



## *Presidenza del Consiglio dei Ministri*

IL MINISTRO PER L'INNOVAZIONE TECNOLOGICA E LA DIGITALIZZAZIONE

### **Minister for Technological Innovation and Digitization**

#### **Summary of the most relevant results of projects and initiatives in 2020**

*(information and data updated to January 20, 2021)*

#### **Digitization**

- **Digital Identity - Spid**

- There are 16 million 400 thousand citizens who are currently equipped with SPID, the Public Digital Identity System. In September 2019, at the time of the inauguration of the second government led by Prime Minister Giuseppe Conte, there were about 4 million. Now that's 10 million more.

- **Digital identity - CIE**

- Currently there are 18 million and 600 thousand citizens who have an electronic identity card, CIE.

- **Electronic payments - pagoPA platform**

- In September 2019, direct payments to public administrations were migrated to the "Payment node-SPC" (pagoPA platform). In January 2016 they totaled approximately 57 million while to date there are over 170 million. In 2020 alone, 100 million payments went through the platform, for over 18 billion euros.



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- **Access to the digital services of the Public Administration - the app "IO"**
  - Since April 28th, the "IO" mobile application is available to all citizens. By the end of Dic. 2020, it was downloaded by over 9 million and 300 thousand citizens.
  - Through the app "IO", citizens can currently access 115 public digital services, a number that is constantly increasing. It allows citizens to receive notification and pay school fees, waste, parking, taxes, etc. Some Regions including Umbria, Veneto and Piedmont offer their digital services on the application so do big municipalities such as Rome, Milan, Turin, Venice, and some agencies and ministries: the Ministry of Economy and Finance, Revenue Agency, Automobile Club of Italy.
  - Since June, the app "IO" has been used to transfer the so-called "Holiday Voucher" to eligible applicants. Thanks to the full interoperability between the Public Administration databases, the applicants' eligibility can be assessed in 30 seconds, a significantly shorter time if the applicants would have been standing in front of a physical counter.
  - Since December 8, citizens have been able to join the "Cashback" program which will allow those who make purchases with debit cards, credit cards and debit cards to receive a refund directly on their bank account. Currently the registered users are 5 million and 800 thousand.
  
- **National Resident Population Register - ANPR**
  - The "National Resident Population Register" (ANPR), the single database of resident population, is almost completed. It will replace the fragmented registers of the 8,000 Italian municipalities.



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- As of 11 January 2021, 7.176 out 7.903 have migrated to ANPR<sup>1</sup> (in October 2019 there were approximately only 3,700 Municipalities). ANPR manages the data of over 55 million citizens.
- Through this single database, citizens can access the registry services regardless of their place of residence. Soon other features such as the digital domicile, the National Registry of Patients (ANA), the Electronic Health Record (FSE) and the Permanent Census will be implemented as well.
  
- **Fund for Innovation and Digitization ( "Rilancio Law")**
  - A recent call open for municipalities earmarked 43 million out of the "Fund for Innovation and Digitization" to support municipalities and local authorities to create digital services by the deadline of February 28, 2021 introduced by the "Simplifications" Decree. By that date, public administrations should 1) integrate into their systems, SPID and CIE as the sole identification systems for citizens who access digital services; 2) integrate the pagoPA platform into their collecting revenues systems; 3) develop projects that would allow the access to their services through the app "IO".
  - The call was launched on 15 December. To date, over 5,560 Municipalities have responded to the call. A further 1,686 Municipalities will access the Fund through regional agreements in six regions and an autonomous province. The applicants must prove that they are starting projects or have already started activities for the adoption of SPID and PagoPa, and the provision of digital services through the app "IO".
  
- **"Designers" and "Developers Italia"**
  - The "Designers" and "Developers Italia" are two communities of developers which help the Public Administration in the design and development of digital

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<sup>1</sup> <https://stato-migrazione.anpr.it/>



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services that are easy to use, and fully accessible for visually impaired and people with disabilities. 15 toolkits (parts of code, tools for practical software verification, tools to assess the digital services' user centricity) were made available to help Public Administrations with the design of their digital services. Additionally, there is an online channel "Forum Italia", through which citizens, public employees and technology suppliers can exchange views, share information and ask or provide suggestions.

### **Regulations, Strategic and Operational Plans**

- The Covid-19 emergency with the consequent lockdowns and mobility restrictions required a "Necessity and Urgency Decree" to speed up the digitalisation of the Public Administration. The Minister for technological Innovation and digitalization introduced some specific provisions in the emergency measures approved by the Government.
- With article 75 of the "Cura Italia" decree, the Public Administration has been authorized to purchase IT and connectivity goods and services through a new negotiated procedure. Administrations should select the supplier from at least four proposals among which at least one must come from an innovative startup or an innovative small or medium-sized enterprise.
- With the "Rilancio" Decree, a first "Fund for technological innovation and digitization" was set up with an initial allocation of 50 million euros to be used to digitize public administration services for citizens and businesses.
- The "Simplification and Digital Innovation" Decree introduces measures for the support, development and dissemination of new digital services. Hereafter a brief description of the main measures. By 28/2/2021, all the administrations should use SPID, CIE, Pagopa and the app "IO" as the sole means for respectively accessing, paying and offering mobile digital services. The "Notification Platform" will allow digital communications between the Public Administration and citizens with registered mail; the National Digital Data



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Platform assures interoperability between the different public sector data sets. The "National Strategic Pole" (PSN), a highly reliable infrastructure and a network of data centers located on the national territory to guarantee quality, safety, scalability, energy efficiency, economic sustainability and the operational continuity of digital systems and services.

- In July, the New "2020-2022 Three-year plan" for information technology in the public administration was approved. For the first time, the plan has an operational and not just a strategic cut: it contains guidelines, criteria for verifying the progress of projects, specific tasks to be assigned to various branches of the Public Administration.
- In July, Italy issued the National Strategy on Digital Skills and the related implementation plan, which is being carried out in conjunction with the Ministry of Economic Development, the Ministry of Labor, the Ministry of Education, the Ministry of University and Research and the Minister for the Public Service.

### **Connectivity and the "Ultra Broadband Project" (BUL)**

- At the end of 2019, already four years after the start of the announcement of the Ultra Broadband Strategy Plan, there were only 79 Municipalities that had completed the ultra-broadband connection. In 2020 alone, the works were completed in 1,715 municipalities.
- In November, the executive phase of the "Voucher Plan" was launched: one billion and 146 million euros of grants were assigned to families and businesses to acquire new connecting technologies.
- The first phase of the vouchers scheme is underway; the first tranche of 200 million euros will be assigned to families with ISEE below 20 thousand euros.



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### **Schools, distance learning and connectivity**

- In May, the Ultra-Broadband Committee approved the "School Plan" which earmarked 400 million euros to connect 35 thousand school buildings out of 40 thousand with ultra-broadband and free 1 Gbps connectivity, within five years. At the end of the year, about 200 schools have been connected.
- In March, at the start of the epidemic, during the lockdown, the "Digital Solidarity" initiative was launched with the aim of providing free services for citizens, professionals and companies for limited periods of time, so that citizens could continue their activities despite the limitations. The initiative received 758 offers including distance learning and smart working, online shopping, leisure services, reading books and newspapers online, free connectivity and more. The Digital Solidarity website has been consulted over 11 million times.
- In September, in collaboration with the Ministry of Education, we launched the "Digital Education" project with the aim of facilitating distance learning thanks to free remote assistance services.
- Since November, at the request of the Government, the telephone companies have offered free and unlimited data to access the platforms for distance learning.

### **Innovation: innovative technologies**

- The "Smarter Italy" Program is aimed at equipping 11 large cities and 12 small villages with innovative services. The program, in collaboration with the Ministry of Economic Development, the Ministry of University and Research and the Agency for Digital Italy (AGID), allocates 90 million to 5 sectors:



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mobility, cultural heritage and tourism, wellness and health, economy and environment .

- Article 36 of the “Simplification and digital innovation” introduced “Sperimentazione Italia” (Italia Experimentation) a provision that allows companies, universities, research institutions, etc. to quickly experiment with frontier innovations and ensure that disruptive innovations opportunities are not missed. Any positive outcome of the experimentation will lead to a review of the regulatory framework and scale the innovation at national level.
- Together with the Ministry of Economic Development and the Ministry of University and Research, 45 national poles were selected in view of the European Digital Innovation Hubs network for the growth of emerging technologies.

### **Covid Applications**

- Since June, “Immuni”, the Covid-19 exposure notification app has been available in the Apple and Google stores.
- After seven months, it was downloaded 10 million times.
- The app is fully interoperable with apps of other Eu countries namely Croatia, Denmark, Germany, Ireland, Latvia, the Netherlands, Poland and Spain.
- A call center supports citizens to send the exposure notifications.

### **International Projects**

- Last March, together with the FAO Director General, the President of Microsoft and the Vice President of IBM, we signed the “Rome Call for AI Ethics”, an initiative promoted by the Pontifical Academy for Life. The document contains a set of policy principles to guide the development of artificial intelligence



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algorithms such as transparency, inclusiveness, responsibility, security and privacy.

- In July, Italy joined the Global Partnership on Artificial Intelligence - GPAI (Global Partnership on Artificial Intelligence) for the development of artificial intelligence algorithms useful for the world of work and health. The initiative, in addition to Italy, includes among the founding countries Australia, Canada, France, Germany, India, Japan, Mexico, New Zealand, Republic of Korea, Singapore, Slovenia, United Kingdom, United States of America and the European Union.
- In October, together with 28 Confindustria companies, Italy joined GAIA-X, the European project for an open federated data infrastructure. The federated data infrastructure should improve and simplify the access and sharing of data in a simple and secure way.
- In December, together with France, Germany and Spain, Italy proposed the *Important Projects of Common European Interest (IPCEI) on Next Generation Cloud Infrastructure and Services (IPCEI-CIS)* to finance the development of the next generation of cloud infrastructures and services in the EU. In the coming months, the needs and requests of industrial stakeholders will be collected in order to develop concrete proposals and projects. This project covers research, development, innovation and first industrial implementation (FID) of the next generation of cloud and edge infrastructure and services.
- In December, Italy took over the Presidency of the G20. The Digital Economy Task Force DEFT will include, among its topics for discussion, the digitization of the public sector with a specific focus on digital identity as a tool for social inclusion, applications of Artificial Intelligence to the public sector and experimentation with "agile regulation".





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### **Digital skills for citizens**

- In 2020, 2.5 million students, over 70,000 teachers, 900,000 citizens and 200,000 workers received digital training through the Repubblica Digitale project.
- 34,000 women participated in courses of digital literacy.
- In December, we launched the first experimental program "Digital Civil Service" which involves 1000 volunteers to help citizens in the use of information technologies and digital public services (the program is in collaboration with the Department of Youth Policies and the Universal Civil Service).
- In December the Italian version of the "Elements of AI" platform was made available for free to train 1% of citizens on the basic concepts of artificial intelligence and its applications (<https://www.elementsofai.it/>).

### **Awards and Acknowledgments**

- The Immune app was rated by the Massachusetts Institute of Technology in Boston with the highest score, and has received positive evaluation from the Council of Europe.
- In December, Apolitical and the Global Future Council on Agile Governance of the World Economic Forum nominated the Minister for Technological Innovation and Digitalization among the world's 50 most influential people for pioneering innovation in the public sector.