known as '*firma digitale*' (digital signature) is compliant with the 'qualified signature', as in the Directive 1999/93/EC.

eCommerce Legislation

Legislative Decree on Electronic Commerce (2003)

Legislative Decree no. 70 of 9 April 2003 came into force on 14 May 2003. It regulates the use of electronic commerce means in Italy, as well as the information that eCommerce websites shall compulsorily provide to purchasers. The Decree transposes Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce in the Internal Market ('Directive on electronic commerce').

eCommunications Legislation

Electronic Communications Code (2003)

The Electronic Communications Code entered into force on 16 September 2003. It transposes four of the directives of the EU regulatory framework for electronic communications, the ePrivacy directive being transposed in the Data Protection Code.

This law was modified in May 2012, by Decree n.70.

Decrees on certified electronic mail (2009)

The Decree of the President of the Council of Ministers of 6 May 2009 set out the provisions relating to the issuance and use of the certified electronic mail box (*Posta Elettronica Certificata* – PEC) assigned to nationals (OJ 25 May 2009, n. 119). The decree grants a free box of certified mail to all citizens who request it, in implementation of Article 8 of the Electronic Administration Code, according to which the State should develop actions to promote computer literacy of citizens, encouraging them to use the telematic services of public administration.

eProcurement Legislation

Legislative Decree n. 50 of 2016

The Legislative Decree of 18 April 2016 n. 50 modified the previous Public Procurement Code and implemented the Directives 2014/23/UE, 2014/24/UE and 2014/25/UE.

Public Procurement Code (2006)

Adopted on 12 April 2006, the Public Procurement Code implements Directive 2004/17/EC coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors, and Directive 2004/18/EC on the coordination of procedures for the award of public works, public supplies and public service contracts. The Code introduces provisions relating to eAuctions, dynamic purchasing system, eCatalogues and other electronic means used in public procurement procedures.

Presidential Decree DPR 101/2002

In April 2002, the Presidential Decree DPR 101/2002 established the framework for an electronic procurement procedure (*gara telematica*) above the EU thresholds, and the eMarketplace (MEPA) for public procurements below the EU thresholds. The Decree has also tasked the Ministry of Economy and Finance to build and run a centralised eMarketplace accessible to all Italian Public Administrations (*MePA - Mercato Elettronico della Pubblica Amministrazione*). The ministry once again has entrusted Consip to implement and manage the MePA.

eInvoicing Legislation

In Italy, Public Administrations are gradually shifting to the use of eInvoicing in public procurement. In fact, in 2014, it was mandatory only for ministries, tax agencies and national security agencies. Since March 2015, the use of eInvoicing is mandatory for all public entities.

An IT interchange platform ("sistema di interscambio") is used to receive, check and forward eInvoices between public administrations.

Re-use of Public Sector Information (PSI)

Legislative Decree n. 36 of 2006

In force since 24 January 2006, this legislative decree has transposed the EU Directive on the re-use of public sector information (Directive 2003/98/EC). The Italian Government drafted an amendment to the Legislative Decree 24 January 2006, No. 36 on the re-use of documents in the public sector that transposes the re-use of public sector information Directive 2003/98/EC correctly, following controversy on the correct transposition of the Directive on PSI re-use in Italy.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/ Strategy

Ministry of Simplification and Public Administration – Department of Civil Service

The Ministry for Simplification and Public Administration is responsible for the management policies of public administration.

The Department of Civil Service is the structure of the Presidency of the Council of Ministers which is entrusted with overseeing the reform and modernisation of public administrations policies. It is also the structure that provides support to the Minister for Simplification and public administration in carrying out tasks delegated by the President of the Council of Ministers.

The Department is composed of seven Offices. In particular the Office for Innovation and Digitisation promotes and coordinates policies and innovative interventions to support the digital transition of public administrations; controls the implementation of the priority initiatives of the Agency for Digital Italy; promotes the adoption of tools and models to give practical effect to the digital citizenship principles and the open government; provides technical support legislation activities in the field of Digital Agenda.

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Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy (Agenzia per l'Italia Digitale - AgID) coordinates actions in the field of information and communication technologies to promote innovation in support of public administration, ensuring the achievement of the objectives of the Italian Digital Agenda in line with the Digital Agenda for Europe.

The institution was established by the Legislative Decree n. 83, converted into Law no. 134/2012 and inherits the powers of the Department for the Digitisation of Public Administration and Technological Innovation for the diffusion of technology innovation, those of AgID and of the Higher Institute of Communications and Information Technology regarding matters of security expertise of networks.

The Agency carries out design and coordination of strategic initiatives for more effective delivery of network services by the public administrations to citizens and businesses. It elaborates and processes the technical rules and guidelines for seamless interoperability and applications' cooperation between governmental information systems and those of the European Union, it ensures technical uniformity of public information systems designed to deliver services to citizens and businesses, while providing consistent levels of quality and usability throughout the country, as well as their full integration at a European level.

The Agency also constitutes the hub to boost the Italian participation in the European and national programmes for the development of the Digital Agenda.

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Digital Transformation Team

The Digital Transformation Team depends on the Presidency of the Council of Ministers and is involved in the definition of the country's strategy on digitization of public administration. Under the leadership of an extraordinary Commissioner for digital transformation the Team identifies new digital and technological transformation initiatives.
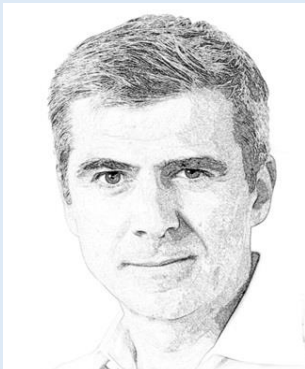
Diego Piacentini
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Ministry for Simplification and Public Administration - Department of Civil Service

The Ministry for Simplification and Public Administration is in charge of the coordination of eGovernment tasks at all levels of the Italian administration (central, regional and local). It ensures consistency among digital innovation policies conducted at central and local levels while coordinating projects involving several administrations. The Department of Civil Service also acts as an observatory of the information society and the digital divide monitoring the projects implemented by central and local administrations.

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy is in charge of the coordination of the processes of governance and electronic governance of the Italian territory, as well as for the relations with all departments and bodies regarding information society (Consip, etc.).

Digital Transformation Team

Among the Digital Transformation Team tasks, there is also the coordination of the different government and PA stakeholders to manage existing and future digital programs in an integrated manner with an agile methodology and an open data approach.

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy elaborates and processes the technical rules and guidelines for seamless interoperability and applications' cooperation between governmental information systems and those of the European Union, it ensures technical uniformity of public information systems designed to deliver services to citizens and businesses, while providing consistent levels of quality and usability throughout the country, as well as their full integration at European level.

The Agency also constitutes the hub to boost the Italian participation in the European and national programmes for the development of the Digital Agenda.

Government departments and agencies

Government departments and agencies are responsible for the implementation of departmental eGovernment projects falling within their respective jurisdiction.

Ministry for Simplification and Public Administration - Department for Civil Service

The Department for Civil Service supports the modernisation of the Italian Public Administration. The Department promotes reform initiatives to enhance the efficiency and effectiveness of the Public Administration.

Agency for Digital Italy, Prime Minister's Office

The Agency for Digital Italy is responsible for the provision of technical support and consultancy for the Italian Public Administrations and the Italian Government.

Formez

Formez is an in-house organism of the Department of Civil Service with the aim to develop and deliver training services to public sector staff, in particular, training related to modernisation and ICT-related programmes in order to support the modernisation, competitiveness and efficiency of Public Administration locally, regionally and internationally.

Court of Auditors

The role of the Italian Court of Auditors is to safeguard public finance and guarantee the respect of jurisdictional order. The Court pursues these two aims through two functions: the audit function and the jurisdictional function.

Data Protection

Italian Data Protection Authority

The Italian Data Protection Authority (*Garante per la Protezione dei Dati personali*) is an independent authority in charge of supervising and enforcing the application of the Data Protection Code. In an effort to simplify the complaints process, the Authority has published a complaints form on the website.

Regional & Local eGovernment

Policy/Strategy

Regional governments

Besides the common policies agreed at national level with the Central Government Ministries and with the other regional Governments, each Italian Regional Government has adopted over the past years a regional information society strategy, almost always comprising a territorial action plan for eGovernment.

Coordination

Standing Committee on technological innovation in regions and autonomous local authorities

The State regulates the electronic coordination of state, regional and local administration data and lays down the technical regulations necessary to guarantee the security and interoperability of computer systems and data flows for the circulation and exchange of data and for the access to the online services. To reach this objective, the eGovernment Code established the Standing Committee on technological innovation in regions and autonomous local authorities with the function of advising and proceeding preliminary inquiries on agreements and collaboration initiatives promoted by the administrations.

Ministry of Simplification and Public Administration – Department of Civil Service

The Ministry for Simplification and Public Administration is in charge of coordinating eGovernment tasks at regional and local levels of the Italian administration, by ensuring the consistency of digital innovation policies conducted at regional and local levels while coordinating projects involving several administrations.

Implementation

Regional and Local authorities

The regional and local authorities are responsible for the implementation of regional and local eGovernment projects falling within their respective areas of competence.

Regional Competence Centres for eGovernment

The Regional Competence Centres were established following an agreement between the Central Government and the presidents of all 19 Regional and two autonomous provincial authorities in March 2002, renewed through bilateral agreements in 2006. The agreement created a network of expertise providing local public sector bodies with technical assistance, information and training activities, support in their efforts to implement eGovernment, upgrade of their IT systems and reorganisation of both their back-office processes and their service delivery channels.

Formez

Formez, an in-house organism of the Department of Civil Service, aims to develop and deliver training services to public sector staff regarding modernisation and ICT-related programmes. 13 regions, including their provinces and municipalities, are part of the association offering a full and effective cooperation between the State and local administration.

Union of Italian Provinces

The Union of Italian Provinces represents all Italian provinces except the autonomous provinces of Trento, Bolzano and Aosta. It promotes the interests of provinces and provides them with technical and political support in their areas of competence.

National Association of Italian Municipalities (ANCI)

ANCI represents Italian municipalities and provides them with technical and political support. In 1987, ANCI created the company Ancitel, dedicated to bringing innovation and modernisation to the Italian municipalities and local authorities. Ancitel has become the main service provider of ANCI supporting and promoting the introduction of new information and communication technologies in municipalities.

Court of Auditors - Regional Sections

The Regional Sections of the Court of Auditors are in charge of monitoring and auditing the use of public funds by public sector bodies in the regions.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

National Resident Population Register (ANPR)

The National Resident Population Register is owned and maintained by the Ministry of Interior. It is a single national database designed to combine the demographic data of all Italian residents, including those living abroad (registered at the Italian Register of Foreign Residents (AIRE)).

eGovernment portal for businesses

The eGovernment portal for businesses - http://www.impresainungiorno.gov.it/psc-italy - was launched in March 2005. It provides a single entry point to information and online services for businesses and entrepreneurs. Users can gain access to all information and services provided online by the Central Government, regions, provinces, and municipalities exceeding 25,000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities and Chambers of Commerce. Access to forms and services online is provided for 3 thematic areas: Companies and Public Administration, Company development, Innovation and Training.

A specific section of the portal also allows for a personalised access to a virtual desk of 'integrated services' i.e. services provided by different authorities but relating to a unique goal for the user. Access to the integrated services section requires the use of the National Services Card (CNS), or a smart card whose characteristics comply with the specifications of the CNS, allowing for simplified procedures as well as for a unique transmission of common data and the coordinated communication of the outcome of the procedure.

Normativa Portal

The portal www.normattiva.it, set up by the Presidency of the Council of Ministers in cooperation with the Italian Parliament, the Supreme Court (*Corte di Cassazione*) and the Government Printing Office (*Istituto Poligrafico e Zecca dello Stato* - IPZS*)*, is the unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75,000 documents) will be provided within the year 2014.

eGovernment portal for employment 'Cliclavoro'

'Cliclavoro' went live on 22 October 2010. It is the new portal of the Ministry of Labour and Social Policies designed to promote and improve the intermediation between supply and demand of labour and the interaction among business, education, training and social policies' systems.

Its main objective is to ensure that all operators of the Italian employment system have a simple and immediate access to a comprehensive catalogue providing detailed employment information and services, available in a shared and collaborative information system.

www.dati.gov.it, the eGovernment portal for open data intends to be a benchmark for open data in Italian Public Administration. It contains links and descriptions for about 150 public databases, made available by the Public Administrations. The data is available to any citizen intending to use it to develop applications for analysis or study purposes, in a complete, quick and accessible format.

Italian Public Registry

The *Repertorio Nazionale dei Dati Territoriali* (RNDT) is the new Italian Public Registry that allows a smooth access to relevant spatial data sets and services of the Public Administration.

Portal of national tourism – Italia.it

The government portal of national tourism.

eIdentification/eAuthentication

Public System for Digital Identity Management (SPID)

Public System for Digital Identity Management (SPID) is a unique personal code that certifies the digital identity of citizens and businesses. SPID can be used to access and enjoy all the telematic services of the PA which a unique identification code. Italian citizens and businesses are to use their SPID credentials to access public services in other Member States. The cooperation between the public and the private sectors plays a core role in the path toward mutually recognised national systems.

Electronic ID card

The Italian electronic ID card (CIE) project was launched in 2001. After two phases of testing, it started being rolled out across the country and distributed to citizens older than 15.

The Italian eID card comprises a microchip, an **optical memory** and an **ICAO machine readable zone** for the use of the card as a travel document. It contains a set of personal data, including the holder's fiscal code, blood group and fingerprint scans. The personal data, **biometric key** and **digital signature** are only stored on the card. In accordance with data protection legislation, this data is not kept on any central database and can only be released and used if the holder gives his/her permission by inserting a PIN code. The **cardholder's fingerprint template** is stored in both the microchip and the optical memory. The microchip makes **online identification** possible and **enables transactions** between citizens and providers, including ePayments.

From April 2017 to December 2018, all Italian municipalities will activate the system of CIE. Thanks to CIE, Italian citizens can travel within the EU and access online services provided by Italian public administration.

Certified Electronic Mail (PEC)

In 2005, the Decree (DPR) no.68 defined the characteristics of a **new electronic delivery service** (*Posta Elettronica Certificata* - PEC) granting it legal value.

PEC ensures the recognition of the sender; the integrity of a sent message (by digital signature); the absence of delivery refusal; the matching between the delivery receipt; and the message sent by the user.

The eGovernment Code introduced the PEC use in government processes. The public administrations are requested to set up and publish at least one PEC address.

National Services Card (CNS)

In order to enable citizens to **securely access** eGovernment services even before the widespread dissemination of electronic ID cards, the Italian Government has also developed the National Services Card (CNS). It is a smart card allowing for the secured identification of citizens online. The card's only difference from an eID card is that the CNS lacks its additional security elements, such as the laser band, the holograms, etc, therefore not constituting a 'proof of identity' or a travel document.

The card is used to **sign electronic documents** and due to its flexibility in **Administration-to-Citizen (A2C) services**, both at national and local levels.

Electronic Passport (ePass)

Since 2009, Italy has been gradually entering phase II of the implementation of the European Union's Council Regulation (EC) No 2252/2004 of 13 December 2004 on 'standards for security features and biometrics in passports and travel documents issued by Member States'. Already containing the **holder's facial image**, the current version of the passport also contains fingerprints. The police stations and headquarters **collect** the **fingerprints** also contained in the document and store them in encrypted mode on its **invisible microchip**. Once the passport is issued, the fingerprints are deleted from the central archive and **remain solely** on the electronic passport. The new passport is hence deemed more secure with regard to counterfeiting. It becomes a primary identification tool since fingerprints are unique and unrepeatable. The fingerprints are collected for all passports' applicants who are above 12 years old.

eProcurement

eProcurement Forum

The eProcurement forum, established jointly by the Agency for Digital Italy and the Ministry of Economy and Finance, has the task of creating a space suitable for carrying out consultation, proposal and monitoring activities in scope of eProcurement.

The following activities are assigned to the forum:

▸ Examine new national and European legislation on eProcurement;
▸ Disseminate information on eProcurement topics through seminars, conferences, press articles, etc.;
▸ Identify and facilitate the exchange of experiences and best practices to facilitate the emergence of interoperable solutions;
▸ Monitor the evolution of the eProcurement market;
▸ Develop and deepen issues on eProcurement, also reported by market operators and public administrations, through the activation of working groups.

'Acquistinretepa' portal

The 'Acquistinretepa' portal was developed and managed by Consip, which was delegated in the year 2000 by the Ministry of Economy to develop an eProcurement system and relative tools on behalf of all Public Administrations. Consip's mission is to develop and manage innovative ICT projects for the Ministry of Economy and Finance and to support the Italian Public Administration in the development and use of electronic procurement tools.

The portal is a fully functional **eProcurement platform** aimed at improving public procurement efficiency. The platform facilitates the use of the main tools for public eProcurement: framework agreements, online auctions, dynamic purchasing systems and an electronic marketplace (MEPA). Furthermore, the platform provides all kinds of information on eProcurement activities, demo and training sessions both to buyers and sellers, as well as an eCatalogue through which direct orders or requests for quotation to all or part of the registered and qualified suppliers are issued. Since 1 July 2007, the use of the Public Administration **eMarketplace (MEPA)** has been mandatory for all central administrations for the purchase of goods and services valued below the EU threshold. It can also optionally be used by local Administrations.

Green Procurement website

'Green procurement' is the national website of the European project 'Buy Smart', funded by the European programme 'Intelligent Energy Europe', which provides free consultation and information material on green procurement. The portal has been maintained by the Italian National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA).

Knowledge Management

'Magellano' web platform

A system operational since 8 May 2009, 'Magellano', has been the knowledge management web platform of the Italian Public Administration**.** The system firstly aims to facilitate the work and the collaboration among public authorities through a virtual community offering a unique access point to the **know-how** and **expertise** acquired within the Italian Public Administration. Secondly, 'Magellano' became a **core resource** for all those providing citizens and businesses with multi-channel information on government services.

Other Infrastructure

Technical infrastructure for applications cooperation between regional authorities

The development of online administrative services at regional and provincial levels in Italy means that digital information is stored and formatted in various ways. The ICAR project set up and tested a technical infrastructure for applications cooperation between Italy's regional authorities, using **national standards** defined for the development of the Public Connectivity and Co-operation System (SPC).

As of September 2006, the project incorporated 16 of the country's 19 regions, together with the autonomous province of Trento.

PagoPA

At the local level, many municipalities joined the platform facilitating payments to Public Administration, PagoPA. This means of payment is rapidly increasing, thanks to its user-friendliness.

The city of Milan, for example, is promoting PagoPA as a way to pay waste tax.

Digital Transformation Advancement

Through the Digital Transformation Advancement website, citizens can control the state of the art of the Italian Digital Growth projects managed by the Agency for Digital Italy. For

example, there are about two million digital identities provided and five million payments to Public Administration done through PagoPA.

Developers.italia.it

Developers Italia, launched in March 2017, is a website promoted by the Digital Transformation Team and is managed in collaboration with the Agency for Digital Italy. It is a community of developers who design and develop Italian digital public services.

The website was created to simplify and improve the interaction between the developers and the Public Administration, starting with some important projects such as the ANPR, the National Registry of the Resident Population, or the SPID, the digital management system of the public identity. Until now, except some rare exceptions, the central Public Administration limited itself to drafting laws and regulations in a non-technical bureaucratic language without any tools or initiatives to support the developers involved in building and integrating software. Developers Italia wants to fill this gap starting from a handful of projects which will grow in the next months. Around these projects, Developers Italia wants to build a community starting from the basics: re-writing the documentation in a technical language, using as a publishing platform the open source project Read The Docs. By providing a development environment, examples, and SDKs for the most common languages and frameworks. The platform will provide a direct support via the forum, built on top of the open source project Discourse and already accessible online, instead of a helpdesk accessible only by phone.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government, Ministry of the Interior, State Police
Website:	http://www.poliziadistato.it/articolo/1087-Passaporto/; https://www.passaportonline.poliziadistato.it/help/it/infodocumentazione.html
Description:	Information on passport application process and download of request form. The submission of forms and the passport delivery is made at local police stations.

Money and charges

VAT refunds and excise duties

Responsibility:	Central Government, Italian Revenue Agency
Website:	http://www.agenziaentrate.gov.it/wps/portal/entrate/home
Description:	Online declaration and payment of VAT. Some sections of the website are only accessible to holders of the National Services Card.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility:	Ministry of Labour and Social Policies
Website:	http://www.cliclavoro.gov.it/Pagine/default.aspx

Description: *'Cliclavoro'* provides citizens, businesses and operators access to a list of information and services on employment.

Professional qualifications

Legal information library (incl. information on the regulated professions)

Responsibility: Presidency of the Council of Ministers/Government Printing Office

Website: www.normattiva.it

Description: The portal gives unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75 000 documents) will be provided within the year 2014.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Italian Revenue Agency

Website: http://telematici.agenziaentrate.gov.it/Main/index.jsp

Description: The service allows authenticated users to securely make income tax declarations, payments online and check their tax data.

National Services Card

Responsibility: Ministry of Simplification and Public Administration

Website: http://www.progettocns.it/

Description: The National Services Card (CNS) is a smart card to access online services of public administration throughout the national territory. It is an essential tool to make services immediately available online and to accelerate its deployment. The CNS is an innovation for a new and more effective interaction between citizens and public administration.

Unemployment benefits

Responsibility: Central Government, National Institute of Social Security (INPS)

Website: http://www.inps.it/portale/default.aspx

Description: Users can obtain information, download, fill in and submit unemployment benefits forms online. Since July 2017, all citizens have the possibility to take advantage of the INPS services using the SPID credentials. Anyone who is in possession of an SPID digital identity is able to consult their registers, check the pension situation and request the services of the institution through their own computer without having to physically go to the offices of the Institute, avoiding queues and speeding up bureaucratic time.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of Infrastructure and Transport

Website: http://www.mit.gov.it/mit/site.php?p=cm&o=vd&id=270

Description: Information only. The request and delivery of driving licences is made at local offices of the Ministry of Infrastructure and Transport.

Car Registration (new, used, imported cars)

Responsibility: Central Government, Ministry of Infrastructure and Transport

Website: http://www.mit.gov.it/mit/site.php?p=cm&o=vt&id_tag=2; http://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/sportello-telematico-dellautomobilista-sta.html

Description: In Italy, car registration is provided directly by the car dealers, which are connected by a private network to the Ministry of Transport and the Public Car Register (PRA). The network includes approximately 6,000 desk points across the country. All the desk points are connected to the procedures for car registration by a unified online access point (*Sportello telematico cooperante*).

Car Tax (Bollo)

Responsibility: ACI

Website: http://www.aci.it/i-servizi/servizi-online/bollo-auto.html

Description: Car tax or Bollo needs to be paid for every car in Italy, whether the vehicle is in use or not. This amount is paid annually and is calculated on the basis of the car's kilowatts, horsepower, fuel type (diesel or petrol), manufacture year and emission standard (EUR 0 to 6).

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Local Government (Municipalities)

Website: N/A

Description: Change of address notifications are handled by individual local authorities. Several local websites provide an online address change notification service.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)

Website: N/A

Description: The birth certificate is issued only within a municipality in whose territory the birth took place or in the municipality of residence of the parents or, if residing in different municipalities, taking the one of the mother, unless otherwise agreed or at the health department of the hospital or nursing home in which the birth took place. In this case the declaration of birth is transmitted by the medical director to the municipality register.

Criminal Record Certificate

Responsibility: Office of the Prosecutor of the Republic

Website: N/A

Description: For receiving a Certificate from the Judicial Records Register (Certificato del casellario giudiziale – General Certificate), one must apply in person or by mail at the nearest Judicial Records Office (Ufficio del Casellario Giudiziale), which are attached to every Office of the Prosecutor of the

Republic (*Procura della Repubblica*). If one applies by mail, he/she must send a copy of his/her valid identity document with his/her application.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior (State Police) and Ministry of Defence

Website: https://www.denunceviaweb.poliziadistato.it/

Description: The crime reporting service *Denuncia vi@ Web* ('Report a crime vi@ the web') enables the public to report lost or stolen property online.

Passport

Responsibility: Central Government, Ministry of the Interior, State Police

Website: http://www.poliziadistato.it/articolo/1087-Passaporto/; https://www.passaportonline.poliziadistato.it/help/it/infodocumentazione.html

Description: Information on the passport application process and download of the request form. The submission of forms and the passport delivery is made at local police stations.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Ministry for Education, University and Research /Regional Government

Website: http://hubmiur.pubblica.istruzione.it/web/universita/studenti

Description: Information and online application system for pre-registration on the dedicated website provided by the Ministry of Education and the Inter-University Consortium CINECA.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Cultural Heritage and Tourism

Website: http://www.internetculturale.it/

Description: Launched in March 2005, the 'Cultural Internet' portal provides users with access to the catalogues of 2,300 Italian libraries – offering a total of approx. 15 million documents – through a single, integrated platform.

Student grants

Responsibility: The Ministry of Foreign Affairs and International Cooperation

Website: http://www.esteri.it/

Description: Website including references to scholarships for Italian citizens for the current year and the next academic year.

Traineeship, volunteering

Voluntary social involvement

Responsibility: Agenzia Nazionale per i Giovani

Website: http://www.agenziagiovani.it

Description: The National Agency for Youth manages the implementation of the YOUTH (2014-2020) and provides different information related to volunteering and other topics, contributing to the achieving of the goals of the YOUTH (2014-2020) programme.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Italy

Website: http://www.euraxess.it/

Description: EURAXESS Italy provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Research funding support

Responsibility: Ministry of Education, Universities and Research

Website: https://www.researchitaly.it/en/researching/funding/

Description: Information on available funding opportunities for the researchers.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Cultural Heritage and Tourism

Website: http://www.internetculturale.it/

Description: Launched in March 2005, the 'Cultural Internet' portal provides users with access to the catalogues of 2,300 Italian libraries – offering a total of approx. 15 million documents – through a single, integrated platform.

6. Health

Planned and unplanned healthcare

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Ministry of Health)/Regional Government

Website: http://www.salute.gov.it

Description: Health services are under the responsibility of the regions, but are financed by the Central Government (Ministry of Health). Appointments for care are managed directly by the local health agencies (*Aziende sanitarie locali* - ASL) and by hospitals. Local unified reservation centres (*Centri unificati di prenotazione* - CUP) are available for citizens by telephone and via the Internet. Several major hospitals provide for a direct reservation service online.

When living abroad

Healthcare abroad

Responsibility: Ministry of Health

Website: http://www.salute.gov.it/portale/temi/p2_6.jsp?lingua=italiano&id=624&area=Assistenza%20sanitaria&menu=vuoto

Description:	The European Health Insurance Card (EHIC) is on the reverse of the e-card issued to Italian residents. This replaces the forms E 110, E 111, E 119 and E 128 and should be used to claim health insurance entitlements while temporarily outside Italy (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.

7. Family

Children, couples

Child allowances

Responsibility:	Central Government, National Institute of Social Security (INPS)
Website:	http://www.inps.it/portale/default.aspx?itemdir=5790
Description:	Citizens submit their applications for child allowances directly to their employers (forms are available on the INPS website), who then submit the requests to the INPS through the online services. INPS then pays child allowances to employers, who include them directly into the wages of the workers.

Certificates (birth, marriage): request and delivery

Responsibility:	Local Government (Municipalities)
Website:	N/A
Description:	The birth certificate is issued only within a municipality in whose territory the birth took place or in the municipality of residence of the parents or, if residing in different municipalities, taking the one of the mother, unless otherwise agreed or at the health department of the hospital or nursing home in which the birth took place. In this case the declaration of birth is transmitted by the medical director to the municipality register.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection (national level)

Responsibility:	National Council of Consumers and Users
Website:	http://www.tuttoconsumatori.org/ecm/web/cncu/online/home
Description:	The National Council of Consumers and Users (CNCU), based in the Ministry of Economic Development, is the body representing the associations of consumers and users nationwide. It has the tasks to contribute to the improvement and strengthening of the position of the consumer / user in the market. It does not have direct relationship with consumers, but provides a list with different consumer organisations the consumers could reach depending on their needs.

Consumer protection (cross-border)

Responsibility:	ECC-Net Italy
Website:	https://www.ecc-netitalia.it/it/
Description:	The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Finance and funding**

7. **Public contracts**

8. **Environment**

1. Start and grow

Start-ups, European Company

eGovernment portal for businesses

Responsibility:	Ministry of Economic Development
Website:	http://www.impresainungiorno.gov.it/psc-italy
Description:	PSC - Italy is the Italian Single Point of Contact, offering information and services to help entrepreneurs from EU Member States do business in Italy. PSC-Italy is a special section of the Italian eGovernment portal for businesses, "impresainungiorno.gov.it", helping companies access Public Administration procedures online.

Registration of a new company

Responsibility:	Chambers of Commerce
Website:	http://web.telemaco.infocamere.it/
Description:	The Chambers of Commerce are responsible for the Italian Businesses Register. The '*Telemaco*' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

Digital drawer

Responsibility:	Chambers of Commerce
Website:	https://impresa.italia.it/itlg/app/public/#/login

Description: The Digital drawer of the entrepreneur is a new platform, with which every entrepreneur is able to access information and official documents of the company without any charges. It is a point of contact between entrepreneurs and public administrations that is incardinated in the three essential aspects of the future ecosystem of the country: digital identity, national corporate registry, service implementation according to government guidelines.
The website is integrated with SPID, the Public Identity System.

Intellectual property rights

Patents and trademarks

Responsibility: Chambers of Commerce

Website: http://www.registroimprese.it/visure-bilanci-protesti-ri.cerca-#page=page-1

Description: The business registers allow verification of trademarks and patents filed with the Chambers of Commerce.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (ISTAT)

Website: http://www.istat.it/

Description: The ISTAT website offers the possibility to download statistical questionnaires. In addition, the 'InData' website allows the collection of statistical data online.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Italian Revenue Agency

Website: http://www.agenziaentrate.gov.it/wps/portal/entrate/home

Description: Online declaration and payment of VAT. Some sections of the website are only accessible to holders of the National Services Card.

Electronic Payments

Responsibility: Chambers of Commerce

Website: http://web.telemaco.infocamere.it/

Description: The Chambers of Commerce are responsible for the Italian Businesses Register. The '*Telemaco*' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Italian Revenue Agency

Website: http://www.agenziaentrate.gov.it/wps/portal/entrate/home

Description: Online information and services for companies and professionals (including corporate tax declaration and payment).

Reporting imports/exports	

Customs declarations (eCustoms)

Responsibility:	Central Government, Ministry of Economy and Finance, Customs Agency
Website:	https://telematico.agenziadogane.it/
Description:	Fully transactional online system for customs operations.

3. Selling abroad	

Competition rules, unfair contract terms, consumer guarantees, defective products	

Italian Competition Authority portal

Responsibility:	The Italian Competition Authority (Autorità Garante della Concorrenza e del Mercato)
Website:	http://www.agcm.it/en/
Description:	The Italian Competition Authority enforces rules against anticompetitive agreements among undertakings, abuses of dominant position as well as concentrations (e.g., mergers and acquisitions, joint ventures) which may create or strengthen dominant positions detrimental to competition. On their website varying information on Competition laws, consumer protection, conflict of interest and advocacy can be found.

4. Staff	

Terms of employment, social security, equal treatment, redundancies	

Social contributions for employees

Responsibility:	Central Government, National Institute of Social Security (INPS)
Website:	http://www.inps.it/portale/default.aspx?iIDLink=12&bi=12&link=Verificare+i+propri+contributi
Description:	Online submission and payment of contributions for employees (Invio DM10).

Health and safety	

ClicLavoro web portal

Responsibility:	Ministry of Labour and Social Policies
Website:	http://www.cliclavoro.gov.it/Cittadini/Sicurezza-sul-lavoro/Pagine/default.aspx; http://www.cliclavoro.gov.it/Cittadini/tutele_del_lavoro/Pagine/default.aspx
Description:	The website contains all necessary information (in Italian) in regard to the legislation related to safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Standards in the field of industrial, commercial, and service sectors

Responsibility:	Italian National Unification (Ente Nazionale Italiano di Unificazione)
Website:	http://store.uni.com/magento-1.4.0.1/index.php/?__store=en&___from_store=it
Description:	Online consultation of standards can be performed via this service.

Chemicals (REACH)

Italian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility:	Ministry of Economic Development
Website:	http://www.sviluppoeconomico.gov.it/index.php/it/
Description:	The website (Italian only) offers ample information particularly for small and medium-scale enterprises.

6. Finance and funding

Access to funding, EU funding programmes

Consultation on accessing EU funding programmes

Responsibility:	European Affairs Department, Office of European citizenship
Website:	https://europa.eu/european-union/about-eu/funding-grants_it
Description:	The website deals with direct funds of the European Union and aims to promote the diffusion of information on different possibilities to get direct funding from the European institutions, according to the area of operation.

Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility:	Central Government, Ministry of Economy and Finance, Consip
Website:	http://www.acquistinretepa.it/; http://www.consip.it
Description:	The portal Acquisti in Rete (www.acquistinretepa.it/) provides access to a fully functional eProcurement platform operated by Consip.

Green procurement

Responsibility:	National Agency for New Technologies, Energy Sustainable Economic Development, Consip
Website:	http://buy-smart-info.de/italian
Description:	'Green procurement' is the national website of the European project 'Buy Smart', funded by the European programme 'Intelligent Energy Europe', which provides free consultation and information material on green procurement. The portal has been maintained by the Italian National Agency for New Technologies, Energy and Sustainable Economic Development (ENEA).

7. Environment
EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility:	Local Government
Website:	http://www.tn.camcom.it/imprenditore/suap-sportello-unico-attivit%C3%A0-produttive
Description:	Environment-related permits are managed by different administrations. Most municipalities have set up a unified access point to request all permits related to business activities (Sportello unico delle attività produttive).

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European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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