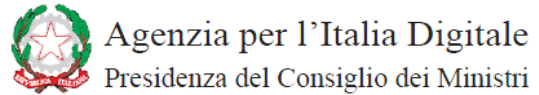




*Presidenza del Consiglio dei Ministri  
Ministero per la semplificazione e la pubblica amministrazione*



# Final review on the implementation of the 2<sup>nd</sup> Italian OGP action plan

October 2016





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# Actions by the Italian Government

The Italian Government took office in February 2014 and has since then been focusing on major structural reforms in sectors such as education, justice, labour and digitalization. Among these, the Minister for Simplification and Public Administration promoted an administrative reform process which aims at making public administration more efficient and effective and able to support citizens and businesses, notwithstanding cuts in public spending.

In June 2016, the implementation of the 2nd OGP Plan was completed and the drafting process of the 3rd OGP Plan started. The first step was a meeting between the Minister for Simplification and Public Administration and civil society associations dealing mainly with open government issues. This was the first meeting of the Open Government Forum which took place exactly at a time when the Government was finally shaping the broadest administrative modernization process which had started with the approval of the Public Administration Reform Law in August 2015.

This is why the 3rd Italian Action Plan, which has been available on the website [www.open.gov.it](http://www.open.gov.it) since September 20, is a far-reaching and ambitious document which covers a number of different sectors and includes 34 actions. The thrust which could not be there during the development and implementation of the 2nd OGP Plan is now present; during the implementation of the 2nd OGP Plan the commitment of the Department for Public Administration and the other public administrations involved was inevitably affected by the long and profound process of change that the administrative reform entailed.

# Public Administration Reform

In August 2015, Parliament adopted the Delegated Law on the **Reform of Public Administration** (Law no. 124 of 7 August 2015, Delegations to Government in the field of public administration reorganization). This is the most important plan to modernize Italian public administration ever developed in the last 15 years and is at the very core of Government actions touching on all aspects of public administration: digital citizenship, reorganizing the presence of the State at local level, senior civil service, anticorruption, civil service, chambers of commerce, research bodies, state-owned companies, local public services, police forces, conference of services, silence-is-consent between administrations, single texts. Public administration affects the daily life of every citizen: at work, at home, at school, their health, and at the same time influences investment in the country. In this awareness, a reform was developed to the benefit of 60 million citizens and to support economic recovery: it includes 13 delegations and 20 implementing decrees.

The delegation under Art. 1, implemented through Legislative Decree n. 179 of 26 August 2016, introduces the **Charter for Digital Citizenship** to promote and implement digital citizenship rights for citizens and businesses. These had already been partly envisaged in the Code of Digital Administration but new ones have been introduced in the Charter. The Charter aims at facilitating users' digital access to public services, reforming decision-making within public administration by rationalizing coordination and collaboration tools between public administrations, fostering the use of open source software.

The implementation of the Digital Agenda is made easier thanks to the modifications to the Code of Digital Administration which are intended to promote and implement digital citizenship rights. The Code ensures: access to online services using a single digital identity; the digital domicile to receive any communication from public administrations; minimum quality standards for online services. The main actions concern:

- SPID, the public system of digital identity, which is already operational;
- E-payments towards all public administrations (currently over 13,250) registered in the platform, to allow users to pay through digital procedures;
- ANPR, the national register of resident population: work will continue to migrate the various municipal registers into a single national register as well as integrate the

cities' population data software with the ANPR;

- The launch of the digital administrative procedures, the electronic medical records (FSE): actions will continue to disseminate the FSE based on regional plans;
- CUNA, the national single health care user's code: actions will be carried out to set up the technological infrastructure to issue the code to track the health history of citizens in the different health care settings of the national health care service.

One of the key elements of digital citizenship is SPID, the public system of digital identity which became operational on 15 March 2016. By early August, 292 administrations had been involved, 3 identity providers accredited (Infocert, Poste Italiane, TIM), 648 services made available through SPID and over 86,000 SPID identities issued.

Public sector modernization will also be supported by the profound innovations in the field of transparency (Legislative Decree nr 97/2016). As a result of new simplification provisions regarding corruption prevention, publicity and transparency, a new form of civic access to public data and documents was introduced. This is very similar to the Freedom of Information Act in the Anglo-Saxon system which allows citizens to request and obtain data and documents that public administrations are not obliged to publish. This also implies the opening of the relevant public administrations' databases.

In addition, the website '*Soldi pubblici*' (Public Money) - <http://soldipubblici.gov.it> - was consolidated. This action was included in the 2<sup>nd</sup> OGP Action Plan and recognized by the OGP as a starred action for meeting the principles of open government and for its degree of implementation. Another effort towards transparency is the application '*Bilancio aperto*' (Open Budget) developed by the State Central Accounting Department in cooperation with SOGEL, to make the State budget available to all citizens. A glossary included in the app's menu will help understand the terminology of the budgeting documents. This app is the platform where citizens and State administrations meet and will be gradually enhanced with new functionalities so as to become the access point to other databases on public finance.

# The Strategy for Digital Growth

The Agency for Digital Italy – AgID – presented the Strategy for Digital Growth, which was approved by the Council of Ministers on 3 March 2015. This is the tool to implement the Digital Agenda and, therefore, an opportunity to pursue the major objectives of growth, employment, quality of life and democratic regeneration across the country.

The digitalization process is, by definition, cross-sectional. Therefore, the strategy integrates what has been or is being done both in the public and private sectors, such as:

- the strategy for smart specialization for research, innovation and competitiveness of the production system;
- the «Pact for Health» and the related e-health initiatives developed by the Ministry of Health;
- The Plan for Digital Justice in the civil and criminal field;
- The education reform plan “ La buona Scuola” by the Education Ministry;
- The digitalization strategy for businesses, initiatives to support institutional capacity and actions in the field of Smart Cities and Communities.

In this perspective, synergy is ensured with other existing national or regional public strategies to share goals, processes and results. The strategy anticipates the content of the Charter for Digital Citizenship and focuses on:

- coordinating all digital transformation actions and launching a centralization process for planning and public spending in this field;
- the Digital First principle, by switching off the way public services are traditionally accessed;
- disseminating the digital culture and the development of digital skills among businesses and citizens;
- modernizing public administration starting from processes, getting rid of the approach based on technical rules and guidelines and focusing on users’ needs and experiences;
- an architectural approach based on open standards ensuring accessibility and full interoperability of data and services;
- solutions aimed at encouraging cost cutting and better quality of services, including remuneration mechanisms which encourage suppliers to find increasingly innovative forms for service delivery and consumption.

The Strategy has a dynamic nature and can easily adapt to any scenario within the period 2014-2020. AgID coordinates the implementation of the strategy with all central and local administrations and has the full and active support of all the Regions

and their local offices. The development of the strategy has to take place following a co-design approach, relying on local best practices to define national plans and standards.

The strategy is the result of an online and offline participatory consultation process which took place between 20 November 2014 and 20 December 2014 and involved all public and private stakeholders as well as many citizens and civic associations. During the 30-day consultation, AgID received 587 comments from 83 different users. The Agency also received over 50 written documents containing proposals from private and public entities. All of these were taken into consideration to integrate and amend the text.

# Implementation of the 2nd Italian OGP Action Plan - 30 June 2016

## ***Action 1: Partecipa! – Participate!***

## ***Action 2: Organizza la PA per la partecipazione – Organize PA for Participation***

The time needed by Parliament to approve the Delegated Law no. 124/2015 and the related enabling decrees did not allow us to start the implementation of Actions 1 and 2 of the Action Plan focusing on participation. Both actions were therefore included in the 3rd Action Plan presented on 20 September 2016 and are being implemented through action 14, Strategies for Participation, which is meant to develop tools to support participatory decision-making in Italian public administrations through the drafting of Guidelines on how to carry out consultations and find proper technological solutions. The main aim is to develop a national policy to consolidate and disseminate participatory decision-making in different administrative contexts, more specifically regarding consultations. The Guidelines will be published and put up for public consultation at the end of November, after having been discussed with civil society in October and November 2016.

## ***Action 3: TrasParenti+1 – Trans-PArent+1***

Main goal

The initiative called “trasPArenti + 1” is intended to promote and foster the active participation of citizens in the action of surveillance carried out by ANAC to both help disseminate the use of civic access by public administration and enhance efforts to increase transparency, meaning the full accessibility of information available in public administrations’ institutional websites (articles 1 and 2 of Legislative Decree 33/2013). In order to achieve this goal, the web interface to communicate with citizens “Campagna trasparenza” – [www.campagnatrasparenza.it](http://www.campagnatrasparenza.it) – will be reengineered to ensure the real implementation of participatory surveillance.

Regulatory framework

After the approval of the OGP Plan, ANAC – the National Anticorruption Agency – started defining a new organizational and governance model, pending the approval of the reorganization plan according to art. 19 par. 3 of Decree Law no. 90 of 24 June 2014, converted into Law no. 114 of 11 August 2014. In early 2015, ANAC already adopted organizational and regulatory acts and decisions with a view to integrating and innovating its own tasks and mission.

In this context, with reference to the surveillance activities to monitor publication obligations pursuant Legislative Decree no.33/2013, ANAC first adopted decision no. 10/2015 concerning the «Identification of the relevant administrative authority which can impose sanctions in case of violations to specific transparency obligations (art. 47 of Legislative Decree no.33/2013)» and, later adopted the “Regulation concerning the power to impose sanctions pursuant article 47 of Legislative Decree of 14 March 2013, no 33” of 15 July 2015 (published on the Official Journal no. 176 of 31 July 2015), with which it regulated and organized the management of the new power to impose sanctions and established new activities to be carried out.

In parallel, the drafting of the “Regulation concerning surveillance activities for transparency obligations and corruption prevention measures” has started. The aim is to reorganize and level out the surveillance activity carried out by ANAC in the field of transparency and anticorruption.



The Regulation being drafted includes the following provisions:

- the need for the reporting person to request civic access to the non-compliant administration or agency as a precondition to be able to officially inform ANAC about any transparency violation. This is meant to spread and foster the use of civic access in the relationship between citizens and administrations;
- the possibility for the reporting person to receive information about the investigation being carried out by the relevant office. This is meant to promote a culture of participatory surveillance as well as monitoring how administrations perform their institutional functions and use public resources.

Among the key facts of the second semester of 2015, we can mention the publication of Law 124/2015 “Delegations to Government in the field of public administration reorganization”, better known as Madia’s Public Administration Reform Law on the Official Journal nr. 187 of 13 August 2015. The law includes 23 articles: articles 1 to 7: administrative simplifications; articles 8 to 10 organization; articles 11 to 15: employees; articles 16 to 23: delegations for regulatory simplification.

Art. 7, entitled “Revision and simplification of provisions regarding corruption prevention, publicity and transparency”, contains an important legislative delegation connected with the transparency provisions of Legislative Decree 33/2013.

The second semester of 2015 and the first semester of 2016 were therefore marginally affected by the state of uncertainty caused by the imminent adoption of the Decree modifying the transparency provisions of Legislative Decree 33/2013; this has slackened the approval of the “Regulation on surveillance over transparency obligations and corruption prevention measures”, and the consequent activity to set the requirements to develop a new web platform to replace “Campagna trasparenza” having a more advanced graphic interface in the back-end sections so as to allow for the development of specific tools to manage the databases of information/reports provided by citizens.

We would also like to mention that on 8 June 2016, Legislative Decree 97/2016 “Revision and simplification of provisions on corruption prevention, publicity and transparency, correcting law nr. 190 of 6 November 2012 and Legislative Decree nr. 33 of 14 March 2013, by virtue of art. 7 of Law nr. 124 of 7 August 2015, regarding the reorganization of public administrations” (the so-called FOIA Decree implementing the delegations on transparency contained in the abovementioned art. 7 of Law 124/2015) was published on the Official Journal. This Decree profoundly modifies the transparency provisions contained in Legislative Decree 33/2013 with a view to rationalizing publication obligations and reducing burdens on public administrations.

### **Actions implemented on the web platform to replace “Campagna trasparenza”**

Before the abovementioned regulation concerning surveillance in the field of transparency is adopted, and given the uncertain regulatory framework for the FOIA Decree, in order to implement the commitments included in Action 3 “trasParenti+1”, ANAC worked to gradually modify the current platform “Campagna trasparenza” to make it in line with the commitments undertaken. These include raising the awareness about civic access and ensuring greater involvement and participation of citizens in watching over publication obligations as envisaged by Legislative Decree 33/2013.

The changes in the platform “Campagna trasparenza”, which has always remained operational and accessible through the Anac’s website, were decided by the Authority’s Board in their meeting of 20 January 2016 and became effective as of 12 February 2016.

These changes resulted in:

- the inclusion of specific forms to control the reports submitted by users. These allow to acquire only the reports containing clear indications about the completion of the civic access procedure as of art. 5 of legislative decree 33/2013;
- the activation of automatic messages to the reporting person on the status of his/her report.

### **The assessment by the Independent Reporting Mechanism (IRM)**

According to the Progress Report 2014-2015 by the IRM, Action 3 “trasParenti +1” «is not sufficiently

ambitious since it only aims at updating an existing initiative [...] already being used by citizens». The report also says that «the potential for innovation [of the initiative] is low and the Agency recognizes that the action is in fact part of a review process of the tool itself».

They add that «updating the platform seems to meet ANAC's needs rather than those of citizens» and that «stakeholders consider the action to have a limited impact».

As a matter of fact, as a result of one of the changes made «only those who have already used civic access to request information are allowed to talk with ANAC».

The Authority respects the judgment expressed by the IRM researchers on Action 3 “trasParenti+1”, however it would like to provide the following clarifications.

One of the main objectives of this action is enhancing the “degree of openness and transparency” of public administrations and the relation between PAs and citizens rather than “enhancing the dialogue with ANAC”; more specifically, while fostering the active participation of citizens and facilitating the relations between them and public administrations this action pursues the same goal expressed by ANAC in its communication of 15 October 2014 focusing on “Civic access: responsibility of public administrations and opportunity for civil society”; this document emphasizes the importance and usefulness of civic access, a right/obligation introduced by Legislative Decree 33/2013, in order to establish relations between citizens and public administration for a more effective achievement of the collective objective of sound governance.

ANAC believes that the initiative regarding the web platform went exactly in this direction. It also helped increase knowledge about a tool, civic access, established by legislation for citizens who can, with full “awareness”, surveil over the pursuit of institutional functions and the use of public resources by actively participating in the activity of administrations.

The recent Legislative Decree 97/2016 (so-called FOIA Decree) goes in the same direction since it provides for a “generalized” civic access, thus expanding the possibility to use civic access as the main tool for citizens' active participation and surveillance over the proper management of public resources.

### **Results achieved through the initiative “trasParenti+1”**

We should also mention that the platform “Comunica con l'Aurorità” (formerly “Campagna trasparenza”) was largely used by ANAC during 2015 (it became operational in 2014) to collect reports from citizens about transparency and to start procedures to adapt the “Transparent Administration” sections of institutions and agencies but also to process useful data and information to show citizens what has been done to monitor transparency.

Finally, we should mention the key role played by the database of the platform “Campagna Trasparenza”, albeit with limits due to a failure to develop software as mentioned earlier, in helping to draft the paragraph of the 2016 Annual Report presented by ANAC on 14 July 2016, about the activity of surveillance over transparency.

The above document, regarding surveillance in 2015, reads: “At the basis of the surveillance activities, there is the web platform to communicate with citizens, called “Campagna Trasparenza”. The platform collects reports on the violation of publication obligations. The use of the platform helped acquire information on the perceived levels of transparency in PAs and allowed ANAC to identify the key aspects of reports in order to take due and relevant action vis-à-vis administrations”.

The web platform allowed to examine not only the quantity but also the quality of activities performed, and also a significant increase of available information to carry out remedial actions.

The 2016 Annual report reads “between 1 January and 31 December 2015, 1,435 forms were sent through the web platform “Campagna Trasparenza” (+90% compared to 2014), regarding 542 administrations/agencies (+59%). Reports were personal (81% of cases, +13% compared to 2014), on behalf of an association (13%, -3% compared to 2014) and only in 4% of the cases (-10% compared to 2014) on behalf of public administrations; a minor share of reports were made by OIVs (0,8%) and RTs (0.3%) that use the web platform to report about the fulfillment of publication obligations of data regarding political bodies in order to allow ANAC to apply the relevant sanctions.

The analysis of the reports submitted in 2015 [...] shows that in 16.5% of cases (15.5% in 2014) the section “Amministrazione trasparente” was either totally lacking (7%) or inaccurate (9.5%). The remaining 83.5% of reports were about presumed violations of specific publication obligations”.

This shows the positive impact of the web platform “Campagna trasparenza” on ANAC's adoption of a model of surveillance whereby administrations are “supported” in complying with transparency regulations and

where the effectiveness of ANAC's policies to counter illegality can be measured and presented to citizens.

### **What happened after the completion of the Plan**

Finally, we should also mention that, after the conclusion of the Plan, a discussion started on the possibility to disable the web platform "Campagna Trasparenza" to be able to adapt the system to the new transparency legislation (the abovementioned FOIA Decree).

However, citizens can continue to send their reports on transparency issues to the institutional certified e-mail account.

## ***Action 4: Portale Open Data – Open Data Portal***

The Plan for Digital Growth defines Open Data as the "enabling platform" for the development of innovation and administrative transparency.

The activities of the second national OGP Action Plan include the enhancement of the National Open Data Portal, [dati.gov.it](http://dati.gov.it), that has been hosting the catalogue of Open Data published by Ministries, Regions and Local Authorities since 2011.

This action was meant to start a process aimed at providing metadata of a higher quality compared to the existing ones (i.e., deleting all metadata from datasets having non open licenses) and facilitate the reuse of open data.

AgID is the agency responsible for this line of action and, by updating the Portal, they tried to boost on the one hand, open data development policies, and on the other, implement specific provisions contained in the law which transposes the new EU PSI 2.0 Directive (Legislative Decree nr. 102 of 18 May 2015) regarding the use of the national portal to search data in an open format.

In order to achieve this goal, AgID developed, within the portal, a new classification of datasets in line with European standards and radically revised the internal architecture of the portal.

In particular, in order to focus on the quality of data and metadata, the Agency decided to:

- ensure homogeneous content of the catalogue, including now only metadata that describe open data available from public administrations;
- publish on the new portal only the metadata of available data in open formats and with associated licenses compatible with the definition of open data (i.e., public domain, attribution, attribution-shareAlike).

The portal also contains sections on specific topics, to the benefit of practitioners in this sector.

In particular, the following "focuses" were included:

- **Geo Data**, allowing to filter all metadata in the portal concerning the geographical data held by public administrations;
- **Employment and Labour** allowing to filter all metadata from datasets on the evolutions and dynamics of the labour market;
- **Data For All**, a narrative frame, also for non-practitioners, including all metadata from open datasets of the three thematic portals ItaliaSicura, Soldipubblici and OpenExpo.

This makes **Dati.gov.it** the frame of a broader strategy to support a culture of transparency and accountability in public administration, encouraging the dissemination and reuse of open data.

### **Main results achieved:**

Better exploitation of data from open datasets by all categories of users;  
New possibilities for sharing, implementing and reusing all available information;

Interaction with users to improve the service.

#### **Related activities:**

In order to enhance the amount of available public data, starting from the needs of citizens, businesses and practitioners, AgID launched a **public consultation** in early 2015 on the types of data to be made available in line with the Open Data principles.

The Agency also plays an active role in organizing events and contests on data reuse. For example, AgID was a partner in the contest "**The big hackathon of Maker Faire**", that was held on 10 October 2015 in Rome and focused on the issues of mobility, Open Data and occupational safety. It was attended by developers, engineers, designers, startupper and students. On the occasion of this hackathon, AgID actively worked with the different teams and awarded their prize to a solution for the reuse of datasets on food.

### ***Action 5: Follow the money (SoldiPubblici) (Public Money)***

In order to monitor and analyze the financial information from public institutions, including budgets, spending and public contracts, AgID developed and released three thematic portals (SoldiPubblici, ItaliaSicura and OpenExpo) containing open data and open content material available with an open license.

Thanks to the platform **SoldiPubblici**, users can access and compare public spending data (monthly updated) from all central and local administrations. Soldipubblici.gov.it was designed to let citizens better access and understand data on public spending, with a view to enhancing transparency and participation in public management. Thanks to this platform, citizens search public spending information based on the SIOPE database. SoldiPubblici, relies on a semantic search engine that can associate an institution with a cost item, based on SIOPE's codification.

Thanks to this portal, citizens can interact with a transparent system and better understand public spending. The portal is also useful to public administrations since they obtain results in terms of rationalization of spending and can compare their expenses with the those of other administrations.

In November 2015, SoldiPubblici's browsing and searching interface was improved using simple and clear interactive tools. New data were included (now covering all central and local administrations) and the criticalities of the first release were solved (a few administrations missing). SoldiPubblici was also included in the document "**Star reforms in OGP**", a report describing 12 best practices developed within the Open Government Partnership (OGP). In order to foster transparency and citizens' participation, AgID developed two additional thematic portals: **ItaliaSicura** is the system to monitor Government actions to counter hydrogeological risks which provides an overview of the areas under a status of national emergency. The portal ensures access to emergency-related Open Data (i.e. landslides and floods) and the related works carried out by the Government.

The other portal is **OpenExpo** which contains data on the management, design, organization and deployment of Expo 2015 to support the accuracy and transparency of procedures connected with the organization of the event. The model used - beyond catching the attention of users on Open Data - turned out to be really interesting due to its potential reusability for other major events.

In this context, the **#Data4all** initiative was also developed. It is a box/container for the three thematic portals (SoldiPubblici, ItaliaSicura and OpenExpo), which was nominated for the OGP awards in 2015. #Data4all is a narrative frame for external communication to citizens, practitioners and administrations.

#### **The results achieved with the "SoldiPubblici" initiative and the other two thematic portals include:**

- Increased awareness of public spending by citizens (SoldiPubblici received 1.5 million requests in the first 30 days);
- A replicable model to better share public data;
- A greater interest in the Open Data ecosystem;
- Implementation of new anticorruption tools;

- Greater access to public information.

### **Overview of statistics of the SoldiPubblici website**

Between November 2015 and July 2016, the portal received 39,118 accesses, 29,850 single accesses and 82,909 page visualizations, with an average of 4,436 accesses per month. The main reference websites include Governo.it, agid.gov.it and funzionepubblica.gov.it. Geographical origin of users (Italy, from higher to lower in terms of accesses): Rome, Milan, Turin, Naples, Bologna, Florence, Bari, Palermo, Catania. 75% of users accessed the portal from a desktop pc, 17% from a mobile phone and 8% from a tablet.

## ***Action 6: Cittadinanza digitale – Digital Citizenship***

This line of action covers a wide range of services and has the general aim of allowing citizens and businesses to digitally interact with each other and with the State. In this sector, AgID played and still plays a key role that has been focusing, among other, on authentication services, e-invoicing, e-payments and population records services.

### **Main areas of intervention for the action line “Cittadinanza Digitale”**

#### ***Public System of Digital Identity - Sistema Pubblico d’Identità Digitale (SPID)***

AgID is responsible for the project **Sistema Pubblico d’Identità Digitale (SPID)** which aims at making sure that all citizens and businesses have safe and protected access to digital services delivered by Public Administration. The **SPID** system is an open set of public and private entities that after having been accredited by the Agency for Digital Italy, manage registration services, release credentials and provide tools to access the network on behalf of public administrations to the benefit of citizens and businesses. When the SPID becomes fully operational citizens will have greater access to online services and online service delivery will be increasingly simplified. The system is a priority set by the Prime Minister and started in March 2016. The ultimate goal of this process which involves a plan to modernize, simplify and rationalize digital services, is **Italia-login**, a single user-centered portal. Italia-login will not only be a platform to access public services but also the natural place where citizens, using their profile, will be able to send and receive information to and from public administration, track the whole communication history while having access to all gradually available services.

#### **Results**

In March 2016, SPID became operational with the release of the first digital identities by the first 3 accredited identity providers (Inforcert, Poste Italiane, TIM) with the possibility to access the online services of the first pilot administrations (National Social Security Institute, Revenues Agency, National Institute for Insurance against Accidents at Work, Tuscany Region, Emilia Romagna Region and city of Venice).

By July 2016, 3,593 administrations had joined the system and 3,963 services had been made accessible through SPID, while the number of accredited identity providers rose to 5 (Sielte S.p.a. and Aruba S.p.a.).

The draft Agreement for private service providers to join the system was published on the AgID website. It will have to be approved by the Data Protection Authority.

All useful information and updates on the status of the project are available on [www.spid.gov.it](http://www.spid.gov.it), a portal developed by AgID and exclusively dedicated to SPID.

At the EU level, the Commission approved the FICEP proposal (funded with the tool CEF Telecom) to develop an Italian eIDAS node allowing Italian citizens to use SPID to access the online services of other EU countries.

#### ***E-invoicing***

The Ministry of Economics and Finance, in conjunction with AgID, introduced **e-invoicing** in public administration, which became mandatory for all PAs in March 2015. AgID provided assistance and support to administrations to optimize the reception, handling and filing of e-invoices in order to digitalize processes

and achieve savings.

### **Results**

By April 2016, 23,127 administrations had registered to the IndicePA (IPA) for a total of over 56,300 registered e-invoicing offices.

Over 10 million invoice files have been received since January 2016, for a total of 35 million invoices processed since January 2015.

### ***E-payments***

As to **Electronic Payments**, the Agency developed an e-payment system for public administration “**PagoPA**”, as part of a strategic project allowing citizens and businesses to make electronic payments and freely choose the service provider, the payment tools and the preferred technological channel. PagoPA allows public administrations to accelerate debt recovery, reduce costs and deliver homogeneous services to users.

AgID drafted the Guidelines establishing the rules on how to make electronic payments and developed the **Nodo dei Pagamenti-SPC (Payment Hub)**, a digital platform ensuring interoperability between public administrations and Payment Service Providers (PSPs), which has been operational since June 2012.

### **Results**

14,465 administrations joined the system including all Regions and Autonomous Provinces, 11 Ministries, all Chambers of Commerce, over 8,000 schools and key central public administration agencies (National Institute for Insurance against Accidents at Work, National Social Security Institute, ACI, CONSIP and Equitalia). 83 PSPs joined too.

510,826 transactions took place on PagoPA (139,000 in the second quarter of 2016) and initiatives continue on standard services and new ways to interact with public administration.

### ***National Register of Resident Population (ANPR)***

With the project **National Register of Resident Population (ANPR)**, AgID intends to address the excessive fragmentation of population data distributed in 8,057 databases in as many municipalities. The ultimate goal is setting up a centralized database that will gradually replace Municipal registers and the Register of Italian citizens living abroad (AIRE) with a consequent improvement of the life of citizens and population registry officials.

### **Results**

Among the various actions carried out, AgID started an analysis involving a pilot group of 27 Municipalities, set up a working group with providers to perform the necessary adjustments of existing municipal information systems and published specifications agreed with the pilot group and the central administrations involved.

In December 2015, a pilot phase was launched in two Italian municipalities (Cesena and Bagnacavallo). 25 additional municipalities will be involved in the course of 2016 (for a total of 6.5 million citizens involved).

### ***Design guidelines for the websites of public administration***

With the project “Guidelines for the websites of public administration”, the Agency wants to foster the creation and development of websites which have a coherent visual identity and are usable, user-friendly and clear, and easy to navigate. Thanks to this tool, AgID and the Prime Minister’s Office decided to support public administrations starting from the basic elements of their websites.

### **Results**

On 21 November 2015, the Agency presented the guidelines which are now available at [www.design.italia.it](http://www.design.italia.it) and open for comments by anyone who is interested in contributing to the project. At the same time, the Italian Government announced the release of their website in compliance with the principles and the guidelines provided.

By July 2016, 8 central administrations' portals had been revised following the Guidelines (including the websites of the Department for Public Administration at the Prime Minister's Office, the Ministry for Infrastructure and Transport and the Ministry of Labour and Social Policies).

In July 2016 specific guidelines for the websites of the Regions and Municipalities were also released. The pilot phase saw the involvement of the cities of Biella, Matera and Venice and the Sardinia Region.