

KINGDOM OF MOROCCO



MINISTRY OF THE REFORM OF
THE ADMINISTRATION AND
THE CIVIL SERVICE



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

CDL-UD(2019)017

Or. En

EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in co-operation with

**THE MINISTRY OF THE REFORM OF THE ADMINISTRATION AND THE
CIVIL SERVICE OF THE KINGDOM OF MOROCCO**

Regional seminar for senior public officials

UniDem Med

**“TOWARDS A PUBLIC SERVICE CLOSER TO THE CITIZENS
– MODELS AND GOOD PRACTICES”**

**The Pearl Hotel
Marrakech, Morocco**

12 – 14 June 2019

IMPROVE THE INTERACTION WITH THE CITIZENS

by

Mr Ivano GAUNA

**(International projects department, Information system consortium for the
Piemonte region, Italy)**

Ensuring Sustainable Democratic Governance and Human Rights in the Southern Mediterranean



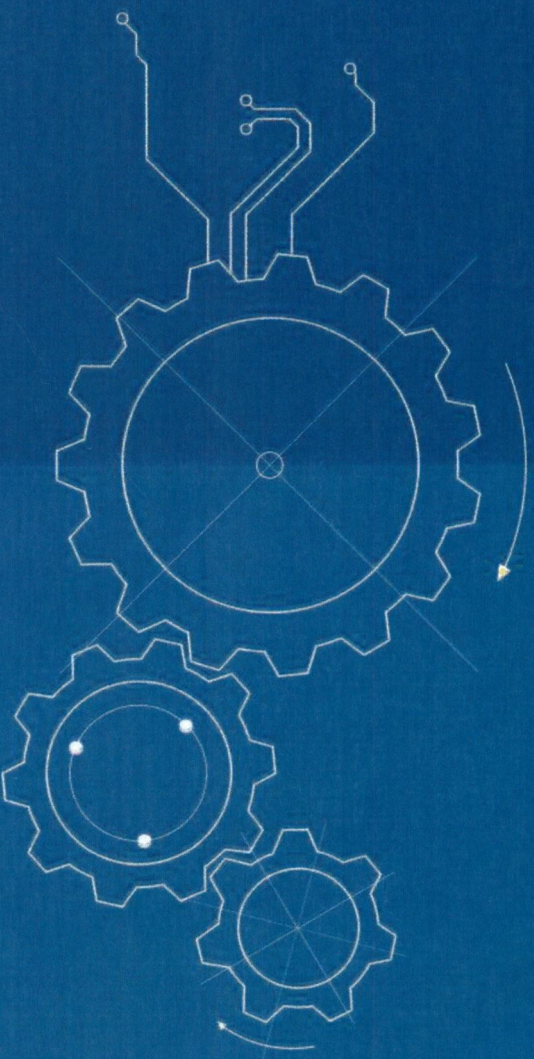
UniDem Med Seminar

“TOWARDS A PUBLIC SERVICE CLOSER TO THE CITIZENS
MODELS AND GOOD PRACTICES”

Government Digital Services for Citizens in Italy

Ivano Gauna – CSI Piemonte

Marrakech, 12 – 14 June 2019



- CSI Piemonte – Organisation Profile and Activities
- Digital Services for citizens developed on behalf of Public Authorities
- Outlook on Service evolution: toward citizen centric services
- Digital Services policies and platforms at national level
- European policies and guidelines



**CSI PIEMONTE
ORGANISATION PROFILE AND ACTIVITIES**

CSI Profile and Activities



Founded in 1977 by

Key figures:

- **130 Consortium Members**

1 Region, 8 Provinces, 3 Universities, Municipalities,
Public Agencies and other institutions

- **126 M€ turnover in 2018**
- **1100 employees**
- **2 Data centres**
- **1300 Data bases**
- **80 International Projects**



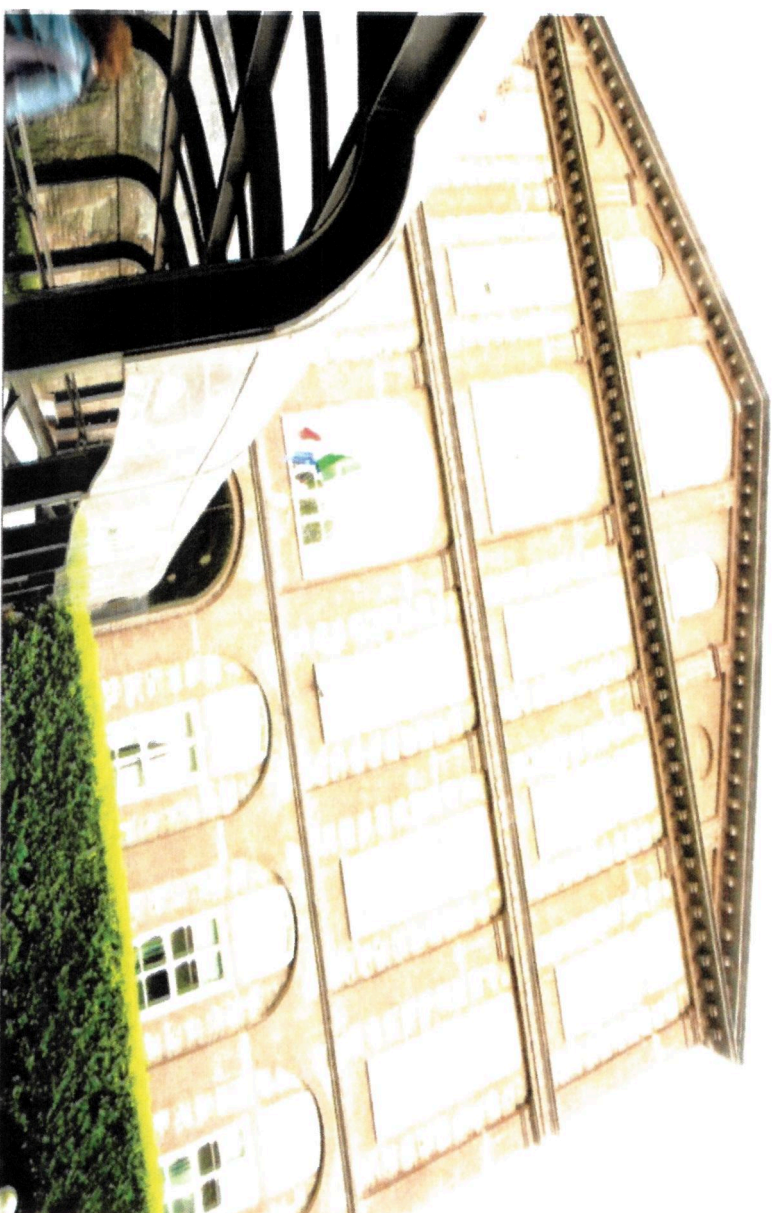
Regione Piemonte
Piedmont Region



Università di Torino
University of Turin



Politecnico di Torino
Polytechnic of Turin



CSI International Activity

“Bridging the gap” between PA and ICT sector
exporting competencies, products and services
developed within Italian PAs

Approach

- Know-how transfer, capacity building, public collaborations
- Research & Innovation through Horizon 2020 and other EU Programmes
- Participation to international tenders funded by EU and WB through partnerships in EU pre-accession countries and EU neighborhood countries

Results: 80 projects since 2004 - 36 M€

Countries: EU 28, Albania, Balkans, Turkey, Georgia



CSI Profile and Activities

e-Government, open-Government, OneStopShop

❖ Domain

- e-government strategy implementation
- Interoperability
- online services portals
- public services delivery through one-stop-shop

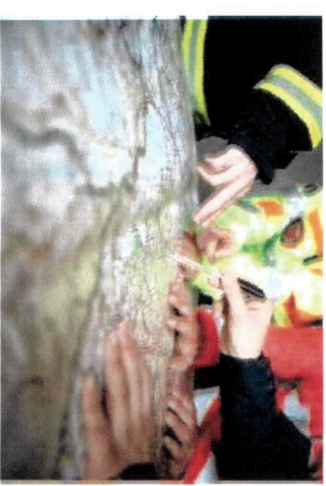
➤ Int. Ref: Albania, Georgia, Bosnia Herzegovina, Montenegro

Emergency response and Civil Protection activities

❖ Domain

- design, implementation and maintenance of Emergency Management information systems
- specialized technical support to emergency control rooms
- integration of environment and geographic data with emergency operational data bases
- permanent cooperation with the Emergency Institutions

➤ Int. Ref: H2020



CSI Profile and Activities

Civil Servants Training

❖ Domain

- training for the development of digital skills and the best use of IT services
- normative support for change management in PAs
- lifelong learning, e-learning, m-learning, solutions to promote e-inclusion
- EA 37 SECTOR ISO 9001 certification and Regional Continuing Medical Education provider



- Int. Ref: Romania, Georgia, Montenegro, Bosnia Herzegovina

Document Management

❖ Domain

- legal framework analysis, organizational support
- development, supply and customization of solutions based on open source or commercial products for 360° coverage of document life cycle
- Open source Document Management platform: Doqui



- Int. Ref: San Marino, Bosnia Herzegovina, Albania, Tunisia

CSI Profile and Activities



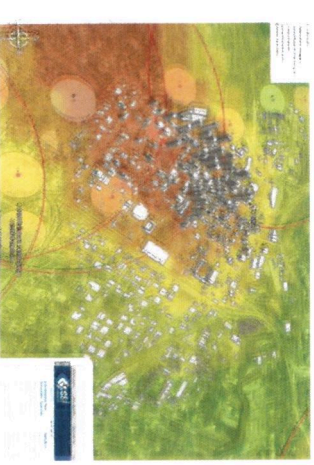
Agriculture

- ❖ Domain
 - management, monitoring and evaluation of agriculture and rural development policies to support public and private actors
 - administrative management of EU funds together with the Piedmont Region and the Piedmont Regional Agency for Agricultural Payments
 - Implementation of an Integrated Administration and Control System – IACS - for the management and control of payments to farmers made by the Member States in application of the Common Agricultural Policy
 - Implementation of a Land Parcel Identification System – LPIs
- Int. Ref: Croatia, Serbia



Territory management

- ❖ Domain
 - coverage of the life cycle of geographic data as a whole, from survey to publication of maps, web services, geo-portals
 - management of data, cartographies and services through satellite imagery, aerial photographs and topographic techniques, Global Navigation Satellite System
 - design, development and management of GISs as well as non-GIS tools to support PAs in their planning applied to environment, soil administration, public works, cadastre, transports, emergency management, and agriculture activities
 - collaboration to the development of cartographic requirements and standards - INSPIRE directive
- Int. Ref: Albania, Croatia



CSI Profile and Activities

Security and cloud

✓ Domain

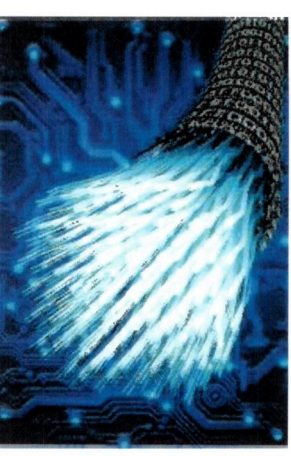
- Data centres - ISO 27001, backup, disaster recovery, hosting, end point virtualization, customized services
- Cloud services open source based
- Security, GDPR
- Identity management

➤ Int. Ref: Singapore, H2020

Telecommunications

✓ Domain

- Internet Exchange
 - support to PA connectivity needs, LANs & WANs, through fibre optics, copper and wireless networks
 - network services and security
 - 24/7 Network Operating Centre monitoring
- Int. Ref: FP7, Montenegro



CSI Profile and Activities

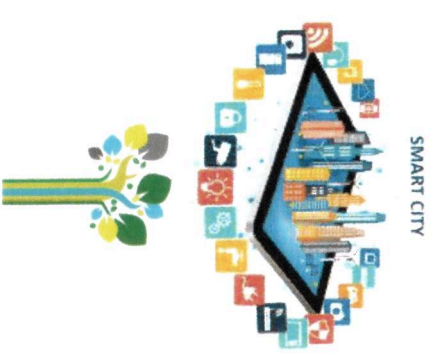


Smart City Platform

❖ Domain

- tools, methodologies and services for big data
- IoT, analytics, dashboard
- YUCCA smart data platform

➤ Int. Ref: FP7, H2020



Environment and Energy

❖ Domain

- promotion of quality and effectiveness of PA environmental policies and activities
- collaboration with the PA on the implementation of energy saving policies and the use of renewable sources, environmental sustainability and green economy
- energy monitoring of public buildings

➤ Int. Ref: FP7, H2020

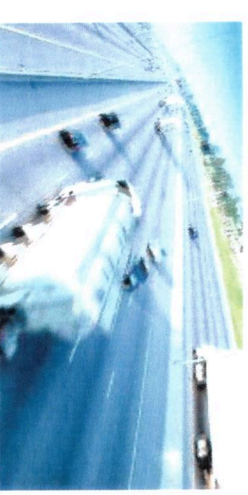


Transports

❖ Domain

- collaboration with the PA to support decision making and strategy implementation
- monitoring systems and tools on road safety measures policies
- multimodal mobility dashboard and car pooling aggregator

➤ Int. Ref: FP7, H2020





ISO 9001:2015

Quality management systems

ISO/IEC 27001:2013

Information security management systems

ISO/IEC 27017:2015

Information technology -- Security techniques -- Code of practice for information security controls based on ISO/IEC 27002 for cloud services

ISO 27018:2014

Information technology -- Security techniques -- Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors

ISO 50001:2011

Energy management systems - ISO 50001

BS OHSAS 18001:2017

Information technology -- Radio frequency identification for item management -- Application requirements profiles



A hand holding a smartphone is shown on the left side of the image. The background is a blurred blue and green environment. On the right side, there are several glowing digital icons: a globe, a smartphone, a magnifying glass with a dollar sign, a bar chart, and a network diagram. A dark blue vertical bar with a white border is positioned in the center, containing the text "DIGITAL SERVICES FOR CITIZENS".

DIGITAL SERVICES FOR CITIZENS

Digital Services for citizens

CSI implements **IT SERVICES** for

PUBLIC ADMINISTRATIONS helping them to be more **EFFICIENT** and **INNOVATIVE** through:

- Cooperation among PA Authorities at different level
- Sharing of applications and infrastructures

The main goal is to **SIMPLIFY the daily life of EVERY CITIZEN** through a wide range of online services:

- EMPLOYMENT
- HEALTHCARE
- DEMOGRAPHY REGISTRATIONS
- TERRITORY MANAGEMENT
- CULTURAL ACTIVITIES AND TOURISM
- PROFESSIONAL TRAINING
- TAXES OBLIGATIONS
- AGRICULTURE



THE UNIFIED ONLINE SERVICES PORTAL FOR:

- Citizens
- Companies
- Public Administrations

Over **500**
digital public services
available

Over **2.6** Million
unique visitors



1 Access point:
www.sistemapiemonte.it

Over **150.000**
Registered users with
certified Digital Identity

Over **40** Million
Pageview each year

EACH CITIZEN NEED HAS ITS SERVICE:

- AGRICULTURE
- ENVIRONMENT & ENERGY
- CULTURE SPORT & TOURISM
- PROFESSIONAL TRAINING
- TERRITORY & BUILDING LICENSES
- EDUCATION
- EMPLOYMENT
- HEALTHCARE
- TAXES

SERVIZI PER PRIVATI | SERVIZI PER LA PA

Sistemapiemonte

Profilo personale

In evidenza | Cos'è | Contatti

Servizi Tutti i servizi

Agricoltura

include: Anagrafe Agricola del Piemonte - Uffenti Motori Agricoli buoni carburante - PSR 2014-2020 - PSR 2007-2013 - Regime Pagamento Unico - Dichiarazioni vitivinicole - Servizi statistici e di monitoraggio - Certificati fitosanitari

Cultura, Turismo e Sport

include: Turismo Arrivi e Presenze - Acquisizione dei flussi turistici (TUAP) - gestore struttura- Osservatorio del turismo congressuale (CONG) - Osservatorio del turismo- Piemonte dati Turismo

Lavoro

include: Gestione Online Comunicazioni Obbligatorie- Gestione accreditamento- Sistema Informativo Lavoro Piemonte

Territorio

include: Foreste- Mobilità e trasporti- Montagna- Urbanistica- Tutela del suolo- Aree naturali protette- Cartografia e georeferenziazione- Protezione civile ed antincendi boschivi- Opere pubbliche- MUDE - Modello Unico Digitale per l'Edilizia- Usi Civici

Ambiente e energia

include: Valutazioni e adempimenti ambientali- Catalogo delle informazioni ambientali- Acqua- Aree naturali protette - Aria - Energia - Rifiuti- Servizi di consultazione VAS/VIA - Facility Management

Formazione professionale

include: Gestione amministrativa- Gestione apprendistato- Richiesta abilitazione utenti- Gestione Percorsi Formativi- Repertorio delle qualificazioni e degli standard formativi della Regione Piemonte

Salute

include: La mia salute- Fascicolo Sanitario elettronico- Cambio medico di famiglia- Indirizzaro dei pediatr e dei medici di famiglia- Prenotazione visite ed esami - Pagamento ticket- Ritiro Referti

Trasparenza amministrativa

include: Consulazione Albo delle Provvidenze Economiche- Approvvigionamenti- Albo pretorio

Tributi e visure

include: Bollo web- Pag@bolle- Sospensione Bollo Auto- Visure Bollo auto- Riscossione frotte

Semplificazione, innovazione e tutela dei diritti

include: Polis Piemonte- Informazioni in rete- Osservatorio ICT- Modulistica online- Sportello facile- Confelezioni e procedure d'urgenza (Corecom)

SOME EXAMPLE OF ONLINE SERVICE

CITIZEN BASIC INFORMATION

- Citizenship registry
- Registered residence/address
- Identity Card
- Profession / Studies
- Election rights
- Home services

I tuoi dati

Io [Famiglia](#) [Tasse e tributi locali](#) [Catasto](#) [Curiosità](#)

FEDERICO NERI

Nascita
CASTEL SANTANGELO (RIETI), ITALIA
01/01/1973

Sesso
Maschio

Stato civile
CONIUGATO

Cittadinanza
ITALIA

Codice fiscale
AAAAAA00041180005

Residenza

indirizzo
VIA G. SPANO 29 10134

Partito
PIANO PRIMO

Numero unità immobiliare
4

Circonscrizione
8

Quartiere *
MERCATO GENERALI

Sezione censimentale
3445

Serviziatori
51

Carta identità

Rilasciata dal Comune di
TORINO

Numero
AA111130

Emissione il
06/10/2016

Valida fino al
30/09/2018 **(datazione Carta**
 identità scadente. Ricordarsi di
 rinnovarsi)

Valida per **espatrio**
Sì

Carta identità elettronica
No

[Segnala anomalia](#)

[Segnala anomalia](#)

Professione/Studio

Titolo di studio
DIPLOMA DI LICENZA SCIENTIFICA
IN INGEGNERIA

Professione
INGEGNERE TECNICO

Dati Elettorali

Iscritto nella lista elettorale della
 Sezione n°
1118

Indirizzo della Sezione
SILVERIO CASALEGNO (ARLICO)
VIA F. MACHIANI, 20 TORINO (TO)

Clavicolo ingresso 20
 interno int.2
 piano 1°

InformaCasa

Emergenza Abitativo
Iscritto

Bando generale
Assicurazione alloggio

Circonscrizione elettorale
2

Barriere architettoniche
No

[Vedi più dati](#)

[Vedi tutti i servizi disponibili](#) [Leggi come fare per modificarli](#)

[Segnala anomalia](#)

[Segni](#)



SOME EXAMPLE OF ONLINE SERVICE



CITIZEN BASIC INFORMATION

- Family Components



I tuoi dati

Io Famiglia Tasse e tributi locali Catasto Curiosità


INTESTATARIO SCHEDA

FEDERICO NERI	▼	LUCIA NERI	▼	PAOLO NERI	▼
<small>Codice fiscale AAAAAAADDA11K00005</small>		<small>Codice fiscale AAAAAAADDA11R0000Z</small>		<small>Codice fiscale AAAAAAADDA11Q0000W</small>	
					
<small>PAOLO NERI ha diritto al passaporto</small>				<small>PAOLO NERI ha diritto al passaporto</small>	
Dettagli		Dettagli		Dettagli	


FIGLIO/A

MARIA NERI	▼	FELICE VERDI	▼	CHIARA VERDI	▼
<small>Codice fiscale AAAAAAADDA11T0000V</small>		<small>Codice fiscale AAAAAAADDA11W0000U</small>		<small>Codice fiscale AAAAAAADDA11U0000T</small>	
					
<small>MARIA NERI ha diritto al passaporto</small>		<small>FELICE VERDI ha diritto al PASS60</small>			
Dettagli		Dettagli			


FIGLIO/A

PAOLO NERI	▼
<small>Codice fiscale AAAAAAADDA11Q0000W</small>	
	
<small>PAOLO NERI ha diritto al passaporto</small>	
Dettagli	

FIGLIO/A

MARIA NERI	▼
<small>Codice fiscale AAAAAAADDA11T0000V</small>	
	
<small>MARIA NERI ha diritto al passaporto</small>	
Dettagli	

SUOCERO/A

FELICE VERDI	▼
<small>Codice fiscale AAAAAAADDA11W0000U</small>	
	
<small>FELICE VERDI ha diritto al PASS60</small>	
Dettagli	

MOGLIE

CHIARA VERDI	▼
<small>Codice fiscale AAAAAAADDA11U0000T</small>	

SOME EXAMPLE OF ONLINE SERVICE

TAXES INFORMATION

- Payment deadlines
- Taxes amount
- Payment registrations

I tuoi dati

to **Famiglia** **Tasse e tributi locali** **Catasto** **Civiltà**

i In questa sezione sono presentati i dati riferiti alla tassazione rifiuti (TARI) così come risulta dagli archivi comunali e di quella della società comunale di riscossione SCORIS. Per un'ulteriore consultazione ed aggiornamento in tempo reale dell'estratto conto del cittadino, riferito anche ad altri tributi e servizi, si prega di riferire al portale SCORIS disponibile su <https://portale.servizi.servizi.torino.it>

TARI - Tassa Rifiuti più info >

Pagamenti e importi dovuti **Ultime**


Area di adesione / Pagamento 2018 **Cerca**

Pagamenti Dati acquisiti il 31/12/2018. Sono riportati solo i pagamenti che riferiscono ad avvisi emessi entro il 30/06/2018 e che sono stati perfezionati entro la data di acquisizione.
Per il dettaglio aggregato in tempo reale accedere al servizio **Estratto conto di SCORIS**

DATA PAGAMENTO	IMPORTO
28/04/2018	80,00 €
30/06/2018	80,00 €

Importi dovuti

aggiornati il 17/07/2018

CATEGORIA	INDIRIZZO	ANNO IMPOSTA	TRIBUTI	SUPERRICE	IMPORTO LORDO
 Categoria 41 - EX-ARRETRATI POSTI IN ACCANTO DENEGATI PRONTI Indirizzo: VIA E. SPANO, 29	ANUNSO	2018	ACCONTI 394, TRIBUTI TRASFERENDO 27,00 €	36,00 €	36,00 €
 Categoria 1 - LOCALI AD USO ABITAZIONE Indirizzo: VICO SPANO, 29/Piano: IVU14	ANUNSO	2018	TRIBUTI TRASFERENDO 27,00 €	36,00 €	36,00 €

Sgravii Emessi

aggiornati il 17/07/2018

ANNO IMPOSTA	ANUNSO	DESCRIZIONE	IMPORTO LORDO
2014	Sgravio	IMBASTRATO	5120 €

Sgravio
Categoria 41 Indirizzo: VIA E. SPANO, 29 Piano: 31 UVU15

ANUNSO **DESCRIZIONE** **IMPORTO LORDO**

2014 Sgravio IMBASTRATO 5120 €

SOME EXAMPLE OF ONLINE SERVICE

REAL ESTATE PROPERTIES

- Cadastre & Land registry
- Building permits

I tuoi dati

Io **Famiglia** **Tasse e tributi locali** **Catasto** **Curiosità**

i **Dati catastali dei fabbricati e dei terreni ubicati sul territorio comunale forniti a solo scopo informativo. Le informazioni non costituiscono visita catastale, per la quale si rimanda all'Agenzia delle Entrate.**

Catasto dei fabbricati ubicati in Torino

DATI IDENTIFICATIVI			DATI DI CLASSAMENTO			ALTRE INFORMAZIONI			
Foglio	Particella	Sub. cens.	Zona	Categoria	Classe	Consistenza	Rendita	Indirizzo	Percentuale possesso
1	1000	156	106	4	A/7	4	5 metri	2.138,00€ VIA G. SPANNO 29/B 1	100,00%
2	1000	156	107	4	C/5	6	2,1 mq	137,00€ VIA G. SPANNO 29/B/51 Classamento: rendita rettificata (DM 707/94)	100,00%

Catasto dei terreni ubicati in Torino

DATI IDENTIFICATIVI			DATI DI CLASSAMENTO			ALTRE INFORMAZIONI		
Foglio	Particella	Sub.	Qualità/Classe	Superficie	Reddito	Percentuale possesso		
1	1000	339	ag. retto 3	ha. are ca.	€ 28.00€	17,40%		

Digital Services for citizens

SOME EXAMPLE OF ONLINE SERVICE

HEALTHCARE / E-HEALTH

- Unified electronic health records for each patient
- Dematerialization of prescriptions
- Cancer screening
- Datawarehouse and dashboards
- Health citizen services:
 - Online medical report
 - Coeliac disease vouchers
 - Online choice of the Doctor



EVOLUTION OF DIGITAL SERVICES





TECHNOLOGY EVOLUTION

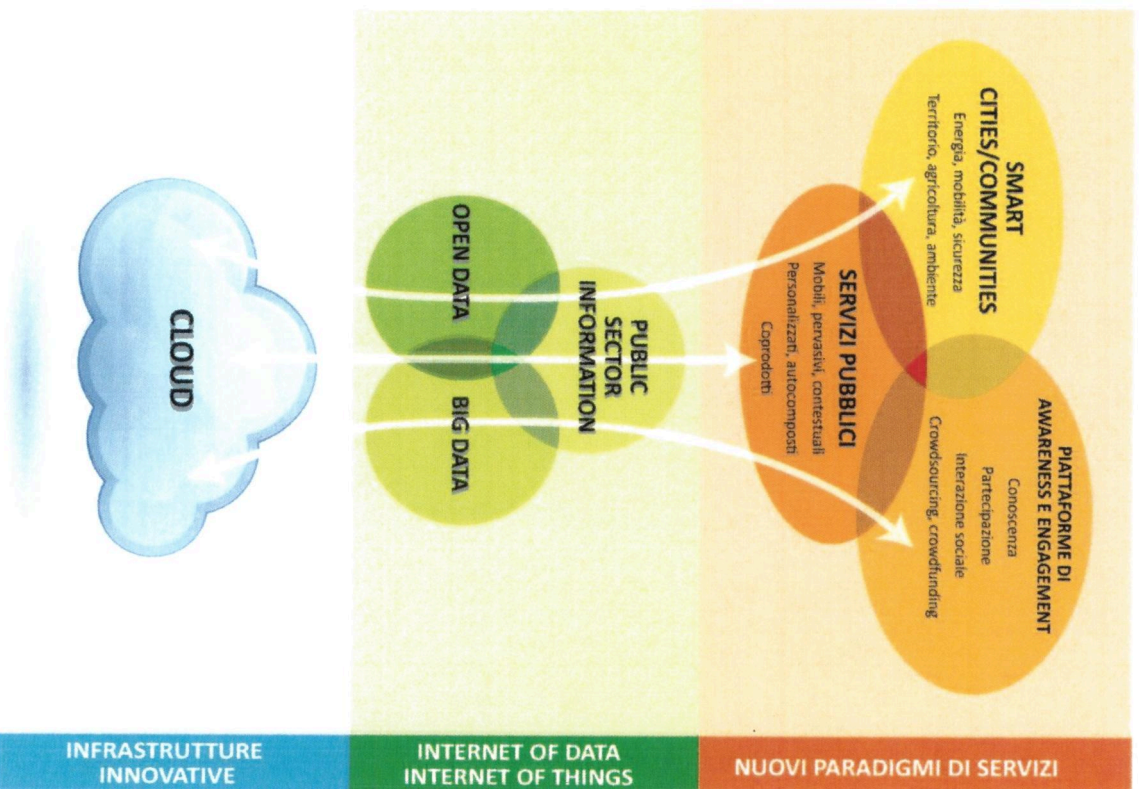
- Spread of **smart mobile** devices
- **Cloud Computing** infrastructures and services
- From web to **mobile** applications
- Disruptive technologies growing: AI, chatbot, block chain and DLT, Internet of Things

POLICY EVOLUTION

- Opening Public Sector Information (PSI)
- **User/citizen centric** design for new applications
- **Open Data** Portals available from many public administrations
- New opportunity for Co-creation of public **private new services**



FROM E-GOVERNMENT TO OPEN-GOVERNMENT



Evolution of technological systems has influenced Research and Innovation strategies in Europe:

- ✓ Widespread availability of **Cloud Computing** → industrialization of IT services and need for higher specific security standards for public entities
- ✓ Availability of **mobile devices** and of interconnected sensors able to interact in real time with the external environment → **Internet of Things, Big Data**
- ✓ A large amount of available high quality data and information, produced by different subjects → **value creation (Open data)**

IT Systems interoperability with social network technologies → **redesign of services and processes**

- ✓ Availability of data, information and services promotes **knowledge (awareness, accountability, transparency)** and the active participation of citizens (**e-engagement, e-participation**) by means of **enabling platforms**.
- ✓ **"smart" paradigm** is gradually **expanding**, from well-established sectors (energy, mobility, security) to new areas relevant for sustainability



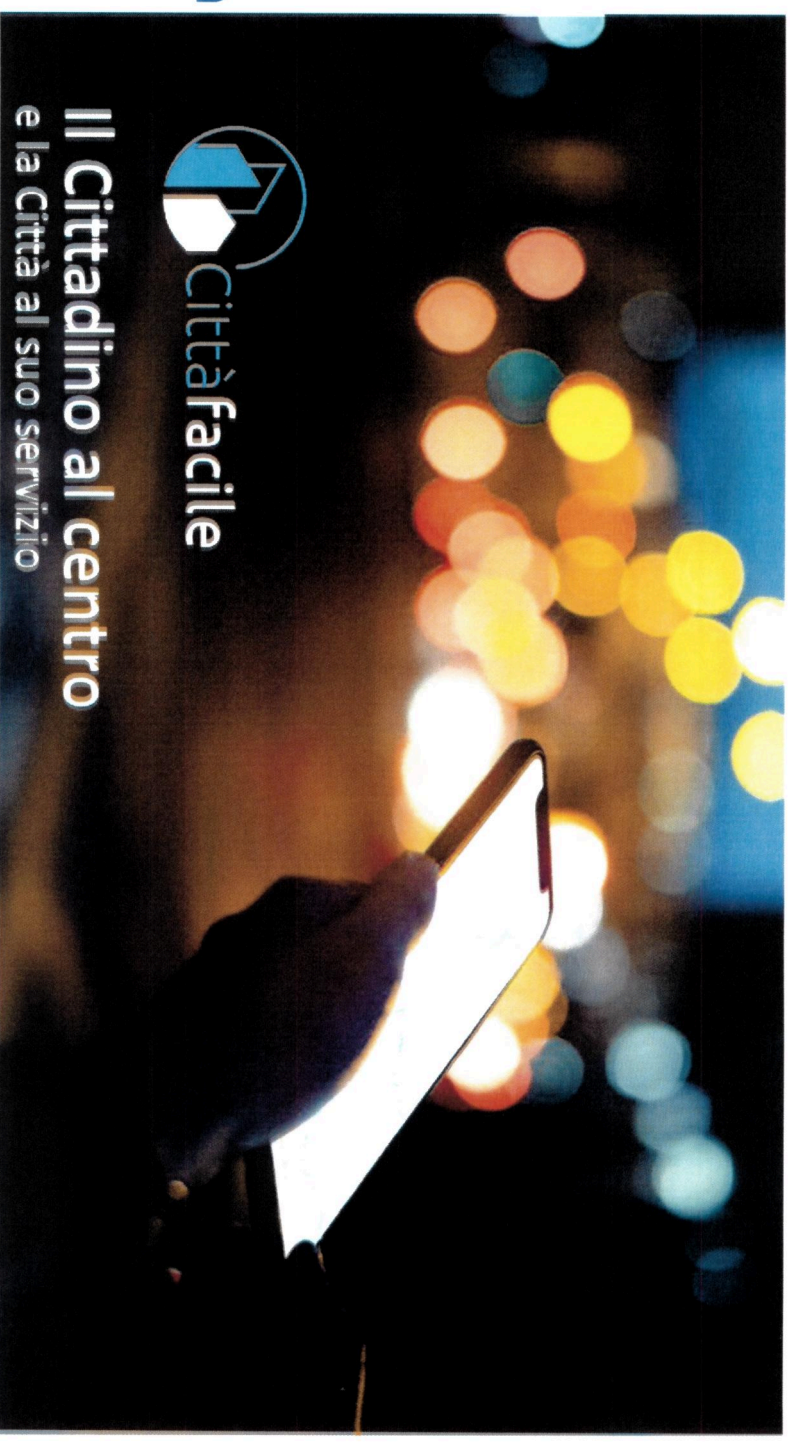
NEW SOLUTION ARE GROWING

EASY CITY

The citizen at the core

The city at its service

The Citizen will not have
to seek information or
services
but the City will
proactively offer it to him

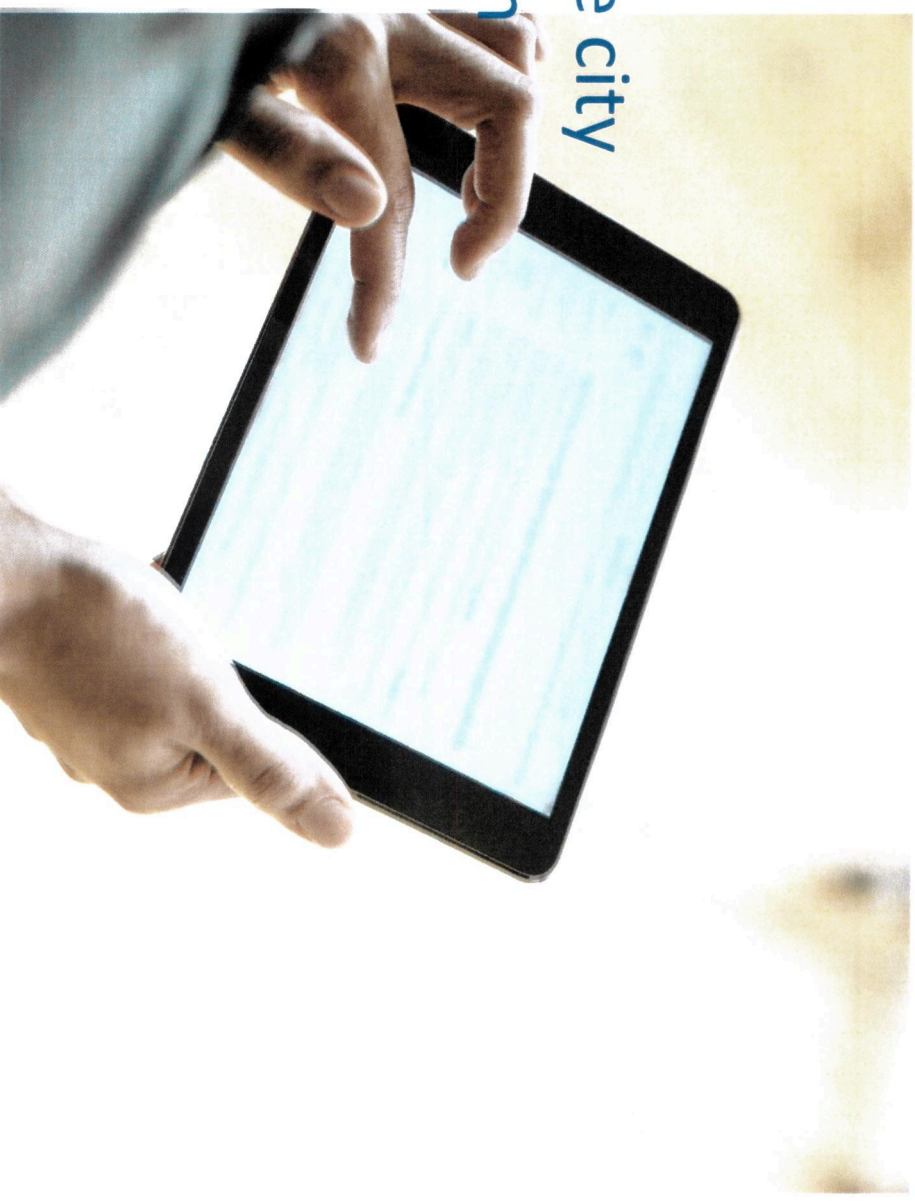


CittàFacile

Il Cittadino al centro
e la Città al suo servizio

EASY CITY Offers

- A unique portal for all services
- A personal notice-board
- All city's digital services available
- A notification service
- The Alert service
- Useful documents
- All information that the city knows about the citizen

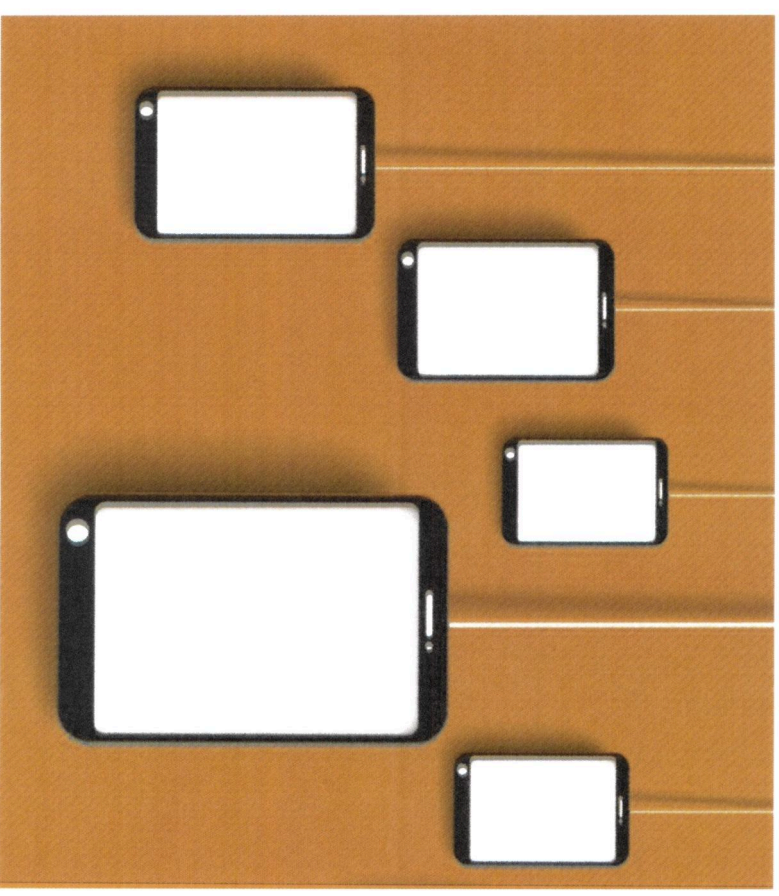


With **EASY CITY**

The citizen receives on his notice board and on the preferred channels all the notifications that concern him that are generated by the data or digital services

SOME EXAMPLES

- “School registrations are open”
- “Your ID card will expire next month”
- “You still have to pay the tax on your real estate property”



A hand holding a smartphone is shown on the left side of the image. The background is a blurred blue and green scene. Overlaid on the right side of the image are several digital icons: a globe, a smartphone, a bar chart, and a dollar sign in a circle. A dark blue rectangular box with a white border is positioned in the center, containing the title text.

DIGITAL SERVICES FRAMEWORK AT NATIONAL AND EUROPEAN LEVEL

National and European framework

The present e-Government and digital service framework arises from Digital Agenda for Europe, Italian Digital Agenda, Regional Digital Agenda and Smart Specialization Strategy for the Piedmont Region



National and European framework

Italian Regulation Framework according to EU Directives and Policies

- ✓ e-Government became a policy priority in 2000
- ✓ **Digital Administration Code** on e-Government in 2005
- ✓ open-Government and Public Sector Information policies in 2010
- ✓ 2011 - European e-Government Action plan 2011-2015
- ✓ **Italian Digital Agenda** in 2012
- ✓ 2012 - **Italian National Digital Agency – AgID**
- ✓ Italian law on open data in 2013
- ✓ 2014 - Italian Digital Agenda Strategy: Guidelines on Ultra-Broadband Strategy, NGN and on Digital Growth Strategy according to EU 2020 Strategy
- ✓ European eGovernment Action Plan 2016-2020
- ✓ 2017 – 1st **Three-Year Plan for IT** in the Public Administration 2017-2019
- ✓ **Digital Transformation Team** established on September 2016 with an initial two-year mandate, then extended to 2019
- ✓ 2019 – 2nd **Three-Year Plan** for IT in the Public Administration 2019-2021

Digital Services Policies and Platforms at National level

- ✓ e-Payment to Public Administrations: PAGO-PA
- ✓ Unified Digital Identification System: SPID
- ✓ National Unified Population Registry: ANPR
- ✓ Multiannual Plan for Digital Public Administration
- ✓ Including Identification of Certified CLOUD Service Provider



Public Services

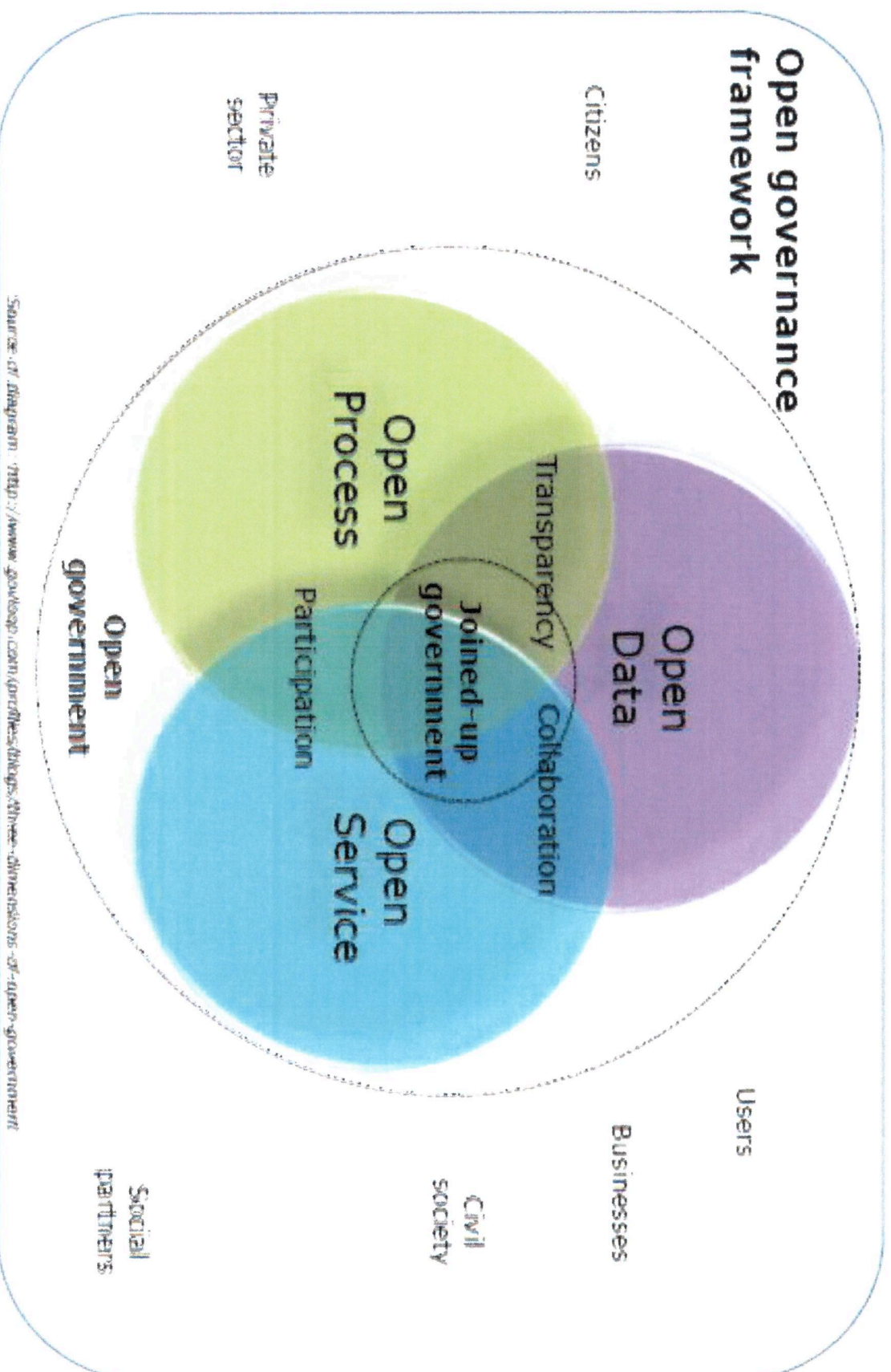
Digital Services Policies at European level

- ✓ Open Data / Public Sector Information (PSI) Directive
- ✓ Data and Privacy Protection – GDPR
- ✓ Migration of Digital Public Services to Cloud Computing Infrastructure
- ✓ Open Government Framework
- ✓ The “Once-only principle”



Public Services

Open Government Framework



Source of diagram: http://www.govdesk.com/govdesk/press/docs/Three_dimensions_of_open-government

The “Once-only principle”

The “once-only” principle in the context of public sector can be defined as that **citizens** should supply certain information **only once** to a public administration

Public administration offices take action to **internally share** this data, respecting data protection rules



Thank you for your attention

`ivano.gauna@csi.it`

