

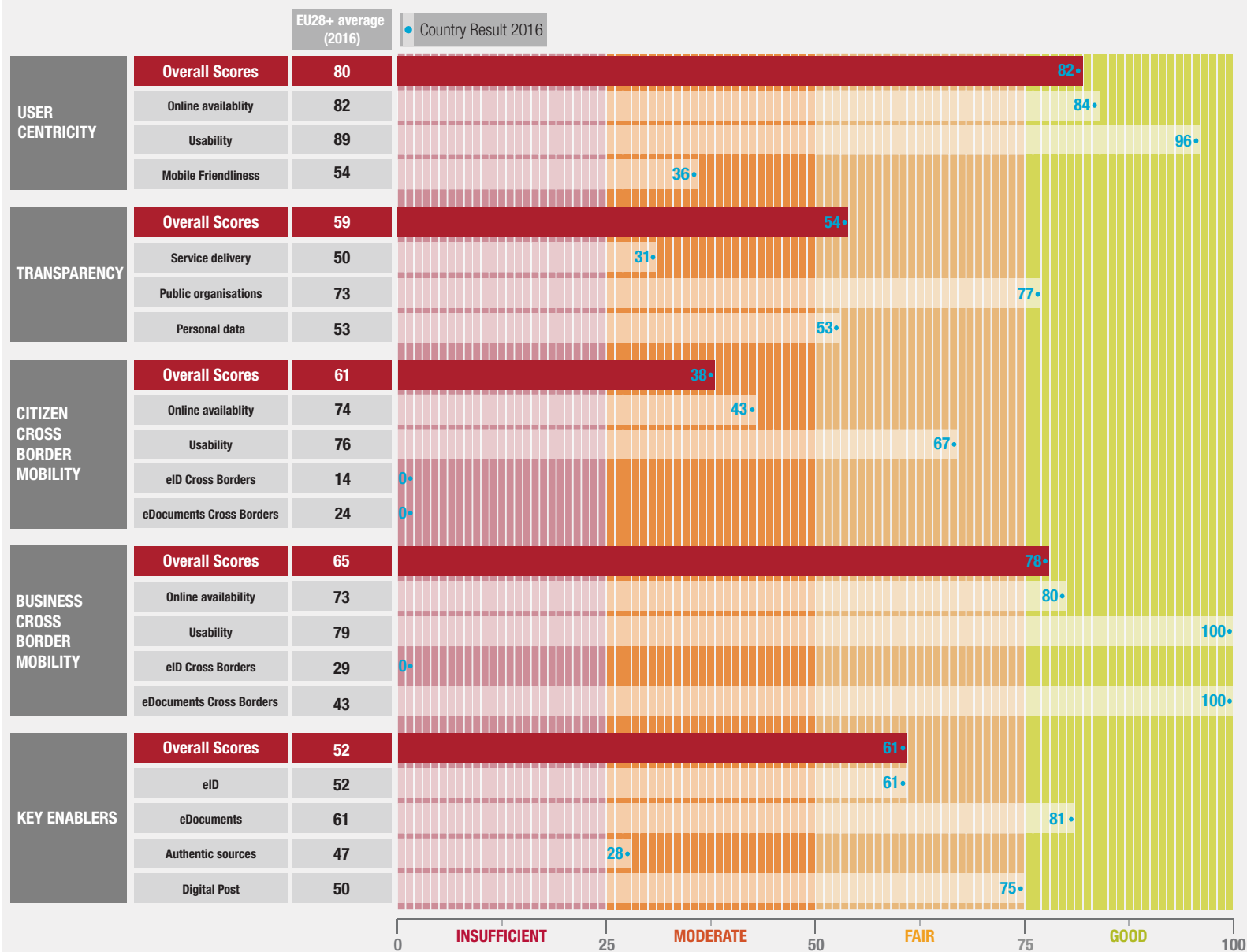


# ITALY

## eGOVERNMENT STATE OF PLAY



### eGovernment performance across policy priorities



### How are services delivered?

The top-level benchmark **User centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**Usability:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device

The top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Public Organisations:** indicates to what extent governments are transparent as regards their own responsibilities and performance.

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Personal data:** indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for **Citizen and Business Cross border mobility** indicates to what extent EU citizens can use online services in another country.

**Online availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**Online usability:** indicates if support, help and (interactive) feedback functionalities are online.

**eID Cross Borders:** indicates if a national eID from country A can be used in country B

**eDocuments Cross Borders:** indicates if eDocuments can be transmitted from country A to country B

The top-level benchmark **Key enablers** indicates the extent to which 4 technical pre-conditions are available online.

These are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through eg personal mailboxes or other digital mail solutions.

**NOTE:** the method for the eGovernment Benchmark has been updated in 2016 and hence comparisons with previous years are excluded to avoid misunderstandings. Not every indicator can be compared 1 on 1. Please see the insight and background report for deeper insights and historical trends.

## eGovernment performance of Life Events (Domains)



## Life Event descriptions

### Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

### Losing and Finding a Job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

### Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

### Family life (2016):

including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

### Regular business operations (2017 tbc)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2017 tbc)

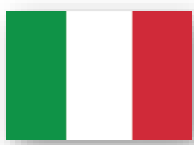
This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and driving a car (2017 tbc)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a small claims procedure (2017 tbc)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.



# ITALY

## [ eGOVERNMENT BENCHMARKING ]



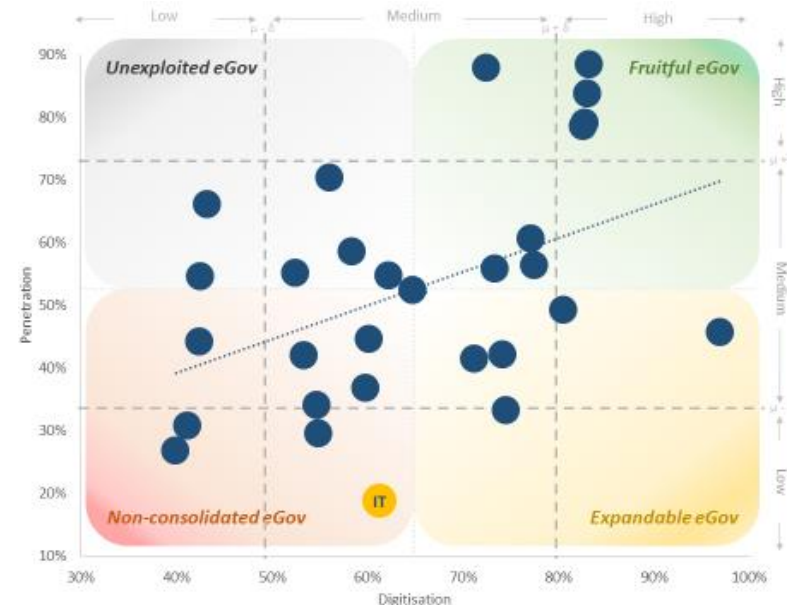
### Relative indicators

	User characteristics		Government characteristics		Context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	51%	48%	71%	59%	60%	35%
IT	38%	34%	56%	60%	44%	30%

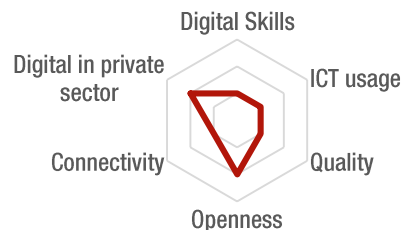
### Performance

	Penetration	Digitisation
EU 28	52%	65%
IT	19%	61%

Italy is characterised by a low level of Penetration and a medium-low level of Digitisation. Therefore, Italy is part of the Non-consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by the lowest Penetration level in Europe: only 19% of individuals that submit official forms to administrative authorities used online forms. On the other hand, the Digitisation level is closed to the European average.



### Environment



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness) and the Digitisation of businesses (Digital in the private sector) are almost in line with European average, while all the other characteristics (Digital skills, ICT usage, Quality are Connectivity) are low. In particular, it seems that Italian users could both strengthen digital skills and increase regular use of internet.

### Considerations

#### Penetration - Average

Matching relative and absolute indicators, Italy seems to have a different position regarding the Penetration and the Digitisation level.

#### Digitisation - Outperforming

Digitisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, Italy seems to be Underperforming compared to other countries with a similar environment, showing that online services are not fully widespread all over the country. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.

## Relative indicators

A table that reports all the relative indicators' percentage for the country selected and the European average.

- **Digital skills:** citizen's skills needed to realise the potential offered by a digital society.
- **ICT usage:** the overall level of citizens' usage of ICT instruments.
- **Quality:** the quality of governments' action.
- **Openness:** openness of data and information.
- **Connectivity:** the deployment of the broadband and its quality.
- **Digital in the private sector:** digitisation of businesses and their exploitation of the online sales channel.

## Penetration vs Digitisation

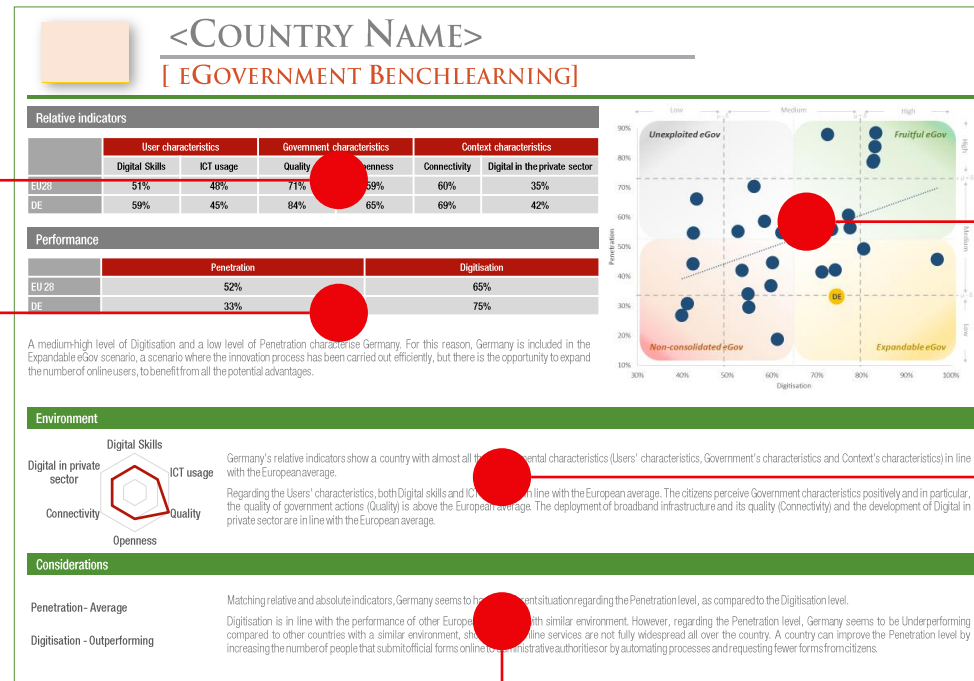
The Penetration vs Digitisation graph highlighting the country of the specific factsheet.

- **Non-consolidated eGovernment:** a government does not utilise ICT opportunities yet, but might be aiming to benefit from it in the future.
- **Unexploited eGovernment:** a government might still be in an ongoing digitisation process, but has a high number of citizens using eGovernment services.
- **Expandable eGovernment:** a government innovates efficiently, but the number of online users has to be expanded to realise all the potential benefits.
- **Fruitful eGovernment:** indicates a successful process of innovation. Countries in this scenario have achieved an efficient and effective way of working.

## Performance

A table that reports all the absolute indicators' percentage (Penetration and Digitisation) for the country selected and the European average and a short text that explains the performance's results reported in the table above.

- **Penetration:** the extent to which online eGovernment services are used.
- **Digitisation:** a proxy for the digitisation level of the back- and front-office based on mystery shopping indicators.



## Environment

A radar chart that contains the environmental characteristics of the country on a three step scale: low, medium, high; and a short text that explains the environment's results reported in the radar chart.

- **Low:** countries with a percentage lower than  $\mu - \delta$  (where  $\mu$  is the European average and  $\delta$  is the standard deviation).
- **Medium:** countries with a percentage in line with the European average (between  $\mu - \delta$  and  $\mu + \delta$ ).
- **High:** countries with a high relative indicator's value (above  $\mu + \delta$ ).

## Considerations

A short text that reports some final considerations about the specific country. Crossing absolute and relative indicators, it shows and explains the relative performances of the country in both Penetration and Digitisation.

- **Average countries:** countries for which the score on the absolute indicators is in line with the European trend.
- **Underperforming countries:** countries for which the score on the absolute indicators is lower than the European trend.
- **Outperforming countries:** countries for which the score on the absolute indicators is higher than the European trend.

The table below describes all the indicators used for the analysis

Dimension	Indicator	Description	Source
Penetration		Internet use: submitting completed forms (last twelve months: Percentage of individuals who need to submit official forms to administrative authorities)	European Commission's calculations based on Eurostat data
Digitisation		Average of: <ul style="list-style-type: none"> <li>• User Centric Government</li> <li>• Transparent Government</li> <li>• Citizen and Business (3:1) Mobility</li> <li>• Key Enablers</li> </ul>	eGovernment Benchmark - Mystery Shopping
ICT usage	Use of Internet	The Use of Internet dimension accounts for the variety of activities performed by citizens already online. Such activities range from consumption of online content (videos, music, games, etc.) to modern communication activities, online shopping and banking.	DESI - 2016
Digital Skills	Human Capital	The Human Capital dimension measures the skills needed to take advantage of the possibilities offered by a digital society. Such skills go from basic user skills that enable individuals to interact online and consume digital goods and services, to advanced skills that empower the workforce to take advantage of technology for enhanced productivity and economic growth.	DESI 2016
Quality	Regulatory quality	Regulatory Quality captures perceptions of the ability of the government to formulate and implement sound policies and regulations that permit and promote private sector development. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank -2015
	Rule of law	Rule of Law captures perceptions of the extent to which citizens have confidence in and obey the rules of society, and in particular the quality of contract enforcement, property rights, the police, and the courts, as well as the likelihood of crime and violence. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank – 2015
	Government effectiveness	Government Effectiveness captures perceptions of the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank – 2015
	Corruption Perception Index	The Corruption Perceptions Index measures the perceived levels of public sector corruption worldwide.	Transparency International – 2016
Openness	Open Data	This indicator measures to what extent countries have an Open Data policy in place (including the transposition of the revised PSI Directive), the estimated political, social and economic impact of Open Data and the characteristics (functionalities, data availability and usage) of the national data portal.	DESI – 2016
	Voice and accountability	Voice and Accountability captures perceptions of the extent to which country's citizens are able to select their government, as well as freedom of expression, freedom of association, and a free media. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2015
Connectivity	Connectivity	The Connectivity dimension measures the deployment of broadband infrastructure and its quality. Access to fast broadband-enabled services is a necessary condition for competitiveness.	DESI – 2016
Digital in the private sector	Integration of Digital Technology	The Integration of Digital Technology dimension measures the digitisation of businesses and their use of the online sales channel. By adopting digital technology businesses can enhance efficiency, reduce costs and better engage customers, collaborators and business partners. Furthermore, the Internet as a sales outlet offers access to wider markets and potential for growth.	DESI - 2016