

Government to Business egov_INNO Project Assets

Le eccellenze industriali in una Puglia che compete, il sostegno regionale agli investimenti e la cooperazione territoriale europea G2B

Bari – Fiera dal Levante, 14 settembre 2018



Open Innovation and G2B services

- Digital services implemented as a support to regional innovation policies
- Main targets are enterprises and territorial business development
- Primary focus on specific implemented platforms
 - Sistema Puglia
 - Empulia
 - Living Labs



SistemaPuglia



SistemaPuglia goals

- **www.sistema.puglia.it**
 - Integrated digital service center as a gateway to the initiatives of the Policies for Development, Work and Innovation of the Puglia Region, for the fully electronic management of regional support to SMEs business.
 - Increase the effectiveness of the regional procedures compliant to the recommendations of the Digital Administration Code (CAD D.Lgs. n. 82/2005 e ss.mm.ii.)
 - In line with the Italian Digital Agenda main goals for a significant reduction in the time for grant procedures management
 - User access simplification and facilitation approach to regional SMEs services



SistemaPuglia goals

- **www.sistema.puglia.it**

- Integration with the market and the world of work (lifelong learning for young people and adults, continuous training of the employed, leverage of apprenticeships and traineeships, local training and innovation pacts)
- Inclusion (equal opportunities, reduction and elimination of dispersion and school dropouts, right to education)
- Qualification (accreditation of training structures, analysis of training needs, certification of activities, establishment of a system of training credits and assessment of learning)



SistemaPuglia services

- Newsletter
 - complete news collection delivered once a week
- Latest news
 - web portal published daily infos delivered each day
- SistemaPuglia reply
 - offices representatives (Region or Agencies) answer to specific issues. The service is delivered by e-mail
- Feed RSS
 - Really Simple Syndication service available to be informed on updated information published
- SistemaPuglia App
 - Info channel for information sharing and service access



SistemaPuglia services

- Call launch alerting system
 - SMS notification as soon as the call for proposal is published
- Call for proposal info request
 - Offices representatives reply to user requests when the call for projects are active. The service is delivered by e-mail
- Proposal submission system
 - Service for compilation and submission of the application. Editing and consultation
- Backoffice evaluation procedure
 - System for technical and administrative assessment (evaluation, criteria set-up, ranking lists, etc.)



SistemaPuglia numbers

- Lifetime strategy
 - First version funded under POR Puglia 2000-2006, full development within PO FESR 2007-2013, final evolution on the PO FESR-FSE 2014-2020
- Registered users
 - More than 100.000 registered users
- Call for proposal
 - Nearly 200.000 official proposal submitted at regional call for grant
- Mobile services
 - Around 50.000 members of the SMS notice services for call update and news



SistemaPuglia numbers

- User Assistance
 - 4.000 online answer to user questions
- Coaching
 - 111 training course on the catalogue
 - 3.784 subscription to the courses
- Training bodies
 - 693 qaulified bodies for training offers
 - 3.600 on line competence assessment



emPULIA



SERVIZI DI E-PROCUREMENT



EmPULIA aggrega la domanda, contribuisce a razionalizzare la spesa pubblica regionale e semplifica il rapporto tra enti e operatori economici.
Lo sviluppo dei servizi di e-procurement di EmPULIA è finanziato dal Servizio Ricerca Industriale ed Innovazione della Regione Puglia nell'ambito del Piano di Azione e Coesione - Programma Ordinario Convergenza - ASSE I Linea 1.5 Azione 1.5.3 "Sviluppo di servizi, contenuti e portali regionali", Intervento "Evoluzione dei servizi offerti dal portale EmPULIA".

Per informazioni:
PEC: assistenza.empulia@pec.rupar.puglia.it
E-mail: helpdesk@empulia.it
Numero Verde Help Desk : **800.900.121**



emPULIA golas

- **www.empulia.it**
 - Rationalization of public expenditure effectiveness
 - Guarantee of transparency in tender operations
 - Dematerialisation of procurement procedures
 - Straightforward and user friendly services for SMEs
 - Increase participation and competitiveness of SMEs
 - Simplification of contractual procedure



emPULIA services

- On line suppliers catalogue
 - Open to submission of EoI is intended to assure transparency and equal treatment during tender procedure and facilitate SMEs access to public procurement
- Full Tender procedure
 - Digital bidder management, electronic signature, certified e-mailing system, guarantee simplification procedure and short time providing
- Electronic shop
 - Purchase of services and goods by means of specific customized agreemen with the aim of planning and aggregating expenditure for cost reduction
- Dynamic purchasing system
 - Digital purchasing process for standard goods open with specific time constraint to suppliers



emPULIA numbers

- Business suppliers
 - 8.500 qualified suppliers (Large, Medium, Small Enterprises) registered at the provider register
- Buyers
 - 1.800 buyers registered in more than 100 different Public Administration
- Procurement tenders
 - 3.322 tenders in year 2013
 - 4.108 tenders in year 2017
- Call for tender budget
 - 53 M€ in year 2013
 - 695 M€ in year 2017

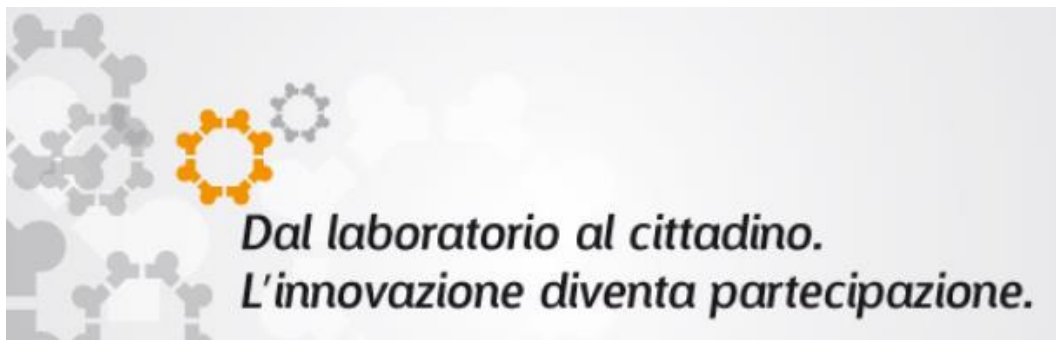


emPULIA numbers

- Categories
 - More than 1.200 different merchiological categories followed by suppliers
- Provider geographical location
 - Around 75% of suppliers form the Puglia Region
- Technical support to PA for digital procedure
 - Around 300. Half of them for Regional Health System actors
- Training session
 - Nearly 400 session in favour of Buyers groups
- Help desk
 - More than 1.500 contacts per month at tool-free number



LivingLabs



LivingLabs golas

- **livinglabs.regione.puglia.it**

- leverage user driven, open innovation as a strategic support for local ICT SMEs innovation, growth and competitiveness
- promote the evolution of Regional public administration and civil society from passive consumers to active prosumers of content and services of general interest, supported by ICT innovation
- create domain-specific open environments within real-life conditions, in which the active involvement of local end-users and SMEs can pave the way to the co-design of new services, products and social infrastructures.

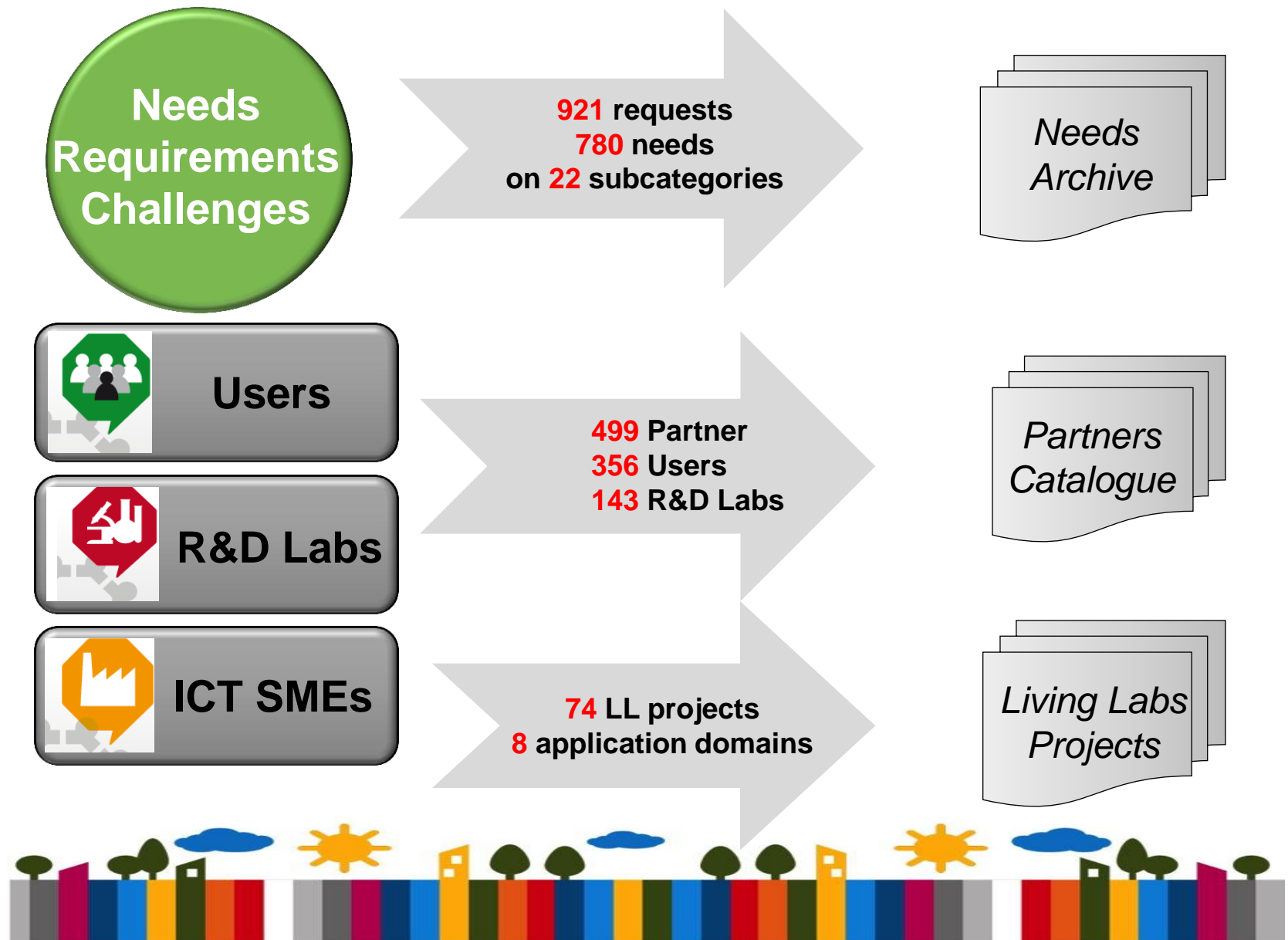


LivingLabs services

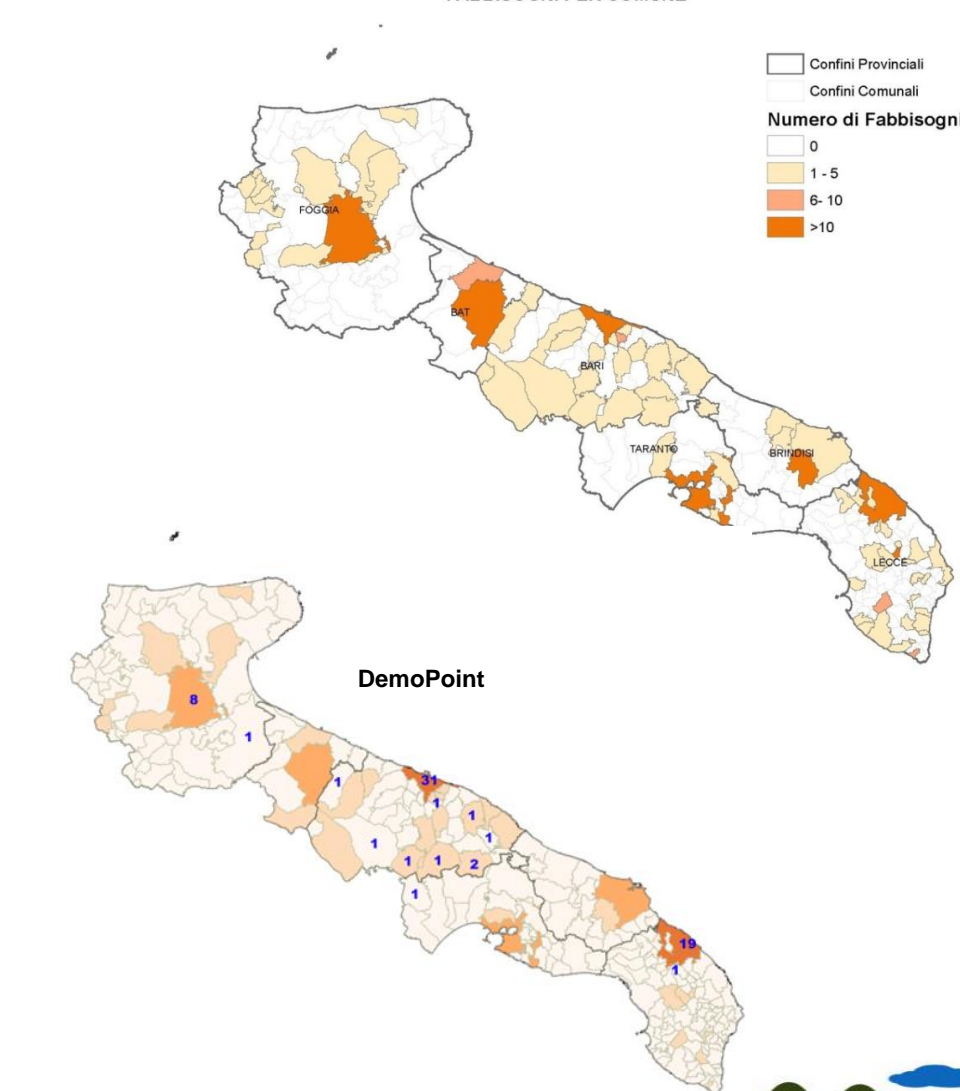
- Management and visualization of innovation regional needs expressed by users
- Backoffice service to SistemaPuglia collecting services facilities
- Catalogue of actors (Associations, Public Bodies, Research Laboratories, etc.) registered as potential partners of funded projects
- Living Labs details (description, partners, multimedia, enterprises, linked needs) addressing solutions to challenges
- Blog & thematic forum for open community sharing purposes



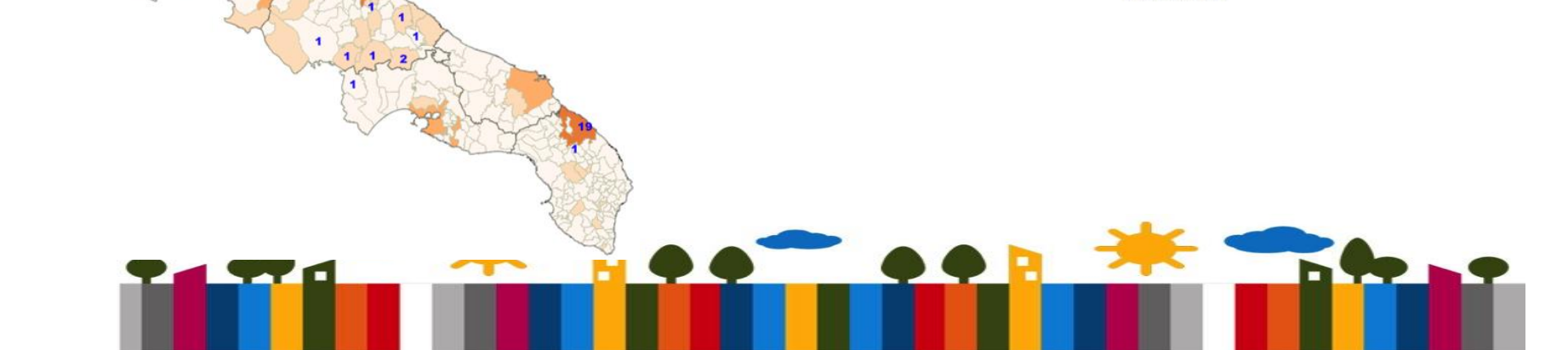
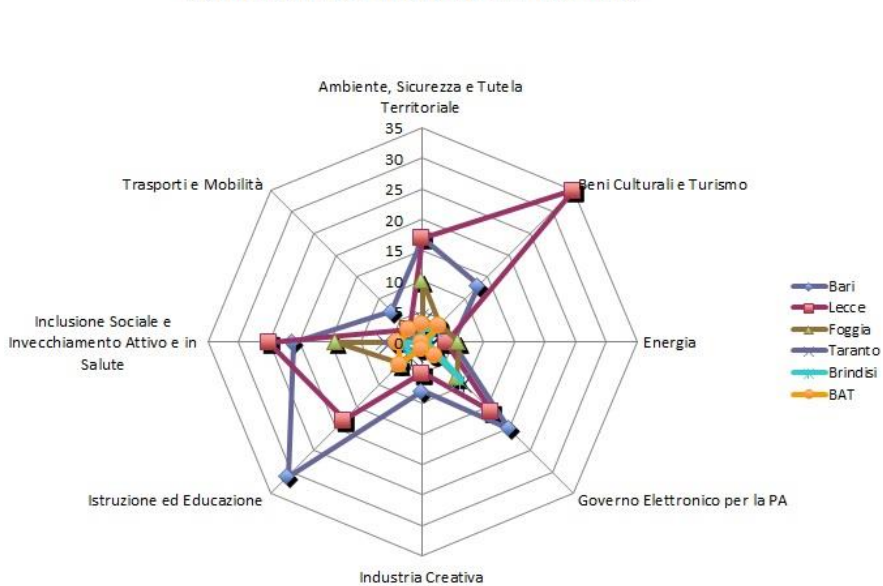
LivingLabs numbers



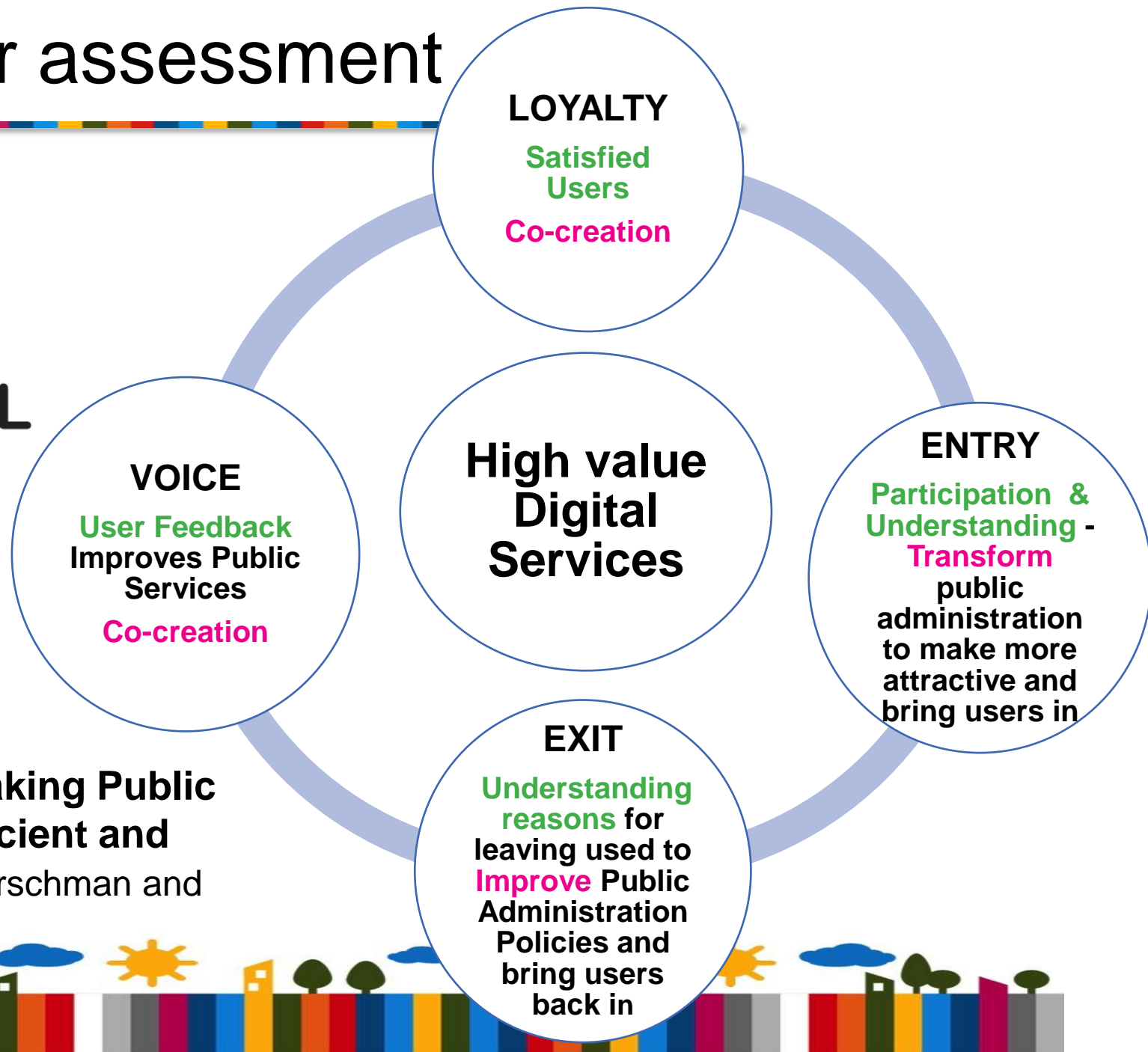
FABBISOGNI PER COMUNE



Domini di riferimento per Provincia



Further assessment



Based on “**Making Public Services Efficient and Inclusive**”, Hirschman and Rokkan.



Potential Benefits



- For Public Administrations
 - Understand and assess the use of digital public services by users
 - Make services more inclusive, user-centric, efficient and more personalized
- For users
 - Feel heard in the creation and improvement of digital public services



Preliminary survey

- Take a few minutes to contribute at the survey



