



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).

Italy

29/03/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

The Agency for Digital Italy: <https://www.agid.gov.it/>; The Tree-annual plan for ICT in the Public Administration: <https://pianotriennale-ict.italia.it/>;

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services<sup>3</sup>:

A specific portal for e-services is about to be released: <https://servizi.gov.it/>, now only available for the public administration; The Agency for Digital Italy <https://www.agid.gov.it/index.php/en/platforms> collects all platforms of e-services (almost all platforms has a dedicated website: Digital Public Identity: <https://www.spid.gov.it/>; Digital invoice: <https://www.fatturapa.gov.it/export/fatturazione/it/index.htm>; Digital public registry of the population: <https://www.anpr.interno.it/portale/>

- b. E-participation<sup>4</sup>:

<http://open.gov.it/>

- c. Open government data:

Italy has a general open government data portal: <http://www.day.gov.it>, and some specific open government data portals: <http://www.opencoesione.gov.it>; on public expenditure <http://soldipubblici.gov.it/it/home/>; on infrastructure work <http://opencantieri.mit.gov.it>; data on hydrogeological risk mitigation <http://mappa.italiasicura.gov.it/#/home>; geodata <https://geodati.gov.it/geoportale/>

- d. Public procurement:

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

Procurement Agency: <http://www.consip.it/>  
 Innovation procurement is coordinated by the Agency for Digital Italy (<https://appaltinnovativi.gov.it/>).

e. Other major portals at the national level:

Designers Italia, is the reference point for the design of the Public Administration: <https://designers.italia.it/>; The Italian community of developers of public services <https://developers.italia.it/>; Transparency portal: <http://portaletrasparenza.anticorruzione.it/microstrategy/html/index.htm>; .Performance portal of the Public Administration <https://www.performance.gov.it/>; Linea Amica is the PA portal for citizen's services: <http://www.lineaamica.gov.it/>; Normattiva is the portal for all valid legislation: <https://www.normattiva.it/>; ITA's portal for innovation investment <http://www.innovationitaly.it/en/>; government portal: <http://www.governo.it/>;

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The Agency for Digital Italy: <https://www.agid.gov.it/>; The Department for Public Function: <http://www.funzionepubblica.gov.it/dipartimento-della-funzione-pubblica>; Digital Transformation Team: <https://teamdigitale.governo.it/en/>.

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

Yes. At political level is the Government Commissioner for the Digital Agenda (From 2020 the task will be carried by the President of the Council of Ministers or a specific Minister for digital government). At administrative level is the Director General of the Agency for Digital Italy:

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<b>Name:</b>	Teresa Alvaro
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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
- a. Planning and Development

<sup>5</sup> CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Ministry of Economic Development <https://www.mise.gov.it/index.php/en/>

b. Education

Ministry of Education, University and Research <https://www.miur.gov.it/> Portal for digital school:  
[http://www.istruzione.it/scuola\\_digitale/index.shtml](http://www.istruzione.it/scuola_digitale/index.shtml)

c. Health

Ministry of Health <http://www.salute.gov.it/portale/home.html>

d. Social Protection and Welfare

Ministry of Labor <https://www.lavoro.gov.it/Pagine/default.aspx>

e. Employment and Decent Work

Ministry of Labor <https://www.lavoro.gov.it/Pagine/default.aspx>

f. Environment

Ministry of the Environment and the Protection of the Territory and the Sea  
<https://www.minambiente.it/>

g. Energy/Water

Energy: Ministry of Economic Development <https://www.mise.gov.it/index.php/en/>  
Water: Ministry of the Environment and the Protection of the Territory and the Sea  
<https://www.minambiente.it/>

h. Finance/Taxation

Ministry of Treasury and Finance: [http://www.mef.gov.it/en/index\\_en.html](http://www.mef.gov.it/en/index_en.html)

i. Industry/Trade

Ministry of Economic Development <https://www.mise.gov.it/index.php/en/>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?  
(Maximum 250 words)

Yes, the National Strategy for Sustainable Development - Strategia Nazionale per lo Sviluppo Sostenibile (SNSvS) - <https://www.minambiente.it/pagina/la-strategia-nazionale-lo-sviluppo-sostenibile>. The SNSvS, presented to the Council of Ministers on 2 October 2017 and approved by the CIPE on 22 December 2017, is the result of intense technical work and a wide and complex process of consultation with the central administrations, the Regions, the civil society, the world of research and knowledge. In this process, the Ministry of the Environment - coordinated by DG SVI - has worked in close collaboration with the Presidency of the Council of Ministers, with the Ministry of Foreign Affairs and International Cooperation and with the Ministry of Economy.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

Yes, there is. According to the indications provided by the European Digital Agenda, Italy has defined its own national strategy, the Italian Digital Agenda, drawn up together with the Ministries and in collaboration with the Conference of Regions and Autonomous Provinces. In 2015, the Council of Ministers approved two strategic programs for the country: the "National Broadband Plan" and the "Strategy for Digital Growth 2014-2020", [http://www.agid.gov.it/sites/default/files/documenti\\_indirizzo/StrategiaBandaUltraLarga2014.pdf](http://www.agid.gov.it/sites/default/files/documenti_indirizzo/StrategiaBandaUltraLarga2014.pdf) and [http://www.agid.gov.it/sites/default/files/documentazione/strategia\\_crescita\\_digitale\\_ver\\_def\\_21062016.pdf](http://www.agid.gov.it/sites/default/files/documentazione/strategia_crescita_digitale_ver_def_21062016.pdf).

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
  - is aligned with the national development strategy
  - is aligned with the Sustainable Development Goals (SDGs).
  - is aligned with sub-national/local digital development strategy.
  - has an emphasis on digital-first principle
  - has an emphasis on digital by default; digital by design; mobile-first principle
  - has an emphasis on once-only (data) principle
  - has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups<sup>6</sup>
  - makes specific reference to e-participation, digital inclusion and/or engagement.
  - makes specific reference to the use of social media in the government.
  - makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)*

The Implementation of the Italian Digital Agenda is mostly coordinated by the Agency for Digital Italy, in cooperation with the Government Commissioner for the Digital Agenda. For this purpose, the Agency drafted the Three-Year Plan for ICT in the Public Administration which is aligned with the national development strategy and with the Sustainable Development Goals. The National Code for Digital Administration is the master legislative code that make specific references to digital government acts. The White book on AI at the service of the citizens (<https://ia.italia.it/en/>) along with the forthcoming national strategies on AI and blockchain make specific reference to the use of new technologies.

### III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure<sup>8</sup>
- data interoperability
- digital government as a right

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1

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(If any checked, please provide name of the legislation and links. Maximum 250 words)

The National Code for Digital Administration is the legal framework for digital government. Specific regulations and guidelines are drafted by the Agency for Digital Italy.  
<https://www.agid.gov.it/it/agenzia/strategia-quadro-normativo/codice-amministrazione-digitale> and  
<https://docs.italia.it/italia/piano-triennale-ict/codice-amministrazione-digitale-docs/it/v2017-12-13/>. FOIA:  
<http://www.foia.gov.it/>

### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes  No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The Agency for Digital Italy collects statistics on e-government services in a dedicated portal:  
<https://avanzamentodigitale.italia.it/it>

### V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes  No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

53.47% of local units in the central public institutions collect information on user-satisfaction and 49.32% of local units in the central public institutions disseminate information on user satisfaction (<http://dati.statistiche-pa.it/>) - these statistics were last collected in 2011, a new collection is currently being carried on. The Italian Government launched a portal to assist public institutions in the collection of satisfaction measurement of services: <http://qualitapa.gov.it/>

### VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

The government uses extensively social media, also as support for e-services. The Agency for Digital Italy released specific guidelines on the use of social media by government and public administration: <https://comunica.italia.it/>

### VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI)  Blockchain  Big data  Smart cities  
 Robotics  Internet of Things (IOT)  Quantum computing  Virtual reality

Augmented reality       Other:

(Please explain further including relevant links. Maximum 250 words)

The White book on AI at the service of the citizens (<https://ia.italia.it/en/>) along with the forthcoming national strategies on AI and blockchain make specific reference to the use of new technologies. Also the National Industry 4.0 Plan incorporates use of new technologies <https://www.mise.gov.it/index.php/en/202-news-english/2036690-national-industry-4-0-plan>.

The Association of Municipalities (ANCI) collects also data on smart city projects implementation <http://osservatoriosmartcity.it/>

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

The Agency for Digital Italy works on the application of new technologies in the public sector, and also coordinates the work on innovation procurement at country level (<https://appaltinnovativi.gov.it/>). The Ministry for Economic Development has two task forces working on AI and blockchain. The Ministry of Education and Research a working group on AI research.

In September 2017 Italy has taken the lead of the OECD E-Leaders Thematic Group on Emerging Technologies (AI & block chain) to advance international cooperation in the field.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services? (Max. 250 words)

Methodology applied by the National Statistics Institute: [https://www.istat.it/it/files//2018/07/2006\\_12.pdf](https://www.istat.it/it/files//2018/07/2006_12.pdf) and by the Ministry of Public Function: <http://qualitapa.gov.it/>. Data is being currently elaborated.

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

There is jet no total collection of the overall percentage of the Italian GDP allocated for ICT investment in the public sector. The Agency for Digital Italy is currently trying to sum all the expenditures identifiable as part of the ICT investment in all sectors of the public administration. A consolidated data by the OECD in 2013 expressed that the percentage was 0,43%.

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

100% <http://dati.statistiche-pa.it/>

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

100% <http://dati.statistiche-pa.it/>

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Indicators are collected by the National Statistical Institute and by Eurostat ([https://digital-agenda-data.eu/datasets/digital\\_agenda\\_scoreboard\\_key\\_indicators/indicators#digital-skills](https://digital-agenda-data.eu/datasets/digital_agenda_scoreboard_key_indicators/indicators#digital-skills))

## IX. International and Regional Cooperation<sup>11</sup>

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?  
(Max. 250 words)

Italy is very active at EU and OECD level on e-gov cooperation, and so is at UN level. Italy is currently part of the Open Government Partnership and the Internet Governance Forum. In the framework of the G7 and G20 Italy has a very active role in the field of digital economy, digital governance and emerging technologies in the public sector. Strong cooperation is carried in the field of cybersecurity.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Yes. Italy is currently cooperating with several countries. In particular since 2017 the Agency is cooperating with some LATAM countries in enhancing their digital government governance framework. Cooperation activities are also carried in the framework of the OECD and EU support programs.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

SPID - Digital Identity System - is the new login system that allows access to online government services with a single digital identity (username and password) from any device (computers, tablets and smartphones). SPID was launched in March 2016 as a public-private partnership with the aim of simplifying and improving the relationship between citizens and bureaucracy, making digital services easier, safer and faster to use. SPID is released by private Identity Providers (IdP), which, while respecting the rules issued by AgID, manage the authentication of users by ensuring full personal data protection. Once obtained, citizens can use it to access public online services: from citizen wi-fi to payment of school fees. In the near future the use of SPID could also be used by the private sector to provide access to their services.

## X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

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Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.  
We appreciate your participation.