

Respondent

< 78 Anonymous >

52:51  
Time to complete

1. Country name \*

Italy

## Contact information

2. Your name \*

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3. Title \*

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4. Organization \*

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5. Email \*

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6. Please select whichever applies \*

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

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

There is no official e-government portal at the national level. There are different portals according to the services provided. Please take note that most of the services are offered at the local level through the Regions' and Municipalities' portals. For the sake of space, we cannot list all of them (see some examples below for e-health). However, the Italian Government (Ministry for technological innovation and Digital transition) has launched a mobile application "IO" through which central and local administrations can offer all their services through a single access point <https://io.italia.it/> IO is available for download through the APP Store and Play Store.

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

Digital Identity /SPID <https://www.spid.gov.it/>; Public sector digital payment/PAGO PA <https://www.pagopa.gov.it/> ; National Institute of Social Security (social security, sickness compensation; maternity and paternity pay; incapacity and disability benefit; pensions; survivors' pensions; benefits in case of accidents at work or occupational disease; family benefits; unemployment benefit; social inclusion and income support measures; civil incapacity and long-term care benefits, etc.) <https://www.inps.it/>; Revenue Agency (Tax

return, cadastral and geocartography services, manages all the payment to public administration through the F24 online system, handles the e-invoice for all the public authorities and the Health Insurance Card)

<https://www.agenziaentrate.gov.it/portale/web/english> ; Ministry of Labor (employment related services) <https://www.cliclavoro.gov.it/> ; UNION CAMERE /Register for enterprises <https://www.registroimprese.it/> ; Ministry of Health (health related services/information) [https://www.salute.gov.it/portale/lea/dettaglioContenutiLea.jsp?](https://www.salute.gov.it/portale/lea/dettaglioContenutiLea.jsp?lingua=italiano&id=4693&area=Lea&menu=leaEssn)

[lingua=italiano&id=4693&area=Lea&menu=leaEssn](https://www.salute.gov.it/portale/lea/dettaglioContenutiLea.jsp?lingua=italiano&id=4693&area=Lea&menu=leaEssn) Please Note the health Service is provide and managed at regional level so most services are offered through the Regional portals to mention just a few examples Regione Lombardia

<https://www.prenotasalute.regione.lombardia.it/sito/> ; Regione Lazio

[http://www.regione.lazio.it/rl\\_sanita/?vw=contenutidettaglio&id=43](http://www.regione.lazio.it/rl_sanita/?vw=contenutidettaglio&id=43) ; Regione Veneto

<http://www.ulss10.veneto.it/pubblicazioni/notizie/enatoicupnuovoservizioprenotarelevisitedalcomputerdic> ; Regione Siciliana <https://intercup.regione.sicilia.it/home> ; Regione Emilia-Romagna

[https://www.cupweb.it/cup\\_web\\_regionale/main.htm](https://www.cupweb.it/cup_web_regionale/main.htm) APP IO <https://io.italia.it/> (Cash back, Digital Green Pass, etc.).

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar \*

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

10. Please provide link(s) for portal(s) providing following services/features:

- Open government data

<https://www.dati.gov.it>

11. Please provide link(s) for portal(s) providing following services/features:

- Public procurement

National Portal for e-Procurement processes and procedures:<https://www.agid.gov.it/it/piattaforme/procurement>

12. Please provide link(s) for portal(s) providing following services/features:

- Others (if any)

Portal for monitoring digital transformation progresses:<https://avanzamentodigitale.italia.it/it>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

Ministro per l'Innovazione tecnologica e la transizione digitale <https://innovazione.gov.it/>  
Dipartimento per la Trasformazione Digitale <https://innovazione.gov.it/dipartimento/>  
Agenzia Italiana per il Digitale (AgID) <https://www.agid.gov.it/>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

## Multiple and/or networked CIOs or equivalent across Government Ministries

15. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

16. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

PLEASE NOTE Italy does not have a central CIO. Each administration (central/local) should appoint a "Responsabile della transizione digitale" - RTD by law (art.17 Codice dell'Amministrazione Digitale-Digital Administration Code + Administrative Circular n. 3 October 1, 2018) <https://avanzamentodigitale.italia.it/it/progetto/responsabili-la-transizione-al-digitale> <https://www.agid.gov.it/it/agenzia/responsabile-transizione-digitale> <https://www.agid.gov.it/it/agenzia/responsabile-transizione-digitale/circolare> <https://avanzamentodigitale.italia.it/it/progetto/responsabili-la-transizione-al-digitale> The

RTD is responsible for implementing and coordinating the digital government strategy in each administration, in compliance with the goals and technical specifications of the strategy outlined in Three Year Plan for the digitalisation of the public administrations (link: <https://pianotriennale-ict.italia.it/>), and in accordance with the Presidency of the Council of Ministers, the relevant Minister (Minister for technological innovation and digital transition) and AgID.

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

### 17. Planning/development \*

Presidency of the Council of the Ministers (link: <https://www.governo.it/it/node/11821>)

### 18. Education \*

Ministero dell'Istruzione (link: <https://www.miur.gov.it/>)

### 19. Health \*

Ministero della Salute (link: <https://www.salute.gov.it/>)

### 20. Social Welfare (social inclusion, social protection, etc.) \*

Ministero del Lavoro (link: <https://www.lavoro.gov.it/>)

### 21. Employment and Labour \*

Ministero del Lavoro (link: <https://www.lavoro.gov.it/>)

## 22. Environment \*

Ministero della Transizione Ecologica (link: <https://www.minambiente.it/> )

## 23. Justice \*

Ministero di Grazia e Giustizia (link: <https://www.giustizia.it/giustizia/> )

## 24. Economy/finance \*

Ministero dell'Economia e delle Finanze (link: <https://www.mef.gov.it/index.html> )

## 25. Industry/trade \*

Ministero dello Sviluppo Economico (link: <https://www.mise.gov.it/index.php/it/> )

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## B. COVID-19 Response and Recovery

26. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No

Other

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## COVID-19 response

27. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

<https://www.salute.gov.it/portale/nuovocoronavirus/dettaglioContenutiNuovoCoronavirus.jsp?lingua=italiano&id=5351&area=nuovoCoronavirus&menu=vuoto>

28. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*

Yes

No

29. Please provide link and detail.

The National Recovery and Resilience Plan - Piano nazionale di ripresa e resilienza (link: <https://assets.innovazione.gov.it/1620284306-pnrr.pdf>) within the EU Recovery and Resilience Facility (link: [https://ec.europa.eu/info/business-economy-euro/recovery-coronavirus/recovery-and-resilience-facility\\_en#the-recovery-and-resilience-facility](https://ec.europa.eu/info/business-economy-euro/recovery-coronavirus/recovery-and-resilience-facility_en#the-recovery-and-resilience-facility) ). The European Union Recovery and Resilience Facility will make €672.5 billion in loans and grants available to support reforms and investments undertaken by the EU Member States. The aim is to mitigate the economic and social impact of the coronavirus pandemic and make European economies and societies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions. In the plan it has submitted, Italy has requested a total of €191.5 billion in support under the RRF comprising €68.9 billion in grants and €122.6 billion in loans. The Italian plan is structured around six areas: digitalisation, innovation, competitiveness and culture; green revolution and ecological transition; infrastructure for sustainable mobility; education and research; cohesion and inclusion; health.

30. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

### 31. Please provide link and detail.

27% of the total resources of the above-mentioned National Recovery and Resilience Plan (Piano nazionale di ripresa e resilienza - link: <https://assets.innovazione.gov.it/1620284306-pnrr.pdf> ) are dedicated to the digital transition. Within the Plan, our strategy for digital Italy is developed on two axes. The first area focuses on digital infrastructures and ultra-broadband connectivity. The second concerns all those interventions aimed at digitally transforming the Public Administration. THE RESOURCES OF DIGITAL ITALY 2026 6.71 billion euros in ultra-fast networks 6.74 billion euros in the digitalization of the public sector. Digital Italy 2026 objectives The important investment and reform plan envisaged by the National Recovery and Resilience Plan aims to place Italy in the leading group in Europe by 2026. It sets five ambitious objectives: Spreading digital identity, ensuring that it is used by 70% of the population; Bridging the digital skills gap, with at least 70% of the population being digitally capable; Bring about 75% of Italian public administrations to use cloud services; Reach at least 80% of essential public services provided online; Reach, in collaboration with the Ministry of the Economic Development, 100% of Italian families and businesses with ultra-broadband networks. Objective 1 - Identity and digital citizenship digital Increase the number of digital identities to 70% of the population by 2026. The transformation of the digital architecture of the Public Administration (PA), from cloud infrastructure to data interoperability, is accompanied by investments aimed at improving the digital services offered to citizens. Objective 2 - Digital skills Closing the digital skills gap, with at least 70% of the population being digitally capable The initiatives for the digital transformation of infrastructures and services are enriched by interventions to support citizens' digital skills. Objective 3 - Cloud and digital infrastructures To bring about 75% of Italian PAs to use cloud services by 2026 The digital transformation of the Public Administration (PA) follows a "cloud first" approach to foster the migration of data and IT applications of individual administrations to a cloud environment. Objective 4 - Online public services Achieve at least 80% of essential public services provided online by 2026. Goal 5 - Ultra-fast networks Achieve 100% of Italian households and businesses with ultra-broadband by 2026. The new European Digital Compass (link: <https://digital-strategy.ec.europa.eu/en/policies/digital-compass> )strategy sets challenging objectives for the next decade. By 2030, all the Italian territory should have connectivity at 1 Gbps, and 5G should be available to all populated areas. Italy's ambition is to reach the European digital transformation goals well ahead of its time, bringing 1 Gbps connections throughout the country by 2026. For more information see <https://innovazione.gov.it/dipartimento/focus/italia-digitale-2026/#gli-obiettivi-italia-digitale-2026>

## C. Legal Framework

32. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

33. If yes, please provide link and detail.

Freedom of Information Act (FOIA), link: <http://www.funzionepubblica.gov.it/foia-7>

34. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

35. If yes, please provide link and detail.

GDPR, see: [https://eur-lex.europa.eu/legal-content/IT/TXT/?uri=uriserv:OJ.L\\_2016.119.01.0001.01.ITA&toc=OJ:L:2016:119:TOC](https://eur-lex.europa.eu/legal-content/IT/TXT/?uri=uriserv:OJ.L_2016.119.01.0001.01.ITA&toc=OJ:L:2016:119:TOC)

36. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

37. If yes, please provide link and detail.

At the level of the European Union, Directive (EU) 2016/1148 of 6 July 2016 sets out measures for a high common level of security of network and information systems across the Union (NIS — Network and Information Security Directive) in order to achieve a high level of security of the network and information systems at national level, contributing to an increased common security level in the European Union.' The Directive has been transposed into Italian law by Legislative Decree No 65 of 18 May 2018, which lays down the legislative framework of the measures to be adopted for the security of network and information systems and identifies the entities responsible for implementing the obligations laid down in the NIS Directive. Subsequently, Decree-Law No 105 of 2019 was adopted in order to ensure, in particular, a high level of security of public administrations' networks, information systems and services, and of national public and private bodies and operators, through the establishment of a national cyber security perimeter and the provision of measures to ensure the necessary safety standards to minimise risks. Some amendments have been

introduced, most recently, by Decree No 162 of 2019 on the extension of time limits and other provisions on public administration. With the decree n.140 14/06/2021 ([link:www.gazzettaufficiale.it/atto/stampa/serie\\_generale/originario](http://www.gazzettaufficiale.it/atto/stampa/serie_generale/originario)), the Italian Government has also recently approved the establishment of a national cybersecurity agency to protect the security of development and growth of the national economy and industry, thus, placing cybersecurity as the foundation of digital transformation. The new cyber security agency will be in charge of: Exercising the functions of national authority in the field of cybersecurity Developing national capability for prevention, monitoring, detection and mitigation of cyber security incidents Raising the level of security of Information and communications technology systems. Providing for security measures and inspections in the areas of the national cyber security perimeter, network security and information systems.

38. Is there any legislation, law or regulation on digital identity? \*

Yes

No

39. If yes, please provide link and detail.

Codice dell'Amministrazione Digitale (Decree n. 82 Mar. 7, 2005) - Art. 64 see:  
<https://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legislativo:2005-03-07;82~art64>

40. Is there any legislation, law or regulation on digital signature? \*

Yes

No

41. If yes, please provide link and detail.

Codice dell'Amministrazione Digitale (Decree n. 82 March 7, 2005) with amendments Decree n. 179, Oct. 18, 2012 and n. 221 Dic. 17, 2012). see:  
<https://www.normattiva.it/atto/caricaDettaglioAtto?atto.dataPubblicazioneGazzetta=2018-01-12&atto.codiceRedazionale=18G00003&atto.articolo.numero=1&atto.articolo.sottoArticolo=1&atto.artico>

42. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

43. If yes, please provide link and detail.

Codice dei Contratti pubblici - Art. 65 - Partenariato per l'Innovazione, see:  
<https://www.codicecontrattipubblici.com/parte-ii/art-65-partenariato-per-linnovazione/>

44. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

45. If yes, please provide link and detail.

The Court of Auditors releases yearly a forecast on the national financial expenditure, with related data on the aggregate level of spending forecasted for the current year. See:  
<https://www.corteconti.it/Home/Servizi/CruscottiOpenCdc>

46. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

47. If yes, please provide link and detail.

Codice dell'Amministrazione Digitale (Decreto n. 82 Mar. 7, 2005) Amendments to art. 1 with Decree n. 217 Dec. 13, 2017. see: <https://www.normattiva.it/atto/caricaDettaglioAtto?atto.dataPubblicazioneGazzetta=2018-01-12&atto.codiceRedazionale=18G00003&atto.articolo.numero=1&atto.articolo.sottoArticolo=1&atto.artico>

48. Is there any legislation, law or regulation on open government data? \*

Yes

No

49. If yes, please provide link and detail.

Codice dell'Amministrazione Digitale - Art. 52 <https://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legislativo:2005-03-07;82~art52>

50. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

51. If yes, please provide link(s) and detail(s).

5G: Piano Nazionale di Ripartizione delle Frequenze (PNRF 2019) (link: <https://www.mise.gov.it/index.php/it/comunicazioni/radio/pnrf-piano-nazionale-di-ripartizione-delle-frequenze>) that regulates the assignment of frequencies to the several services based on certain requirements on security and efficiency. Art. 38 del Decreto Semplificazioni- Misure di semplificazione per reti e servizi di comunicazioni elettroniche (link: [https://www.gazzettaufficiale.it/atto/serie\\_generale/caricaArticolo?art.versione=1&art.idGruppo=11&art.flagTipoArticolo=0&art.codiceRedazionale=20A04997&art.idArticolo=09-29&art.progressivo=0](https://www.gazzettaufficiale.it/atto/serie_generale/caricaArticolo?art.versione=1&art.idGruppo=11&art.flagTipoArticolo=0&art.codiceRedazionale=20A04997&art.idArticolo=09-29&art.progressivo=0)): this article amends the law (DL n.36, 2001) that delegated to the municipalities the possibility of choosing whether or not to proceed with the installation of mobile phone antennas. After a public consultation in April 2018, AGCOM (link: [https://www.agcom.it/documentazione/documento?p\\_p\\_auth=fLw7zRht&p\\_p\\_id=101\\_INSTANCE\\_FnOw5IVOIXoE&p\\_p\\_lifecycle=0&p\\_p\\_col\\_id=column-1&p\\_p\\_col\\_count=1&\\_101\\_INSTANCE\\_FnOw5IVOIXoE\\_struts\\_action=%2Fasset\\_publisher%2Fview\\_content&](https://www.agcom.it/documentazione/documento?p_p_auth=fLw7zRht&p_p_id=101_INSTANCE_FnOw5IVOIXoE&p_p_lifecycle=0&p_p_col_id=column-1&p_p_col_count=1&_101_INSTANCE_FnOw5IVOIXoE_struts_action=%2Fasset_publisher%2Fview_content&)

) established the rules and the procedure for the assignment and use of frequencies 694-790 MHz, 3600-3800 MHz e 26.5-27.5 GHz Other technologies: The Decreto Semplificazioni 2019, art 8 ter (link: <https://www.gazzettaufficiale.it/eli/id/2019/02/12/19A00934/sg>) introduced in the Italian legal system the definitions of blockchain and smart contracts. The 2019 budget law, art. 19 (link: <http://documenti.camera.it/Leg18/Dossier/Pdf/AP0053.Pdf>) established a Fund for the development of technologies and applications of AI, Blockchain and the IoT.

## D. Strategy and Implementation

52. Is there a national e-government strategy or equivalent? \*

Yes

No

Please provide information where relevant:

53. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

54. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

55. Please provide link and detail.

The national e-government strategy (Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020-2022 - link: <https://pianotriennale-ict.italia.it/> ) is aligned with the strategy for digitalization and digital development Italia digitale 2026 (link: <https://innovazione.gov.it/argomenti/italia-digitale-2026/> ).

56. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

57. Please provide link and detail.

The national e-government strategy (Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020-2022) is both aligned and guided by the UN SDGs. The Three-Year plan is aimed at "promoting a ethical and inclusive sustainable development, by promoting innovation and digitalisation to the benefit of the people, the communities and the territories" - link: <https://pianotriennale-ict.italia.it/>

58. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

59. Please provide link and detail.

The national e-government strategy (Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020-2022 - link: <https://pianotriennale-ict.italia.it/>) is aligned with the regional e-government development strategies. The Three Year Plan

provides for different means to ensure collaboration among central, regional and public administration to foster innovation in the public sector.

[https://www.agid.gov.it/sites/default/files/repository\\_files/piano\\_triennale\\_per\\_linformatica\\_nella\\_pa\\_2020\\_](https://www.agid.gov.it/sites/default/files/repository_files/piano_triennale_per_linformatica_nella_pa_2020_)

Moreover, the so-called smart specialisation strategies (SSS) have been launched at the Regional level. The national e-government strategy acknowledges the importance of coordinating the efforts at both the central and the local level of public administrations.

60. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

61. Please provide link and detail.

The national e-government strategy (Three Year Plan for the digitalisation of the public administrations) makes specific reference to e-participation as one of the dimensions enabled by citizens' digital skills. The Strategy also makes explicit reference to digital inclusion. The digital skills chapter is centered around the goal of fostering social inclusion and closing digital gaps ("le competenze digitali per la PA e per il Paese e l'inclusione digitale") see p. 55 and ff. (Three Year Plan for the digitalisation of the public administrations) - link: <https://pianotriennale-ict.italia.it/>

62. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

63. Please provide link and detail.

The national e-government strategy makes specific reference to a national data governance framework. The strategy is shaped around 6 main technological components( services, data, platforms, infrastructures, interoperability and security) and completed by an overview of the governance framework. See Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020 - 2022 chap. 2, p. 17 ff. - link: <https://pianotriennale-ict.italia.it/>

64. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

65. Please provide link and detail.

The e-government strategy makes specific reference to national digital identity: the digital identity is the key-enabler of the Strategy. Public administrations should adopt digital identity systems compliant with national and European laws (Three Year Plan for the digitalisation of the public administrations - link: <https://pianotriennale-ict.italia.it/>), p. 8. Last year, the publication of the conversion law (Law no.120 / 2020), introduced a set of rules that aim to redesign digital governance, accelerate the digitalization of public services and simplify relations between citizens and public administration: by February 28, 2021, all administrations are required to initiate the transition from the various online authentication methods to the Public Digital Identity System - SPID and the Electronic Identity Card. From such date the administrations will no longer be able to issue or renew the old credentials. The credentials previously issued may be used until their natural expiration and no later than 30 September 2021.

66. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

67. Please provide link and detail.

Yes, in fact these principles constitute the building blocks of the Italian e-government strategy, (Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020 - 2022- link: <https://pianotriennale-ict.italia.it/>) p. 12

68. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

69. Please provide link and detail.

The once only principle is one of the pillars for the development of digital public services, as highlighted in Par.I, Section 1.1. "Strategy for Digital Transformation" of Three Year Plan for the digitalisation of the public administrations - Piano Triennale 2020 -link: <https://pianotriennale-ict.italia.it/>- 2022, p. 12.

70. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

71. Artificial intelligence (AI) - please provide link and detail:

page 50 -link: <https://pianotriennale>

72. Robotics - please provide link and detail:

page 50 -link: <https://pianotriennale>

73. Blockchains - please provide link and detail:

page 20 -link: <https://pianotriennale>

74. 5G - please provide link and detail:

page 50 -link: <https://pianotriennale>

75. Internet of Things (IoT) - please provide link and detail:

page 157 -link: <https://pianotriennale>

76. Others - please provide link and detail:

77. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

78. Please provide link and detail.

The national e-government strategy is aligned with the UN Sustainable Development Goals; All the relevant EU legislation, the eGovernment Action Plan 2016-2020, the principles/actions of the Ministerial Declaration on eGovernment (Tallinn, 2017)- link: <https://digital-strategy.ec.europa.eu/en/news/ministerial-declaration-egovernment-tallinn-declaration> . The principles set forth in the Three Year Plan are also consistent with the Berlin Declaration on Digital Society and Value-based Digital Government (december 2020) adopted after the entry into force of the Three Year Plan; The OECD "Recommendation on Digital Government Strategies" (2014); The OECD "Digital Government Policy Framework" (2020).

79. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

80. Please provide link and detail.

81. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

82. Please provide link and detail.

Italy is taking a step forward in enabling the experimentation of technological innovations that are the result of ingenuity and discoveries. Article 36 of Law decree No. 76, 16 July 2020 "Urgent measures for digital simplification and innovation"(link: <https://www.gazzettaufficiale.it/eli/id/2020/09/14/20A04921/sg>) removed existing obstacles. The decree so called "Sperimentazione Italia" (link: <https://innovazione.gov.it/notizie/articoli/en/sperimentazione-italia/> ) was converted into law1 of Law No. 120, art. 1, 11 Sept. 2020. The measure allows companies, universities, research bodies, university startups and spin-offs, etc., the possibility to test pilot projects in the field of digitalisation and technological innovation, derogating regulatory constraints, through regulatory sandboxes.

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## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

83. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

84. If yes, please provide link and detail.

Repubblica Digitale (link: <https://repubblicadigitale.innovazione.gov.it/it/il-programma/>) is a national strategic initiative promoted by the Department for Digital Transformation within the framework of the "Italy 2025" strategy to fight the digital cultural divide in the Italian population, to support the maximum digital inclusion and promote education on the technologies of the future to aid the country's digital transformation process. In addition, Servizio Civile Digitale (<https://innovazione.gov.it/notizie/comunicati-stampa/nasce-il-servizio-civile-digitale-firmato-protocollo-intesa/>) is aimed at increasing citizens' digital skills and competences and encouraging the use of digital public services to promote the full enjoyment of citizenship rights, to develop a conscious approach to the digital reality and facilitate collaboration between public administrations institutions and citizens, through volunteers that undertake a training to then assist the elderly in the role of "digital facilitators".

85. Is there a national e-participation policy/strategy or similar? \*

Yes

No

86. If yes, please provide link and detail.

At the regional level: Emilia Romagna - "Io Partecipo" (The eParticipation community in the Emilia-Romagna): "Io partecipo" is the community that provides citizens with information services, listening/open communication channels, aiming at promoting participation in public life. The main access channel is the web area [www.iopartecipo.net](http://www.iopartecipo.net). Toscana - "PartecipaToscana": Online open space that allows citizens to check, discuss and participate in the ongoing processes and events in the Region. <https://partecipa.toscana.it/>

87. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

88. If yes, please provide link and detail.

Repubblica Digitale (link: <https://repubblicadigitale.innovazione.gov.it/it/il-programma/>) and Servizio Civile Digitale (<https://innovazione.gov.it/notizie/comunicati-stampa/nasce-il-servizio-civile-digitale-firmato-protocollo-intesa/>)

89. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

90. If yes, please provide link and detail.

Repubblica Digitale (link: <https://repubblicadigitale.innovazione.gov.it/it/il-programma/>) and Servizio Civile Digitale (<https://innovazione.gov.it/notizie/comunicati-stampa/nasce-il-servizio-civile-digitale-firmato-protocollo-intesa/>)

91. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

93. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

Repubblica Digitale (link: <https://repubblicadigitale.innovazione.gov.it/it/il-programma/>) introduces measures to increase digital literacy for vulnerable groups (such as the elderly) and develop ICT skills for women, also by increasing their presence in STEM and the ICT sector.

95. Does the Government use any social media platform(s)? \*

Yes

No

96. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

(i) Account name "Palazzo Chigi" on Instagram, Facebook and Twitter and on technology and digital matters "Innovazione.gov.it" related accounts.

97. Please include any guidelines for government officials/institutions on the use of social media.

98. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

99. If yes, please provide link (URL) and detail.

## F. Usage, User Satisfaction and Evaluation

100. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

101. If yes, please provide link and detail.

The government collects statistics (NSO: ISTAT) through the annual EUROSTAT /ISTAT Annual Survey "ICT usage in Households and by Individuals" (link:[https://ec.europa.eu/eurostat/cache/metadata/en/isoc\\_i\\_esms.htm](https://ec.europa.eu/eurostat/cache/metadata/en/isoc_i_esms.htm) ), and the Digital Economy and Society DESI Section C - Online Public Services Dimension (link: <https://ec.europa.eu/eurostat/web/digital-economy-and-society>) .

102. Does the Government measure user satisfaction of e-government services? \*

Yes

No

103. If yes, please provide link and detail.

Local administrations may have specific projects to measure customer satisfactions but the data/initiatives are not monitored at central level.

104. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

105. If yes, please provide link (URL) and detail.

## G. Other information

106. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

Italy is a member of the Open Government Partnership (OGP), where Digital Governance cooperation is one of the key policy areas of interest for the Partnership. - <https://www.opengovpartnership.org/policy-area/digital-governance/> Italy is a founding and active member of the Global Partnership on AI - GPAI - <https://gpai.ai/>

107. Please provide any other information related to e-government development in your country. \*

Within the Department of the Digital Transformation there are two technical communities to bridge the gap between the public sector and the IT specialists. 1) Developers Italia (<https://developers.italia.it/en/>), a community of developers who design and code Italian digital public services. In Developers Italia you will find libraries, SDKs, documentation, code examples, resources and test environments you need to integrate the enabling platforms. The repositories are maintained by the community and therefore are open to contributions. Public administrations, or suppliers working with the Public Administration, can find useful resources to develop digital services, and a public software catalogue. 2) Designers Italia (<https://designers.italia.it>), a reference point for the design of digital public services: models, kits and guides to facilitate design processes centered on the needs of citizens. Recently the community launched a public consultation on Guidelines for designing the websites of the Public Administration: Involve citizens and operators in every moment of the design process, to understand their needs, generate ideas and validate the design choices in progress; Model digital services on the basis of concrete needs and existing resources, avoiding waste, duplication of activities and creating useful services; Design and develop clear interaction flows, which effectively respond to the needs of different users, generating a positive user experience; Structure the contents in a simple way, with a coherent communication style and an editorial strategy that is sustainable over time. API Furthermore, the Department of Digital Transformation is engaged in the development of IT protocols with existing European and global standards bodies organizations such as the Internet Engineering Task Force. The ongoing work aims to establish a set of rules in order to improve communication between systems, thus allowing all Public Administrations to communicate correctly with each other in Italy and - through cross-border digital services - in Europe. The Department's initiatives are part of the "National Data Strategy" and the "National Interoperability Framework" that are provided for in the Codice dell'Amministrazione Digitale (Decree n. 82 Mar. 7, 2005 and further amendments - link: <https://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legislativo:2005-03-07;82~art64>), in order to: Improve the way public data is generated and managed; Create citizen-centered public services; Improve the decision-making process of the institutions; Support businesses and scientific research, developing a modern data economy. Moreover, to reduce the hindrance of creating digital public services and streamline the organizational and technical processes required to consume data and services via digital interfaces (APIs), there is an ongoing project to create a National interoperability platform (Infrastruttura di interoperabilità della Piattaforma Nazionale Digitale Dati - link: <https://innovazione.gov.it/argomenti/pdnd/>) which includes an API Marketplace.

## Consent to publish this Questionnaire

108. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

