![United Nations | Department of Economic and Social Affairs]

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: https://publicadministration.un.org/egovkb

More information about the UN E-Government Survey:
https://publicadministration.un.org/en/Research/UN-e-Government-Surveys

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

Italy

Contact information

Your name*****

Mario Nobile

Title*****

Director of AgID (Agency for Digital Italy of Prime Minister Office)

Organization*****

AgID

Email*

nobile@agid.gov.it

Please select whichever applies*

☐ X I am authorised and fully knowledgeable to respond to this questionnaire.
☐ A group of government agencies responded to the questionnaire collectively.
☐ 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

1. 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.

---

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

In Italy there is no single access point to the e-government services.

The Italian Public Administration has adopted a decentralised e-government model.
The Public Administrations at national, regional and local level provide e-government services to citizens and businesses using common platforms, portals and infrastructural services and other support tools. This architecture facilitates the development of e-government services by Central and Local Administrations. The design guidelines for web services of the PA including rules for the design of sites and services from the Public Administration have been issued by AgID (The Agency for Digital Italy).
AgID activated the project "Italia Login - The citizen's house" to support Public Administrations in the digital transformation process, in a logic of transparency, simplification and efficiency. To facilitate the achievement of this objective, AgID makes services and tools available to the PA, such as guidelines, tools and infrastructures, as well as targeted support actions.

Among the platforms enabling the development and use of e-government services in Italy we mention:

ANPR https://www.anagrafenazionale.interno.it/

PA Payment (https://www.pagopa.gov.it/)

FSE https://www.fascicolosanitario.gov.it/

SPID (https://www.agid.gov.it/it/piattaforme/spid , https://www.spid.gov.it/)

CIE (https://www.cartaidentita.interno.gov.it/)

PA cloud https://www.agid.gov.it/it/infrastrutture/cloud-pa

Electronic Invoice https://www.agid.gov.it/it/argomenti/fatturazione-elettronica

SIOPE (https://www.agid.gov.it/it/piattaforme/siope)

Among the infrastructural services used by the Italian Public Administrations to implement their information systems we mention : 1) Il Sistema Pubblico di Connettività 2) Cloud PA

Among the e-government services provided by the Central Public Administrations, we list the most significant below.

1) The Ministry of Health through the regional health centres carries out services of:

- Electronic health record https://w ww.fascicolosanitario.gov.it/
- Single Booking Center https://www.salute.gov.it/imgs/C_17_pubblicazioni_1577_annex.pdf
- Telemedicine https://www.salute.gov.it/imgs/C_17_pubblicazioni_2129_allegato.pdf
- Health insurance card https://sistemats1.sanita.finanze.it/portale/
- Digital recipes
- Dematerialization of medical reports and medical records https://trasparenza.agid.gov.it/archivio19_regolamenti_0_5371.html

As example of digital regional health centre for Rome (Lazio Region) see https://www.salutelazio.it/servizi-on-line

2) The Ministry of the Interior, in collaboration with the municipalities, provides Italian citizens with registry services through the website: https://www.anagrafenazionale.interno.it/

3) The Ministry of Education and Merit, activated the ANS (The National Student Registry), and it provides teachers, students and parents with a series of digital services that aim to improve the learning path and facilitate relations between Schools, Univeristies, teachers and students. https://www.miur.gov.it/web/guest/scuola

4) The Ministry of University and Scientific Research offers information on Italian universities, study programmes, costs, etc. Universitaly - L'Università italiana a portata di click

5) The Ministry of Foreign Affairs and International Cooperation provides a series of information services through the websites: https://www.esteri.it/it/ https://www.viaggiaresicuri.it/about , https://www.dovesiamonelmondo.it/home.html

6) The Ministry of Made in Italy and Enterprises (MIMIT)offers information on how to start a new business Home - impresainungiorno.gov.it

7) The INPS (National Institute of Social Security) provides citizens with services related to retirement and social security https://www.inps.it/it/it/inps-comunica/notizie/dettaglio-news-page.news.2022.04.inps-inclusione-e-innovazione.html

8) The Revenues Agency provides services concerning the taxpayer aspects of Italian citizens https://www.agenziaentrate.gov.it/portale/

9) The IO app (IO, the public services app (italia.it)) allows Italian citizens to access a set of e-government services provided by the Italian Public Administrations.

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

1) Digital Identity systems for Citizens and Businesses

- SPIDs: https://www.spid.gov.it/
- CIE: https://www.cartaidentita.interno.gov.it/
- CNS: https://id.infocamere.it/documentazione/it/cns.html?gclid=CjwKCAjwqZSlBhBwEiwAfoZUIOaPXoq2DFAGAhG6hiJQyT2Crh-z-KC9gujQldvjZjiEpz0kiy9ahhoCXyIQAvD_BwE
- Health Card: https://sistemats1.sanita.finanze.it/portale/tessera-sanitaria-cittadini

2) Payment services and systems:
https://www.pagopa.gov.it/
http://soldipubblici.gov.it./it/home
https://www.siope.it/Siope/dispatchHome
https://www.agid.gov.it/it/piattaforme/fatturazione-elettronica

3) The National Institute of Social Security (INPS, https://www.inps.it/) gives several e-government services: social security, sickness compensation; maternity and paternity pay; incapacity and disability benefit; 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.);

4) The Revenue Agency (https://www.agenziaentrate.gov.it/portale/web/english) gives several e-government services: tax return, cadastral and geocartography services, it manages all the payments to public

4

administration through the F24 online system, handles the e-invoice for all the public authorities and the Health Card);

5) The Ministry of Labor gives employment related services https://www.cliclavoro.gov.it/

6) The UNIONCAMERE manages the register for enterprises https://www.registroimprese.it/

7) The Ministry of Health manages health related services/information https://www.salute.gov.it/portale/lea/menuContenutoLea.jsp?lingua=italiano&area=Lea&menu=socioSanitaria , https://www.fascicolosanitario.gov.it/, https://sistemats1.sanita.finanze.it/portale/

Please Note the Health Service is provided and managed at regional level so most services are offered through the regional portals. Just to mention a few examples:

Lazio Region: https://www.regione.lazio.it/

Lombardy Region: https://www.prenotasalute.regione.lombardia.it/sito/

8) The Ministry of Foreign Affairs provides Consular and Visa Services and other services to compatriots in case of emergencies abroad. See: https://www.esteri.it/it/servizi-consolari-e-visti/ , https://www.dovesiamonelmondo.it/home.html

9) The Ministry of Enterprises and Made in Italy (MIMIT) gives the following services:

Home - impresainungiorno.gov.it

https://uibm.mise.gov.it/index.php/en/ (Trademarks, Patents, etc.)

10) The Ministry of Education and Merit provides schools, universities and students with a series of online services: https://www.miur.gov.it/

11) The Ministry of University and Scientific Research offers information on Italian universities, study programmes, costs, etc. Universitaly - L'Università italiana a

12) INAIL, the National Institute for Insurance against Accidents at Work manages the services concerning workers' accidents: https://www.inail.it/cs/internet/servizi-per-te.html

13) The Ministry of Infrastructure and Transport provides a series of services relating to motorisation, transport, road safety, etc.

https://www.ilportaledellautomobilista.it/web/portale-automobilista/chisiamo_il-portale

14) ACI provides a series of services regarding car tax, Public registry for cars, etc.

https://www.aci.it/i-servizi.html

15) ENEA, the National Agency for New Technologies, Energy and Sustainable Economic Development provides citizens with tax deduction services related to energy efficiency building renovation works Tax Bonuses - ENEA.

16) The INPA Portal of the Department of Public Administration promotes recruitment in the Public Administration https://www.inpa.gov.it/

17) Further there are several online databases of national interest used to facilitate the provision of e-government services by the Public Administrations:

- The Index of digital domiciles of the Public Administrations and Public Services Managers: https://indicepa.gov.it/ipa-portale/
- The National Spatial Data Directory (RNDT)
- The National registry of the resident population (ANPR)
- The National database of public contracts (BDNCP)
- The Criminal records
- The Business Register
- The Public Administration Index (IPA)
- The National index of certified e-mail addresses of professionals and businesses (INI-PEC) -
- The INAD, national index of digital domiciles

E-participation or similar

E-participation between Public Administrations, Businesses, Civil Society and Technical Community is promoted by the Italian Government. Just to mention a few examples.

1) All Public Administrations (Central and Local Administrations) could activate public consultations on specific laws, projects and other initiatives where

Citizens, Businesses, etc. could contribute.Here is the list of the last public consultations:

https://www.consultazione.gov.it/it/le-consultazioni/le-consultazioni-delle-amministrazioni-centrali/.
2) Italy is member of the Open Government Partnership since 2011 - https://open.gov.it /

Open government data

The Italian Government promotes the use of open data to facilitate the dissemination and knowledge of Public Administration's data, and it encourages sharing of them between Public Administrations. The Legislative Decree 200/2021 implemented in Italy the EU Directive 2019/1024, the so-called Open Data Directive. AgID issued the guidelines guidelines for the enhancement of public information assets: https://docs.italia.it/italia/daf/lg-patrimonio-pubblico/it/bozza/index.html

The catalogue of the open data of the Italian Public Administrations is available here: https://www.dati.gov.it/

https://open.gov.it/eventi/linee-guida-apertura-dati-riutilizzo-informazione

Public procurement

The Italian Government gives special attention to e-procurement as a fundamental lever for economic growth, for modernization and greater efficiency of administrative processes, for controlling and reducing public spending.
The Agency for Digital Italy (AgID) recently published the technical requirements and methods of certification of digital procurement platforms.
More details are available here:
https://www.agid.gov.it/it/piattaforme/procurement

Others (if any)

The Italian Government promotes: 1) the reuse and sharing of software and skills between the various administrations and the exchange of good practices.
The tools for sharing knowledge and solutions available to administrations are: 1) Designers Italia; 2) Developers Italy; 3) Forum Italia

To monitor their websites, the Italian Public Administrations use Web Analytics Italia, a national open source platform that offers statistical surveys on indicators useful for the continuous improvement of e-government services

Thanks to the funds of the PNRR (National Recovery and Resilience Plan) the Italian Government is funding Digital Transformation of the Public Administrations through the *PA Digitale 2026.* More details are available here: https://padigitale2026.gov.it/

3. Please provide the 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. *

The e-government strategy of the Italian Public Administration is in charge of the President of the Council of Ministers that delegated the Under Secretary to the Presidency of the Council of Ministers for Technological Innovation, Alessio Butti, https://innovazione.gov.it/sottosegretario/ .
The Under Secretary is supported by the Dipartimento per la Transformazione Digitale , AgID (Agency for Digital Italy) and Pago PA.
The mission and main duties of AgID are included in the *art. 14 bis of the Codice per l'Amministrazione Digitale* (Legislative Decree n. 82 Mar. 7, 2005)
The Agency for Digital Italy (AgID) is responsible for achieving the objectives of the Italian Digital Agenda, in line with the guidelines dictated by the President of the Council of Ministers or the Delegated Minister, and with the European Digital Agenda. AgID promotes digital innovation in the country and the use of digital technologies in the organisation of the Public Administration and relationship with citizens and businesses, in compliance with the principles of legality, impartiality and transparency and according to criteria efficiency, economy and effectiveness.

AgID drafts the Italian e-government strategy through the Three year Plan for ICT in the Public Administration that is shaped around 6 main technological components (services, data, platforms, infrastructures, interoperability and security) and completed by an overview of the governance framework. For each technological component the main objectives, the law framework, the role of AgID (Agency for Digital Italy) and of the Dipartimento per la Trasformazione Digitale and the main action lines for Central and Local Public Administrations are detailed.

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

☐ X Yes   ☐ No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

The e-government strategy of the Italian Public Administration is in charge of the Under Secretary to the Presidency of the Council of

> Ministers for Technological Innovation, Alessio Butti, who is supported by AgID, the Dipartimento per la Transformazione Digitale and Pago PA.
>
> Each Public Administration (Central, Regional and Local) appoints the Responsible for Digital Transformation (RTD) as provided in art. 17 of the Legislative Decree7 March 2005, no. 82(CAD , Code of Digital Administration). 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 the Three year Plan for ICT in the Public Administration and in accordance with directives of the Under Secretary for technological innovation and of AgID.
>
> For more information see:
> https://avanzamentodigitale.italia.it/it/progetto/responsabili-la-transizione-al-digitale

Title*

> Responsible for Digital Transformation operating in Central and Local Public Administrations

Organization*

Email*

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

☐ X Yes   ☐ No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

> The Italian e-government strategy is based on the CAD (*Codice dell'Amministrazione Digitale)* and on the Three year Plan for ICT in the Public Administration . The last document is updated by AgID, on a yearly basis and approved by the President of the Council of Ministers or by the delegated Minister. The three year plan promotes digital transformation and includes the e-government implementation plan with

the commitments (objectives and expected results) for the Public Administrations (Central and Local Administrations).

The Planning, coordination and monitoring of the activities included in the Three year Plan for ICT in the Public Administration are managed by AgID that issues guidelines and technical rules to be adopted by the Public Administrations and monitors their implementation .

Further each Ministry/Administration (central/local) has a "Responsabile della transizione digitale", RTD, defined by law (art.17 *Codice dell'Amministrazione Digitale* + Administrative Circular n. 3 October 1, 2018)

https://www.agid.gov.it/it/agenzia/responsabile-transizione-digitale
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 Ministry/Administration, in compliance with the goals and technical specifications of the strategy outlined in the Three year Plan for ICT in the Public Administration and in accordance with directives of the Under Secretary for technological innovation and of AgID.

The data on advancement of Digital Transformation is available here:
https://avanzamentodigitale.italia.it/it

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

https://www.governo.it/it/la-presidenza-del-consiglio-dei-ministri https://innovazione.gov.it/sottosegretario/ www.agid.gov.it

Education

https://www.mur.gov.it/it , https://www.miur.gov.it/

Health

https://www.salute.gov.it/portale/home.html

Social Welfare
(inclusion, social protection, etc.)

https://www.lavoro.gov.it/

Employment and Labour

https://www.mase.gov.it/

Environment

	https://www.giustizia.it/giustizia/
Justice	
	https://www.mef.gov.it/
Economy/finance	
	https://www.mimit.gov.it/it/
Industry/trade	
	https://www.aics.gov.it/home-ita/settori/obiettivi-di-sviluppo-sostenibile-sdgs/
Sustainable Development Goals (SDGs) [NEW]	
Climate Change [NEW]	https://www.agenziacoesione.gov.it/lagenzia/ https://www.agenziacoesione.gov.it/comunicazione/agenda-2030-per-lo-sviluppo-sostenibile/#:~:text=L'ASviS%20redige%20annualmente%20un,economico%20e%20sociale%20del%20paese
Others (Please specify)	
	https://www.mase.gov.it/
	www.esteri.it www.interno.gov.it www.giustizia.it www.difesa.it www.politicheagricole.gov.it https://www.mit.gov.it/ https://www.beniculturali.it/ https://www.salute.gov.it/portale/home.html https://www.ministeroturismo.gov.it/ https://famiglia.governo.it/it/ https://www.funzionepubblica.gov.it/

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

☐ X Yes   ☐ No

The National Recovery and Resilience Plan (PNRR) is the national recovery and resilience plan that is part of the programme Next Generation EU (NGEU) activated by the European Union to respond to the pandemic crisis. It is a program of unprecedented scope and ambition, which provides for investments and reforms to accelerate the ecological and **digital transition**; improve the training of male and female workers and achieve greater gender, territorial and generational equity.

For Italy, the NGEU represents an unmissable opportunity for development, investment and reform. Italy wants to modernise its public administration, strengthen its production system and step up efforts to fight poverty, social exclusion and inequalities.

The six missions of the plan are: digitalisation, innovation, competitiveness, culture and tourism; green revolution and ecological transition; infrastructure for sustainable mobility; education and research; inclusion and cohesion; Health.

More details are available here: https://www.italiadomani.gov.it/content/sogei-ng/it/it/home.html

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

☐ X Yes   ☐ No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

During the pandemic several portals addressing crisis/ emergency have been activated both at national and regional level. Just to mention a few examples:

https://www.salute.gov.it/portale/nuovocoronavirus/homeNuovoCoronavirus.jsp
https://www.salutelazio.it/nuovo-coronavirus

The Ministry of Foreign Affairs has activated the APP Unit of Crisis - Farnesina through which Italian citizens who wish can register their personal data and the details of the journey they intend to undertake on the site www.dovesiamonelmondo.it, to allow the Foreign Ministry's Crisis Unit to plan any interventions in the event of an emergency more quickly and precisely.

Other Portals:

https://www.vigilfuoco.it/aspx/page.aspx?IdPage=6193
https://www.isprambiente.gov.it/it/attivita/Crisi–Emergenze–ambientali–e–Danno

C. Legal Framework

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

The FOIA regulation (*Freedom of Information Act*), has been introduced in Italy with **legislative decree no. 97 of 2016** and it is an integral part of the public administration reform process, defined by the **law 7 August 2015, n. 124**.

Generalised civic access guarantees anyone the right to access data and documents held by public administrations, if there is no danger of compromising other relevant public or private interests, indicated by law. More details are available here:https://www.funzionepubblica.gov.it/foia-7

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

As member of the European Union, Italy applies the Regulation (UE) 2016/679, GDPR, *Codice in materia di protezione dei dati personali*
https://www.garanteprivacy.it/documents/10160/0/Codice+in+materia+di+protezione+dei+dati+personali+%28Testo+coordinato%29.pdf/b1787d6b-6bce-07da-a38f-3742e3888c1d?version=6.0

The Italian Authority for Data Protection supervises the implementation of the Regulation (EU) 2016/679 , the Code regarding the protection of personal data (Legislative Decree 30 June 2003, n. 196), the Legislative Decree 10 August 2018, n. 101, as well as various other Italian and international regulatory acts.

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

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 by Decree No 162 of 2019 on the extension of time limits and other provisions on public administration.

With the decree n.82 14/06/2021, the Italian Government has established the National Cybersecurity Agency (ACN) 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 cybersecurity agency is 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.
The Italian Strategy on Cybersecurity is available here: https://www.acn.gov.it/strategia/strategia-nazionale-cybersicurezza

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

☐ X Yes ☐ No

If yes, please provide link and detail.

The CAD, Codice dell'Amministrazione Digitale (Legislative Decree n. 82 Mar. 7, 2005) - art. 64 defines the Public system for managing digital identities.
Identity Providers provide digital identities and manage user authentication in line with the rules issued by AgID. Identity Providers are accredited by AgID.
https://www.agid.gov.it/sites/default/files/repository_files/regolamento_modalita_attuative_spid_2.0.pdf
More details are available here:https://www.agid.gov.it/it/piattaforme/spid

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

☐ X Yes ☐ No

If yes, please provide link and detail.

The CAD, Codice dell'Amministrazione Digitale (Legislative Decree n. 82 Mar. 7, 2005) – art. 24 defines digital signature. More details on norms, laws and technical guidelines issued by AgID could be found here : https://www.agid.gov.it/it/piattaforme/firma-elettronica-qualificata

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

☐ X Yes ☐ No

If yes, please provide link and detail.

Legislative decree 31 March 2023, n. 36, contains «Code of public contracts in implementation of article 1 of the law of 21 June 2022, n. 78, delegation to the Government on public procurement." Legislative D.Lgs. 36/2023, contains specific provisions regarding the implementation of the European directives of 2014, reinforcing the issue of digitization already present in the previous Code (the Legislative Decree 50 /2016). In fact, a specific section has been introduced in the new Code (Book I Part II called "DIGITALIZATION OF THE LIFE CYCLE OF CONTRACTS") which introduces the necessary actions to regulate and standardise the processes and procedures in the field of e-procurement.

To this end, pursuant to art. 26 of the Contracts Code, AgID has issued the Technical Rules and the methods for certifying the digital procurement platforms in use by the contracting authorities for carrying out the activities connected to the procurement and negotiation procedures of public contracts and are available here: downloadFile.php (agid.gov.it)

Further to promote the introduction of innovative solutions and emerging technologies into the PA and to improve services to citizens and businesses, innovative procurement is managed by AgID. These

procedures concern the [pre-commercial procurement](#) and the [public procurement of innovative solutions](#).
More information is available here:https://www.agid.gov.it/it/agenzia/appalti-innovativi

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *
Note: This is related to SDG Indicator 16.6.1

☐ X Yes ☐ No
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

The Monitoring of [Three year Plan for ICT in the Public Administration](#) managed by AgID includes the analysis of public spending and investments in ICT of the main central and local PAs; AgID collects the ICT expenses of about 80% of Italian Public Administrations and publishes the trend of ICT spending by the Public Administration.

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? *

☐ X Yes ☐ No
If yes, please provide link and detail.

The main legislation on national data governance, including data sharing/exchange/interoperability across government agencies is included in the CAD Codice dell'Amministrazione Digitale ([Legislative Decree n. 82 Mar. 7, 2005](#) , in the European Regulation UE 2018/1724 (Single Digital Gateway) and in the [Three year Plan for ICT in the Public Administration](#) .

Just to mention the most significant measures.

The CAD Codice dell'Amministrazione Digitale ([Legislative Decree n. 82 Mar. 7, 2005](#)) art 50-ter defines the National Digital Data Platform consisting of a technological infrastructure that makes interoperability possible in public information systems and databases.

The CAD Codice dell'Amministrazione Digitale ([Legislative Decree n. 82 Mar. 7, 2005](#)) art. 64 bis defines Telematic access to Public Administration services.
AgID has issued the following technical rules to improve interoperability of Public Administrations:
1) [Determination no. 547 of 1 October 2021](#), that adopts the Guidelines on the technical interoperability of Public Administrations and the Guidelines on Technologies and standards for the security of interoperability through APIs of IT systems that all public administrations must adopt in order to guarantee the interoperability of their systems with those of other subjects and favour the overall implementation of the information system of the PA;
2) [Determination no. 341 of 14 December 2022](#), updated the Guidelines on technologies and standards for the security of interoperability through APIs of IT systems by incorporating the [AgID notice no. 18 of 15 April 2022](#), with which recommendations were given regarding the

> elements to be expected in the qualified certificates of electronic seal and website authentication.
> 3) [Determination no. 128 of 23 May 2023](#), updated the Operating Document - Security pattern of the Guidelines on the technical interoperability of the Public Administrations pursuant to Chapter 6 - Patterns and interoperability profiles of the same Guidelines.
>
> More details are available here:
> https://www.agid.gov.it/index.php/it/infrastrutture/sistema-pubblico-connettivita/il-nuovo-modello-interoperabilita

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

> [AgID](#), the Agency for Digital Italy is the national centre of expertise on the subject of open data, in the context of the regulatory provisions contained in the [CAD](#), Digital Administration Code and in the transposition rules of the [PSI (Public Sector Information) directive](#), in line with the [Open Government](#) strategy carried out by the Italian Government.
>
> AgID:
> - manages the national catalogue of open data as a reference tool for searching the datasets made available by the administrations,
> - promotes policies for the enhancement of national public information assets
> - promotes the culture of open data, in particular through online seminars, free and open to all
> - draws up national guidelines for the enhancement of information assets
> - defines standards for metadating (e.g.,[DCAT-AP_IT](#) compliant with European ones)
>
> AgID pursues the strategic objectives relating to the enhancement of open data envisaged in the [Three year Plan for ICT in the Public Administration](#)
> Insights and information on open data can be found at:
> https://www.dati.gov.it/
> https://docs.italia.it/italia/daf/lg-patrimonio-pubblico/it/bozza/index.html
> https://www.agid.gov.it/it/dati/formati-aperti

18. 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)? *

☐ X Yes   ☐ No

If yes, please provide link and detail.

> The Italian Government has issued the [Strategic Program on Artificial Intelligence](#) on November 2021. In view of the final adoption of the [EU AI Act](#) regulation , expected at the beginning of 2024, the Italian government, at the meeting of the Interministerial Committee for Digital Transition (CITD) on 6 July 2023, approved two lines of action:
> - the revision of the National Strategic Programme for Artificial Intelligence, issued in 2021, adapting it to emerging trends, through the establishment of a special committee of experts and further

adoption   by   the   CITD - the establishment of a Corporate Venture Capital Fund managed by Cassa Depositi e Prestiti, which will finance a total of about EUR 600 million on innovative start-ups/SMEs in the sector and will foster the adoption of AI in PA" Other initiatives activated by the Italian Government and related to the AI include: 1. "White Book of AI at the service of citizens", published by AgID in 2018, which offers an initial overview of the possible use of AI in relation to services and Public Administration; 2. The Document "AI for Future Italy", which addresses the needs of scientific and industrial research, the problems of education, planning and joint activity between institutions and industry, drawn up approved in May 2020 by the CINI AIIS Lab (National Laboratory of Artificial Intelligence and Intelligent Systems of the national inter-university consortium for information technology); 3. The National Research Program 2021-2027 of the Ministry of University and Research which provides for various major domains of action and for the first time a specific area of "Artificial Intelligence" in close coordination with other sectors such as digital transformation, Big Data, Robotics, Cybersecurity and others; 4. "Proposals for an Italian Strategy for Artificial Intelligence" drafted by the "Group of 20 High-Level Experts" selected by the MISE in December 2018 and presented for consultation in May 2019. The final document was completed and made public in June 2020 and the "National Strategy for Artificial Intelligence" was therefore issued in September 2020 The law decree n. 135 of 2018 the definitions of blockchain and smart contract were introduced into the Italian legal system and the 2019 budget law established a Fund for the development of artificial intelligence, Blockchain and Internet of Things technologies and applications. More information on AI and Blockchain and IoT could be find here: https://www.camera.it/temiap/documentazione/temi/pdf/1105154.pdf On 5G all the legislative initiatives are detailed in the following document: https://www.camera.it/temiap/documentazione/temi/pdf/1104721.pdf More details on the "Italy 5G" plan are available here : https://innovazione.gov.it/italia-digitale-2026/il-piano/reti-ultraveloci/#piano-italia-5g

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

☐ X Yes   ☐ No

If yes, please provide link and detail.

The "White Book of AI at the service of citizens", published by AgID in 2018, offers an initial overview of the possible use of AI in relation to services and public administration;

D. Strategy and Implementation

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

The national e-government strategy is included in the Three year Plan for ICT in the Public Administration issued by AgID.

The e-government strategy is shaped around 6 main technological components (services, data, platforms, infrastructures, interoperability and security) and completed by an overview of the governance framework.

For each technological component are included the main objectives, the law framework, the role of AgID (Agency for Digital Italy) and of the Dipartimento per la Trasformazione Digitale and the main action lines for Central and Local Public Administrations-

More details are available here: https://www.agid.gov.it/it/agenzia/piano-triennale

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

☐ Two-year

☐ X Three-year

☐ Five-year

☐ Ten-year

☐ Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

☐ X Yes   ☐ No

The Italian budget law includes different items that concern different areas that contribute to the digital transformation and to the development of e-government services (Innovation Fund, Digital Citizenship Fund, Innovation Fund for Health and Justice, etc.).

AgID calculates the ICT expenditure of the Italian Public Administration that in 2022 reached 7 billion euros. Further the PNRR, which will last in 2026, assigns 6.74 billion euros to the development of e-government and 6.71 billion euros for the broadband networks.

More information are available here:

https://www.agid.gov.it/sites/default/files/repository_files/_la_spesa_ict_2021_nella_pa_italiana_-_principali_trend_e_percorsi_in_atto_final_v.02_2.pdf The update of the PA's ICT spending for the 2022-2023 period will be published in the next few days.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

☐ X Yes   ☐ No

The e-government strategy is aligned with the national development strategy for digital transformation.   The national development strategy for digital transformation is based on the following pillars:

1) The Broadband Strategy: https://innovazione.gov.it/progetti/banda-ultra-larga/ ,
2) E-government strategy: https://innovazione.gov.it/italia-digitale-2026/il-piano/digitalizzazione-della-pa/
3) Digital skills strategies: https://repubblicadigitale.innovazione.gov.it/it/

More details are available here: https://innovazione.gov.it/italia-digitale-2026/

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide links and details.

☐ X Yes   ☐ No

The national e-government strategy included in the (Three year Plan for ICT in the Public Administration is aligned and guided by the UN SDGs. The Three-Year plan is aimed at "*promoting an ethical and inclusive sustainable development, by promoting innovation and digitalisation to the benefit of the people, the communities and the territories*".

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide links and details.

☐ X Yes   ☐ No

The national e-government strategy and local e-government strategy are aligned. The Three year Plan for ICT in the Public Administration includes the roadmap of the action lines for Central and Local Public Administrations. AgID gives support to the local Administrations and monitors the implementations of the local digital agenda.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide links and details.

☐ X Yes   ☐ No

Chapter 7 of the Three year Plan for ICT in the Public Administration explicitly refers to digital skills for the PA, for the country's digital inclusion.

Digital skills play a fundamental role and represent an enabling factor in the Italian digital transformation process and are indispensable in the exercise of digital citizenship rights.

In this framework, the "*National strategy for digital skills*" managed by *Repubblica Digitale,* includes four lines of intervention:

1. the development of the digital skills necessary within the higher education and training cycle, with the coordination of the Ministry of Education and the Ministry of University and Research;
2. the enhancement and development of the digital skills of the workforce and e-leadership, both in the private sector and in the public sector, with the coordination of the Ministry of Economic Development and the Department of Public Administration;

3. the development of specialist ICT skills to face the challenges associated with emerging technologies and the possession of key skills for the jobs of the future with the coordination of the Ministry of University and Research and the Ministry of Economic Development;
4. the enhancement of digital skills necessary to exercise digital citizenship rights (including the full use of services online) and conscious participation in the dialogue democratic

Further the PNRR attributes great importance to the issue of digital skills. Investment 1.7 "Basic digital skills" has the objective of reducing the share of citizens at risk of digital exclusion.

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide links and details.

☐ X Yes   ☐ No

The national e-government strategy makes specific reference to a national data governance framework. Chapter 2 of the Three year Plan for ICT in the Public Administration defines the data governance framework. The enhancement of public information assets is a strategic objective for the Italian Public Administration to effectively address the new challenges of the data-driven economy (*data economy*), support the objectives defined by the European Data Strategy, guarantee the creation of value-added digital services for citizens, businesses and, in general, all stakeholders and provide *policy maker* instruments *data-driven* to be used in decision-making and/or production processes. The chapter includes objectives and action lines for the Central and Local Public Administrations.

28. Does the national e-government strategy make specific reference to national digital identity? Please provide links and details.

☐ X Yes   ☐ No

The national e-government strategy makes specific reference to national digital identity. Chapter 3 of the Three year Plan for ICT in the Public Administration, titled *Platforms*, makes explicit reference to SPID and the electronic identity card, listing the regulatory framework, the role of AgID and of the Dipartimento per la trasformazione Digitale and the lines of action for central and local administrations. More details are available here:
https://www.agid.gov.it/it/piattaforme/spid

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first[1] principle or similar? Please provide links and details.

☐ X Yes   ☐ No

The e-government strategy makes specific reference to digital-by-design/digital-first. They constitute the building blocks of the e-government strategy and are included in the guide principles of the Three year Plan for ICT in the Public Administration at Chapter 1.
The whole list of Guide Principles include:

---

[1] To provide link or description

1. *digital & mobile first* (digital and mobile as the first option): public administrations must create primarily digital services;
2. *digital identity only* (exclusive access through digital identity): public administrations must exclusively adopt digital identity systems defined by the legislation;
3. *cloud first* (*cloud* as the first option): public administrations, when defining a new project and developing new services, primarily adopt the cloud paradigm, taking into account the need to prevent the risk of *lock-in*;
4. **inclusive and accessible services**: public administrations must design digital public services that are inclusive and that meet the different needs of people and individual territories;
5. **public data a common good**: the information assets of the public administration are a fundamental asset for the development of the country and must be valorised and made available to citizens and businesses, in an open and interoperable form;
6. **interoperable by** *design*: public services must be designed to work in an integrated and seamless way across the single market by exposing the appropriate APIs;
7. *security and privacy by design*: digital services must be designed and delivered in a secure way and guarantee the protection of personal data;
8. *user-centric, data driven e agile***:** the administrations develop digital services, providing agile ways of continuous improvement, starting from the user experience and based on the continuous measurement of performance and use;
9. *once only*: public administrations must avoid asking citizens and businesses for information already provided;
10. *cross-border by design* (conceived as cross-border): public administrations must make relevant digital public services available across borders;
11. *open code*: public administrations must prefer the use of open code software and, in the case of *software* developed on their behalf, the source code must be made available.

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT),** or similar? Please provide links and details.

☐ X Yes   ☐ No

The e-government Strategy makes specific reference to the data-once-only principle. It is part of the Guide Principles included in the [Three year Plan for ICT in the Public Administration](#) at Chapter 1 and is called *once only*.
<<"*once only*: public administrations must avoid asking citizens and businesses for information already provided;">>

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide links and details. [NEW]

☐ Yes ☐ X No

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design[2] or similar? Please provide links and details. [NEW]

☐ X Yes   ☐ No

> The e-government Strategy makes specific reference to *inclusive and accessible services*. It is part of the Guide Principles included in the Three year Plan for ICT in the Public Administration at Chapter 1
>
> <<"**inclusive and accessible services**: public administrations must design digital public services that are inclusive and that meet the different needs of people and individual territories;">>

33. Does the national e-government strategy make specific reference to digitising a specific percentage of public services? [NEW]

☐ X Yes   ☐ No

If yes, please provide link and detail.

> Yes, the national e-government strategy predicts that 80% of public services will be online by 2026. For more details see : https://innovazione.gov.it/

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

☐ Artificial intelligence (AI); links/details:
Yes, a Corporate Venture Capital Fund managed by Cassa Depositi e Prestiti has been established which will finance a total of about EUR 600 million on innovative start-ups/SMEs in the sector and will foster the adoption of AI in PA. Further, based on the European AI ACT, the Italian Government is going to activate the National Agency to monitor AI.

☐ Robotics; link/detail: _____

☐ Blockchains; link/detail: Yes, the fund for the development of artificial intelligence, blockchain and internet of things technologies and applications was established by the 2019 budget law (art. 1, paragraph 226), with a total budget of 45 million euros . https://www.mimit.gov.it/it/incentivi/fondo-per-interventi-volti-a-favorire-lo-sviluppo-delle-tecnologie-e-delle-applicazioni-di-intelligenza-artificiale-blockchain-e-internet-of-things

☐ 5G; link/detail:
Yes, the Italian 5G plan encourages the creation of mobile network infrastructures for the development and diffusion of 5G. Italy was the first country in the Union to have assigned rights to use the radio spectrum in all three so-called frequency bands "pioneer" for the development of 5G and this has allowed the nation to be placed at the top of the DESI index of the European Commission with reference to the "5G readiness" parameter. The allocation for the Italy 5G Plan is 2.02 billion euros and has the objective of encouraging the spread of 5G mobile networks in market failure areas, in order to fully satisfy the need for mobile connectivity and to provide mobile services innovative and high performance. https://innovazione.gov.it/dipartimento/focus/piano-italia-5g/

---

[2] To provide link or description

☐ Internet of Things (IoT); link/detail: Yes, the fund for the development of artificial intelligence, blockchain and internet of things technologies and applications was established by the 2019 budget law (art. 1, paragraph 226), with a total budget of 45 million euros. https://www.mimit.gov.it/it/incentivi/fondo-per-interventi-volti-a-favorire-lo-sviluppo-delle-tecnologie-e-delle-applicazioni-di-intelligenza-artificiale-blockchain-e-internet-of-things
_____

☐ Invisible/anticipatory/proactive/seamless services[3] [NEW]:_____
☐ Others; link/detail: __The_____

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide links and details.

☐ X Yes   ☐ No

> The national e-government strategy is aligned to the UN Sustainable Development Goals, the Europe's Digital Decade and the Digital Compass strategies and related EU legislation. European Directives and regional and global guidelines are included in the Three year Plan for ICT in the Public Administration. The e-government strategy is also aligned to the principles/actions of the Ministerial Declaration on eGovernment (Tallinn, 2017) , to the Berlin Declaration on Digital Society and Value-based Digital Government , the OECD "Recommendation on Digital Government Strategies" .

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide links and details.

☐ Yes ☐ X No

>

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide links and details.

☐ X Yes   ☐ No

> 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 dated 16 July 2020 detailing "Urgent measures for digital simplification and innovation" removed existing obstacles. The measure was converted into law, with amendments, by article 1 of Law No. 120 dated 11 September 2020. The novelty is expressed by the words "Sperimentazione Italia". ore details are available here: https://innovazione.gov.it/notizie/articoli/en/sperimentazione-italia/#submission-of-applications

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

☐ X Yes   ☐ No

> Chapter 8 of the Three year Plan for ICT in the Public Administration provides information on the governance and the monitoring of digital transformation interventions, the latter is managed by AgID.

---

[3] To explain

The "Directive defining the objectives of the Agency for Digital Italy establishes that AgID performs functions of supervision, verification, control and monitoring of digital transformation projects activated by the single Administrations as part of the initiatives of the PNRR, the initiatives financed by the Innovation Fund of technology and digitization established with the decree-law of 19 May 2020, n. 34. AgID also guarantees all the other monitoring activities indicated in the Three year Plan for ICT in the Public Administration

The Article 18-bis of the Digital Administration Code (CAD) - provides for a complex sanctioning procedure for public administrations for violations of the obligations regarding the digital transition.

AgID also exercises supervisory, verification, control and monitoring powers on compliance with the provisions of the Digital Administration Code and any other regulation on technological innovation and digitization of the Public Administration, including those contained in the Guidelines and in theThree year Plan for ICT in the Public Administration .

E. Digital Inclusion and E-Participation

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

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

The national e-government strategy is ensuring digital inclusion and leaving no one behind.

Several initiatives have been undertaken by the Italian Government to address Digital Divide.

Repubblica Digitale is implementing the national strategy for digital skills, fighting the digital divide in the Italian population, supporting the maximum digital inclusion and promoting education on the technologies of the future to aid the country's digital transformation process.

The Servizio Civile Digitale 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 assist the elderly in the role of "digital facilitators".

Accessibility of the web sites is also a primary objective of the e-government strategy and is managed by AgID (Law 9 January 2004 n.4) . More details are available here:

https://www.agid.gov.it/it/design-servizi/accessibilita#:~:text=Per%20accessibilit%C3%A0%20si%20intende%20la,tecnologie%20assistive%20o%20configurazioni%20particolari.

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

☐ X Yes ☐ No

If yes, please provide link and detail.

> Yes, there are several platforms promoting e-participation policy/strategy.
> Here are some examples:
> ParteciPa,
> The Participation platform uses the opportunities offered by new technologies to promote citizens participation and improve the quality of public decisions.
>
> https://www.consultazione.gov.it/it/
> It gives citizens the opportunity to find out and access the consultations underway at national and local level and express their opinion. It also gives the list of the consultations concluded and the new ones.
> **Italia Open Gov**, project includes the drafting of National Action Plans for open government (NAP) through a co creation process which collects inputs from representatives of public administrations and civil society;
> https://partecipa.gov.it/processes/strategia-Nazionale-competenze-digitali

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

☐ X Yes ☐ No

If yes, please provide link and detail.

> The Servizio Civile Digitale is aimed at increasing digital skills and competences and encouraging the use of e-government services also of women and other vulnerable groups . For more details see:
> https://innovazione.gov.it/notizie/comunicati-stampa/nasce-il-servizio-civile-digitale-firmato-protocollo-intesa/

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

☐ X Yes ☐ No

If yes, please provide link and detail.

> The Servizio Civile Digitale is aimed at increasing digital skills and competences and encouraging the use of e-government services also of women and other vulnerable groups
> https://innovazione.gov.it/notizie/comunicati-stampa/nasce-il-servizio-civile-digitale-firmato-protocollo-intesa/

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

☐ Yes ☐ X No

If yes, please provide link and detail.

> No

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

☐ X Yes   ☐ No

If yes, please provide link and detail.

Repubblica Digitale is implementing the national strategy for digital skills, fighting the digital divide in the Italian population, supporting the maximum digital inclusion and promoting education on the technologies of the future to aid the country's digital transformation process.

The Repubblica Digitale's operation plan introduces specific measures to increase digital literacy for vulnerable groups (such as the elderly), Youth and to develop ICT skills for women, also by increasing their presence in STEM and the ICT sector.

Further, a specific fund has been assigned to upskill women and NEETs, young people who are not employed or included in an education or training course. More details are available here:

https://www.innovationpost.it/attualita/formazione-e-competenze/competenze-digitali-dal-fondo-repubblica-digitale-23-progetti-da-13-milioni-per-lupskilling-di-donne-e-neet/

45. Does the Government use social media platform(s)? *

☐ X Yes   ☐ No

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

Yes, most Italian administrations, both central and local, use social media as tools for two-way communication with citizens and not just as a "notice board." The most widely used platforms are: Facebook, Twitter, Linkedin and Instagram. Some also use tik tok. Public administrations use social media especially for e-information and e-consultation.

Here are some examples:
https://www.facebook.com/ministerodellacultura
https://www.facebook.com/ministeroeconomiaefinanze
https://www.facebook.com/MinisteroSalute
https://www.facebook.com/ministerodellagiustizia
https://www.facebook.com/palazzochigi.it
https://www.facebook.com/AgIDGovIT

If yes, please include any guidelines for government officials/institutions on the use of social media.

There are no real guidelines for the use of social media but there are many roundtables on the subject also at the Ministry of Public Administration. In general, every administration that uses social media has its own media policy that defines how to use these platforms. Much attention is also given to the use of social networks by public employees with precise rules included in the new Code of Conduct for public employees.

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

☐ Yes ☐ X No

If yes, please provide link and detail.

F. Usage, User Satisfaction and Evaluation

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

☐ X Yes ☐ No

If yes, please provide link and detail.

The statics are collected and published through 1) the annual EUROSTAT /ISTAT Annual Survey "ICT usage in Households and by Individuals" 2) the Digital Economy and Society (DESI Digital Public Services)

48. Does the Government measure usage data with dis-aggregation by gender?*

No

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

☐X Yes ☐ No

If yes, please provide link and detail.

The Italian Public Administrations use different tools to measure user satisfaction. The Department of Public Administration, as of September 2022, has started the experimentation of a centralised statistical survey system of the customer experience (CX) on the digital services provided to citizens by a set of public administrations with the aim of obtaining a clear picture of the quality of service perceived by the citizen at a national level, overcoming the current autonomous survey mechanisms of the various public administrations that are not correlated with each other and therefore not comparable.

> More details are available here : https://www.funzionepubblica.gov.it/articolo/ministro/16-09-2022/qualita-dei-servizi-al-con-istat-la-piattaforma-di-customer-experience

Does the Government collect user satisfaction data with dis-aggregation by gender?*

> No

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

> Participation in the IGF (UN) and to the public consultation on the GDC (Global Digital Compact)

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

> The main partnerships and initiatives concern:
>
> 1) Participation to OECD (OECD – Organization for Economic Co-operation and Development) Network of Senior E-Government Officials, aimed at favouring a certain harmonisation of Italian digital policies in a global perspective;
> 2) Participation to Open Government Partnership (OGP), which aims to create an international platform for states willing to commit to making their governments more open and transparent;
> 3) Participation to International Open Data Charter (International Charter on Open Data): the Charter consists of six key principles and provides for specific actions, practical advice and guidelines on the implementation of Open Data strategies and policies;
> 4) Participation to China-Italy Science, Technology & Innovation Program, which aims to strengthen the Italy-China relationship to encourage investments in Research and Development in the two countries;
> 5) Participation in OECD E-Leaders Thematic Group on Emerging Technologies (AI & Blockchain), with the main objective of discussing the impacts of new technologies on the public sector. AgID is currently coordinator of this thematic group;
> 6) Participation in the World Economic Forum, which represents the annual forum for discussing the main issues related to the world economy.
> 7) Membership at the European Coalition for Digital Skills and Jobs, which is one of ten key initiatives introduced by the European Commission to respond to the ever-increasing need for digital skills.

8) Participation in the "Women in Digital Working Group" coordinated by the European Commission.
9) Participation annex' eGovernment Action Plan and Benchmark Steering Group" of the European Commission. The
10) Participation in the Steering Committee on the Berlin Declaration
11) Gaia-x project support
12) Participation in *Agile Nations Network*, an international cooperation initiative on agile regulation involving Italy, Canada, Denmark, the United Arab Emirates, Japan, Singapore and the United Kingdom
13) Participation in the project *OECD E-Leaders*, sub-group of the Directorate for Public Governance, Committee on Digital government.
14) Participation in the Global Partnership on Artificial Intelligence (Global Partnership on Artificial Intelligence - GPAI
15) Participation in the Digital Geopolitics Control Room which carries out coordination activities on the most relevant digital dossiers.
16) Participation in the Italian-Libyan Interinstitutional Joint Economic Commission.
17) Participation in the HLIG Group of the European Commission.
18) Participation in the SERN, a transnational network in Europe fostering relations between Northern and Southern Europe and in particular between Sweden and Italy where Italian and Swedish communities and their citizens are key drivers of change towards a more inclusive, sustainable, and digitalized society. https://www.sern.eu/

19) Participation to We the Internet . More details are included here: http://www.igfitalia2020.it/en/we_the_internet

AGID is involved in the following international projects:

1) EXISTENCE, the project that aims to promote greater security in the management of digital identities and identity theft.
2) First Italian Crossborder eIDAS Proxy (FICEP), the project that will allow the circularity of Italian digital identities among all EU Member States.
3) SHIELD, the project that proposes a universal solution for the dynamic creation and implementation of virtual security infrastructures in ISPs and corporate networks.
4) eIGOR has the objective of developing software tools that allow the mutual translation between the FatturaPA layout and the European invoices and to adapt the Exchange System (SDI) and the national electronic invoicing services to the common European standard.
5) IIeP has the objective of adapting the Tenders Monitoring Information System (SIMOG) and the e-Procurement platforms of the PA to the use of the service e-certis provided by the European Commission, which offers information on the documentation required for participation in tenders from all EU member countries.
6) ESPD has the objective of adapting the SIMOG, the eProcurement platforms of the PA and the services of the Chambers of Commerce to the use of the Single European Procurement Document (ESPD), which represents a European self-certification on the requirements necessary to submit an economic offer in all EU Member States.
7) NCPeH represents an infrastructure aimed at guaranteeing interoperability services for the cross-border exchange of health data and documents, in particular for information relating to the Synthetic Health Profile and ePrescription.

8) [WADcher](#) aims to give full support to the implementation of the[European directive on the accessibility of websites and mobile applications of public bodies](#) creating a large-scale infrastructure capable of integrating existing web solutions in terms of accessibility.

More information is available here:
https://www.agid.gov.it/index.php/it/agenzia/attivita-internazionali/iniziative-internazionali
https://innovazione.gov.it/progetti/attivita-internazionali/
https://www.agid.gov.it/index.php/it/agenzia/attivita-internazionali/progetti-europei

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Consent to publish this Questionnaire

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

☐ X Yes　　　☐ No

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