Vision, strategy and method of the Italian governance on digital government

Euro-Med Investment Forum

Social Infrastructure and Inclusive Growth for Peace, Security and Prosperity

Naples, 28 July 2019
WHAT AgID DOES

DIGITALIZE TO GROW

COORDINATION OF 22,000 PAs (including schools)

13,500 PAs delivering services and acting as aggregators

427 IN HOUSE companies/15,000 employees

MAIN PLAYERS: ~ 150 (Central PAs, Regions, in house companies, public bodies and agencies)

BUSINESS SECTOR and CITIZENS
WHAT AgID DOES

GUIDES THE IMPLEMENTATION OF THE DIGITAL AGENDA OF THE COUNTRY
Designs the strategy, specifies it depending on the PA, territory and actor involved and assists the PAs in the implementation of an inclusive digital growth

IS RESPONSIBLE FOR ICT COORDINATION IN THE PUBLIC SECTOR
Drafts and monitors the implementation of the Three-Year Plan for the ICT in the PA, which identifies the main actions to develop the information system of the PA

SIMPLIFIES THE DEVELOPMENT AND UPTAKE OF DIGITAL SERVICES
Ensures to citizens and businesses a user-friendly interaction with the PA thanks to the development of national digital platforms

MAKES NATIONAL PHYSICAL INFRASTRUCTURES MORE EFFICIENT AND SECURE
Streamlines and consolidates ICT physical infrastructures in the PA to ensure high efficiency, security and rapidity levels in service delivery

RAISES AWARENESS AND STRENGTHENS CONTRAST TO CYBER THREATS
Creates trust and security conditions to use and develop digital services by means of risk analysis, defining security profiles and spreading the culture of security

RESEARCH AND INNOVATION
Promotes and develops strategic projects of R&I, e.g. with the innovation procurement, and promotes the development and uptake of emerging technologies

TECHNICAL RULES AND SURVEILLANCE
Adopts Guidelines on information technology and performs oversight activities on the quality of services and ICT expenditure optimization, also issuing opinions

DIGITAL CITIZENSHIP AND COMPETENCES
Promotes initiatives on digital literacy and outreach activities on the impact of new technologies. Promotes advocacy (Ombudsman) and awareness at national level on digital citizenship rights.
CHALLENGES

Guide the digital transformation of the Public Administrations

Support the implementation of digital transformation processes across levels of government

Share innovation programs with businesses

Re-engineer processes and create simpler, more efficient, effective and human-centered services

Offer more interoperable services to citizens and businesses

Disseminate digital culture among citizens and civil servants

Create awareness about the citizen’s digital rights
From the Digital Agenda to the Three-Year Plan

2014-15

The **Digital Growth Strategy** represents the Italian Digital Agenda endorsed by the Government and the European Commission.

2016

The **Strategic model** of digital transformation of the PA identifies the enabling components for the realisation of the Digital Agenda.

2017

The **Three-Year Plan 2017/19** lays down actions and objectives for each layer of the strategic model.

2019

The **Three-Year Plan 2019-21** updates and integrates the actions enhancing collaboration among the main digital transformation actors.
Strategic Model for the evolution of the PA’s Information System

- Access to services
- Ecosystems
- Platforms
- Public data
- Interoperability model
- Infrastructures
- National digital data platform
- Governance of the digital transformation
Three-Year Plan 2019-2021
90 actions for an inclusive growth

3 dimensions

- **PA**
  - **Take action** to disseminate the culture of change management
  - **Assist** the PAs in the implementation of the Strategy

- **Businesses**
  - **Share** innovation programs

- **Citizens**
  - **Disseminate** digital culture
  - **Raise awareness** on digital rights

Main novelties
Holistic approach &
ONCE ONLY principle

- New key to reading of the Plan that identifies the intervention areas and the impact of each and every line of action on citizens, businesses and Public Administrations in the short, medium and long run.

- New Governance structure with the Digital Transition Officers at the center

- New Monitoring Tools and Guidance provided to the PAs in the implementation of the Plan

- From Smart Cities to Smart Landscapes Paradigm
Keystone to the digitalization

- Expenses cut
- Red tape and uncertainty costs cut
- By design
- Accessibility
- Transparency
- Anticorruption
- Privacy
- Security
- Usability

One submission only
One control only

Integrated control through shared risk analysis

Re-engineering processes to integrate them

Full digital approach to the business sector

Citizens and businesses
Vision and method: holistic approach

- Stakeholders involvement: from vision to execution
- INCLUSIVENESS PARTICIPATION
- Digital rights and awareness-raising
- CULTURE CREATION
- RE-ENGINEERING PROCESSES
  - APPLYING THE ONCE ONLY PRINCIPLE
  - one submission only
  - one control only
  - one PA only

- FIRST THE PROJECTS
  - THEN THE IMPLEMENTING RULES

- USERS AT THE CENTER
- OVERCOMING NORMS
  - ORGANIZATIONAL CHANGES

- GENERATING VALUE
  - PA AS A DRIVER OF GROWTH

- Citizens and businesses at the center of processes and projects
- Inclusiveness
- Participation
- Users at the center
- Overcoming the logic of mere bureaucratic fulfilment

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Dynamic and #inclusive guide to the Plan

3 dimensions: citizens

Connect the 90 actions of the Plan to Guidelines and corresponding regulation

Work in progress to react to stakeholders’ and users’ feedback

Dynamic guide
Governance of the Digital Transformation
The Conference of the Digital Transition Officers (DTO)

Digital Transition Officers
TOTAL
4,655

DTO appointed after issuance of Circular n. 3 of 1 October 2018

DTO
- art. 17 – CAD
- Circular n. 3 (1/10/2018) of the Minister of the PA
- Three-Year Plan 2019-2021
Governance of the Digital Transformation

The Conference of the Digital Transition Officers (DTO)

VARIABLE STRUCTURES

based on thematic issues and types of PAs involved, with the participation of the civil society, business associations, academia and research entities.
Governance of digital territories

The Agreements

5 closed
11 ongoing
5 to initiate

The structure

- Infrastructures
- Security
- Enabling platforms
- Ecosystem and Interoperability
- Access to services
- Pre commercial procurement
- Emerging technologies
- Fostering of digital services

AGID The Agency for Digital Italy
O.N.C.E. – National Observatory on Digital Ecosystem Growth

1 community

KPI for the Three-Year Plan

Measure public ICT expenditure

Measure innovation on the territories

The PA towards Digital Europe

4 workshops
Imagining the future for the next Three-Year Plan

**EMERGING TECHNOLOGIES AND 5G**
Artificial Intelligence, blockchain, IoT, new technologies...

**SERVICE RE-DESIGN WITH A HOLISTIC APPROACH**
Opportunities to change the approach to services delivered by the PA (Es. Telemedicine, welfare, mobility & logistics, smart landscape, etc)

**ECOSYSTEMS INTEGRATION**
Shift from vertical ecosystems (health, welfare, etc) to Citizen ecosystem and Business Ecosystem

**NEW OPPORTUNITIES FOR THE COUNTRY**
New impetus to innovation procurement (pre-commercial procurement)
The PA «challenges» the market formulating its functional needs and allowing the economic actors to freely propose the most appropriate technical solution. The main successful tenderers in PCP are research centers and *start-ups*.
Link to AgID general web-site:  http://www.agid.gov.it/en

Open government websites:

- http://www.dati.gov.it/
- http://www.opencoesione.gov.it/

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