



eGovernment Benchmark 2020

eGovernment that works for the people

COUNTRY FACTSHEETS

A study prepared for the European Commission
DG Communications Networks, Content & Technology by:



Digital
Single
Market



ITALY

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%, 2018 2019]	Country average [%, 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	92 (+5) •
	Online Availability	86.8	92 (+3) •
	Usability	90.5	100 (+4) •
	Mobile Friendliness	76.3	77 (+15) •
TRANSPARENCY	Overall scores	65.6	69 (+15) •
	Service Delivery	57.8	48 (+12) •
	Public Organisations	74.4	84 (+10) •
	Personal Data	64.8	76 (+23) •
CITIZEN CROSS-BORDER MOBILITY	Overall scores	50.8	39 (+11) •
	Online Availability	62.3	53 (+20) •
	Usability	65.0	42 (0) •
	eID	9.3	3 (+2)
	eDocuments	24.3	17 (+10) •
BUSINESS CROSS-BORDER MOBILITY	Overall scores	67.0	86 (+19) •
	Online Availability	75.5	92 (+22) •
	Usability	75.5	100 (0) •
	eID	36.0	67 (+66) •
	eDocuments	51.0	50 (0) •
KEY ENABLERS	Overall scores	61.4	62 (+7) •
	eID	57.4	50 (+2) •
	eDocuments	68.4	63 (-10) •
	Authentic Sources	56.9	48 (+16) •
	Digital Post	67.3	88 (+19) •

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 how transparent governments are about 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 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.

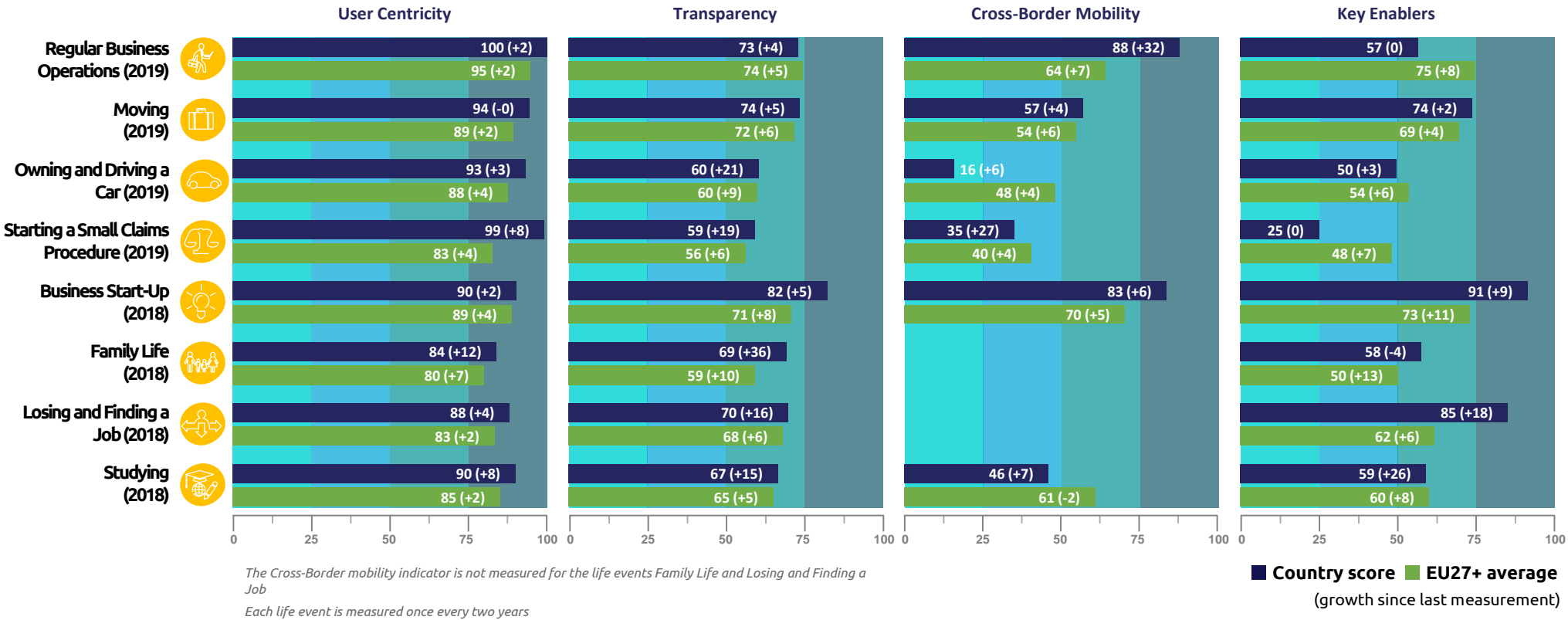
eID: indicates if a national eID from country A can be used in country B.

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark **Key Enablers** indicate 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 personal mailboxes or other digital mail solutions.

eGovernment performance of life events (domains)



Life event descriptions

Regular Business Operations (2019)

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 (2019)

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

Owning and Driving a Car (2019)

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

Starting a Small Claims Procedure (2019)

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.

Business Start-up and Early Trading Operations (2018)

This life event covers 33 services, both mandatory services as well as information needs, that allows 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 concerning hiring employees and requesting an environmental permit.

Losing and Finding a Job (2018)

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

Family life (2018)

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.

Studying (2018)

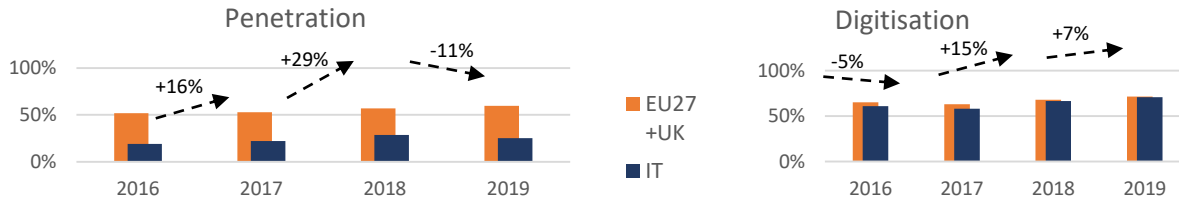
In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance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



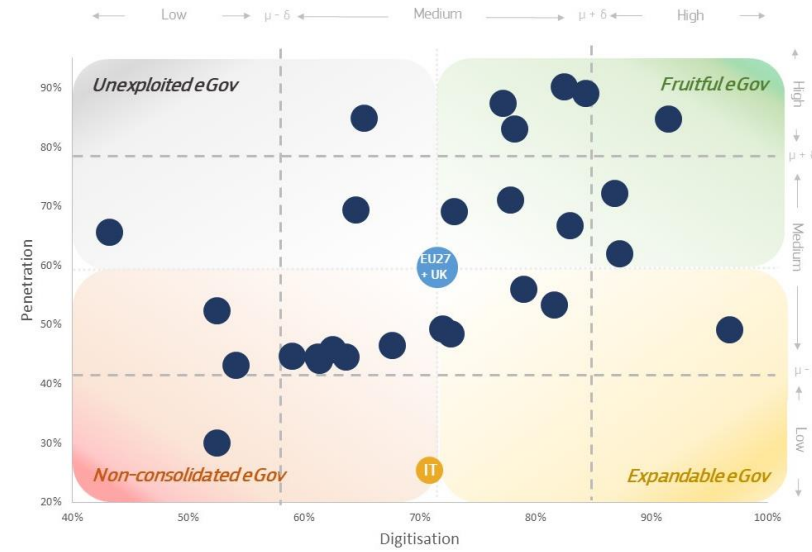
eGovernment Benchlearning performance

Performance

	Penetration	Digitisation
EU27+UK	60%	72%
IT	25%	71%

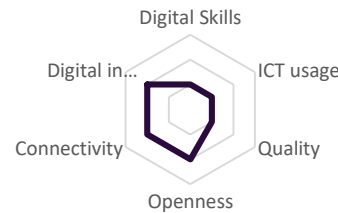


Italy is characterised by a low level of Penetration and a medium of Digitisation. Therefore, Italy is part of the Non-consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by one of the lowest Penetration level in Europe (25%). On the other hand, the Digitisation level is close to the European average. The historical trends show that Italy is aligned to the European average for Digitisation, while its level of Penetration worsened in the last year.



Relative Indicators and Environment

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU27 + UK	50%	58%	70%	69%	52%	44%
IT	32%	44%	57%	74%	50%	31%



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness), the Digitisation of businesses (Digital in the private sector) and the deployment of the broadband and its quality (Connectivity) are in line with European average. All the other characteristics (Digital skills, ICT usage and Quality) are low.

Considerations

Penetration

Underperforming

Digitisation

On-track

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

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		On-track of: User Centric Government, Transparent Government, Citizen and Business (3:1) Mobility and Key Enablers	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.	Eurostat – ICT Householder survey
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.	Eurostat – ICT Households survey, Labour force survey and education statistics
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 - 2017
	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 - 2017
	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 - 2017
	Corruption Perception Index	The Corruption Perceptions Index measures the perceived levels of public sector corruption worldwide.	Transparency International - 2018
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.	European Data Portal – Portal Maturity Score
	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 - 2017
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.	Broadband coverage in Europe – Communications Committee survey, Eurostat – ICT survey
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.	Eurostat – ICT Enterprises survey



European Commission

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