



**Governo Italiano**  
**Presidenza del Consiglio dei Ministri**  
**Dipartimento della funzione pubblica**

# 4<sup>th</sup> National Action Plan for Open Government

**2019-2021**

August 31 2020 updates - highlighted in yellow

June 2019



**Ministro per la  
Pubblica Amministrazione**



**ITALIA**  
**OPEN GOV**

Open  
Government  
Partnership





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## Introduction

I am aware of the major challenge represented by the 4<sup>th</sup> 2019-21 national OGP Action Plan.

Compared to the past, the commitment we are making for the next two years is more mature, informed and ambitious. The implementation of the Plan will be a tangible example of how the inspiring values of the Open Government Partnership (OGP) – transparency, digital citizenship, citizen participation and accountability – can tangibly affect the quality of the work carried out by public administration. Opening governments and administrations is now a key element in transforming the relationship between citizens and the public sector. This awareness is a powerful engine that can make the Government and administrations more responsive, efficient and equitable, as well as able to develop services and policies which meet the real needs of citizens.

The Plan – the outcome of the efforts of administrations (which joined forces to find synergies and unprecedented collaborations), based also on the requests coming from civil society and open for consultation – is a good example of this. Along the most consolidated sectors of open government – open data, transparency, digital skills and services - the Plan presents new measures on consultation policies, the register of beneficial owners and regulations on stakeholders, proving that opening processes are now mature.

I also asked, consistently with the OGP priorities, that gender and inclusion were mainstreamed in the Plan; more specifically, through actions on women's participation and gender issue thanks – among others – to open data and the register of beneficial owners, as well as the adoption of two directives on equal opportunities and protected categories in the public sector.

Opening governments is a challenge which has to be renovated every day for Italy to be able to play a leadership role in the international arena. The same holds true for the commitments included in our Plan: this is why we ask you to read what we plan to do in the next two years; to give us feedback on how to improve and adjust the draft Plan during the public consultation starting today; and to follow us throughout the implementation phase thanks to the monitoring tools we are going to adopt.

Each constructive contribution will be welcome to make our Government and administration truly open and able to drive our country towards the digital era.

Rome, 15 March 2019

The Minister for Public Administration  
Giulia Bongiorno

One of the aspects I appreciate most of the OGP - *Open Government Partnership* - initiative is that it relies on cyclical two-year action plans. This periodicity, together with the OGP Independent Reporting Mechanism providing stimulus, ensures concreteness in the ongoing improvement process which is the main feature of open government. Being a member of the Partnership means, for the partners and their administrations, to keep a high standard in complying with the open government values in a context of ongoing expansion of the objectives set in each country.

The higher quality of the commitments in Italian action plans over the years is a proof of that. This is thanks to a greater awareness among citizens and decision-makers about issues like transparency, participation, anti-corruption, accountability and innovation in the public sector, but also to an evolution in the Plan's drafting process which we are trying to transform into a co-creation process, here at the Department for Public Administration.

The involvement of the Open Government Forum is a key element of this 4<sup>th</sup> Action Plan since administrations and civil society organizations were able to discuss and decide jointly on the commitments for the next two years.

Another aspect I would like to highlight is the shift from a high number of actions implemented by single administrations to a smaller number of actions shared by different administrations that committed to carrying out their share of a broader synergic activity. The approach we adopted ensures greater convergence of the actions selected since administrations vary in size and territorial distribution. This will facilitate the dissemination of good practices and therefore enhance the minimum standards of Italian administrations. This also leads to strategic guidelines for the implementation of the principles of open government, which affect the different administrations and often reflect the requests made by civil society. This process will definitely not end after the completion of the Plan.

This implies a renewed commitment of all actors involved: the administrations in the institutional working group, the associations in the Open Government Forum, the OGP Team, established at the Department for Public Administration which plays an active coordination role interpreting the spirit of the Partnership; I wish to thank them all and grant my support. Over the next two years, we will have to work hard, a tough but exciting challenge, to make our administration more open and closer to citizens.

Rome, 15 March 2019

The Head of the Department for Public Administration  
Maria Barilà

# Presentation

## The context

This document, resulting from Italy's participation in the [Open Government Partnership](#) (OGP), lays out the country's strategic actions in the field of open government for the period 2019-2021. Open government is a model of public administration based on the principles of transparency, civil participation, anti-corruption, accountability and digital innovation.

Italy joined the OGP in September 2011 and committed to pursuing its objectives through an ongoing exchange with civil society. It became a member of the OGP Steering Committee for the period 2017-2020.

## The Action Plan

The 4<sup>th</sup> Action Plan (2019-2021) was drafted with the aim of continuing the process started and achieve effective and ambitious results.

The document is not a mere list of open government initiatives, but represents a comprehensive strategy that – through a limited number of transformative actions – will help achieve significant results in the field of transparency, civic participation, anti-corruption, simplification and public sector modernization.

The Plan was drafted by the OGP Team at the Department for Public Administration which coordinated the work of all the administrations involved. The document is the result of the exchange with civil society representatives who are members of the Open Government Forum, open to all organizations dealing with open gov issues.

The Plan contains significant innovations compared to the previous action plans:

- Consistently with the recommendations of the OGP Steering Committee, the number of actions is limited since we decided to focus on more significant and ambitious commitments;
- Each action involves different administrations to ensure structured cooperation and maximize the impact of our activities;
- We selected the actions considering, where possible, the proposals coming from civil society organizations during the consultation phase.

The Action Plan includes:

- Info sheets on the 19 actions to be implemented by June 2021;
  1. Open data;
  2. Transparency;
  3. Register of beneficial owners;
  4. Support to participation;
  5. Regulation of stakeholder;
  6. Culture of open government;
  7. Corruption prevention;
  8. Simplification, performance and equal opportunities;
  9. Digital services;
  10. Digital citizenship and skills;
- info sheets on specific commitments and timeline for each action;
- annexes containing:
  - A. List of digital services to be activated in the period 2019 – 2021;
  - B. Organization and functioning of the Open Government Forum.

## **Methodology**

The 4th Open Government Action Plan is the result of a complex coordination work of all institutional and civil society representatives. More specifically, the OGP Team of the Department for Public Administration involved:

- a working group attended by all central administrations and representatives of local and regional authorities that chose to pursue the commitments for the period 2019-2021;
- a multistakeholder Forum (Open Government Forum) including about 100 organizations (the full list is available at <http://open.gov.it/open-government-partnership/open-government-forum/>).



Consistently with the open government principles, the action plan is the result of:

- a) a cooperation process between the different administrations involved in the institutional working group that outlined the actions of the 2019-2021 strategy;
- b) a participation process of civil society organizations that, at an earlier stage, were asked to put forward proposals and, later, to improve the actions selected by the administrations through consultation.

The public consultation process included two phases:

- November 2018 – February 2019: consultation of civil society on the priorities of the 4<sup>th</sup> Action Plan.

In this period – in addition to the physical debate with the Forum member organizations – we received 49 proposals for actions on the issues of transparency, participation, anti-corruption and public sector innovation and simplification.

Based on the proposals received, administrations developed a draft action plan and made it available for public consultation.

- March 2019 – April 2019: online public consultation on the draft action plan to improve both actions and commitments. The consultation was open to all (citizens, businesses, associations, administrations) on the dedicated website [open.gov.it](https://open.gov.it).

At the end of the consultation, in May 2019, the final version of the Action Plan was published together with a consultation report.

### **Implementation of the Plan and monitoring**

As of June 2019, actions will be implemented according to the timeline established for each commitment. Citizens and civil society will be involved in the monitoring process in line with the principles which inspired the Plan itself. In this phase, monitoring can be carried out through the “*Monitora*” section of the portal [open.gov.it](https://open.gov.it).

The “*Monitora*” section contains a page for each action with the following information:

- description of the action, specific commitments and appointed implementation representatives;
- implementation status with detailed information on objectives achieved and missed deadlines;

- comments and recommendations of the Forum and the OGP Independent Reporting Mechanism (in charge of independent monitoring).

The objective is to make the Plan as known as possible to disseminate and promote the culture and practice of open government.

In order to facilitate the monitoring process and encourage cooperation between lead administrations, we specify for each action the Open Government Forum organizations that volunteered to be the appointed representatives for monitoring and implementation.

# Actions





# 1. Open Data

## Background and objectives

As shown by international surveys and indicators (i.e. the *Open Data maturity report* and the *DESI - Digital Economy & Social Index 2019*) over the last two years, Italy significantly improved its ranking with regards to open data. However, although many efforts were made to promote the release of open data by administrations, there are still difficulties which affect the possibility to reuse that stock of information. As shown by the European Report on Re-using Open Data (2017), one of the main barriers to achieve the full potential of open data is the mismatch between demand and supply. This includes a lack of knowledge about the phenomenon of open data and the potential of data reuse, the release of datasets typically not driven by potential users and, sometimes, so bad in terms of quality to make reuse too costly for citizens and businesses. Add to that the uneven compliance with European metadata standards – especially for non-geographical data – as well as the non-compliance with data representation standards to integrate and compare them. However, we need to grant everybody access to data, avoiding legal and technological barriers and, thus, facilitate the usability of data themselves

In this scenario, in addition to the need to continue promoting data reuse, it is crucial to pursue synergic actions based on the involvement of both sides: open data demand and open data supply. These actions should focus on the major barriers identified by setting shared rules and, at the same time, encourage the publication of quality open datasets (the values depends on the measured qualitative features) for the contribution they could make in terms of transparency and also for the reuse potential in the business sector.

## Commitments

The initiative as a whole has multiple purposes involving both national and regional actors:

- Setting measures at national level that – starting from the current context and involving all necessary actors (including the so-called *RTDs - Responsabili per la transizione digitale* – Coordinators for Digital Transition from the administration side, domain experts and OGP Forum participants from the open data demand side together with businesses) – can lead to:
  - adopting a national license or, where useful and applicable, different licenses (i.e. for homogeneous data categories) which can encourage an appropriate and effective data reuse, overcoming the current incompatibility problems resulting from the use of different types of licenses; a special focus will be on major reuse platforms so to facilitate the association of the most appropriate licenses based on the purpose and magnitude of reuse;

- setting common standards for types of data released, involving specifically the relevant administrations in terms of field of expertise and domain, relying on what has already been done in this field (i.e. network ontologies and controlled vocabularies, notwithstanding already existing specific national and European frameworks, like for Geographical Information) and defining quality indicators for open data relying especially on existing ISO standards for data quality, already mentioned in the national Guidelines for enhancing the stock of public information;
  - releasing, starting from the specific real and potential demand-driven commitments of administrations, a growing number of high-value open datasets, also from a gender point of view, as well as tools to support their exploitation, including data visualization solutions and documented API (Application Programming Interface – open software interfaces allowing for machine-to-machine interaction).
- At regional level, developing joint open data initiatives as a key lever to increase transparency and accountability and foster data reuse, in particular:
- enhancing the quality and quantity of released data in an open format, through the definition of a shared ‘basket’ of 10 useful datasets, also building on existing initiatives;
  - enhancing the ability to manage data and the use of data included in the ‘basket’ defined through the availability of APIs;
  - promoting the use of open data for accountability and impact assessment processes on public policies as well as for decision-making.

## **Lead Administration**

Department for Public Administration (PCM – DFP) – Elio Gullo

## **Other administrations involved**

- Agency for Digital Italy (AGID), Department *Casa Italia* (PCM – DCI), Department for Cohesion Policies (PCM – DPCoe - NUVAP), Department for programming and economic policy coordination (PCM – DIPE), Italy’s Statistical Institute (ISTAT), Ministry of Culture (MIBAC), Team for Digital Transformation, Union of Chambers of Commerce (Unioncamere)
- Regions and Autonomous Provinces
- City of Milan

## **Monitoring contact person from the Open Government Forum**

Cittadini Reattivi – Rosy Battaglia

## 2. Transparency

### Background and objectives

Although significant progress was made to enhance the ability of administrations to become transparent, many obstacles remain in launching virtuous processes. Many of those are due to operational choices and limits to the management of data and information by administrations that, on the one hand, affect the accessibility, quality and timeliness of information and, on the other, imply costs that administration can hardly bear, especially the smaller ones.

It appears from many sources, including public administration and civil society representatives, that there is a need to take simplification measures in managing information obligations as established by Legislative Decree 33/2013. This is required to facilitate citizens and stakeholders' access to the information published in the Transparent Administration section of the institutional websites and their reuse for monitoring and comparing public actions and, at the same time, optimizing the commitment of public administration which is often required to comply with the same information obligation repeatedly and according to different modalities.

Moreover, two years after the adoption of the FOIA, the need emerged to further encourage the use of generalized civic access developing mechanisms to facilitate its use by citizens and help administrations manage requests more effectively and efficiently.

### Commitments

This action is aimed at further encouraging the ability of administrations to become transparent vis-à-vis citizens by pursuing the following macro-objectives:

- drafting a proposal to simplify information obligations under Legislative Decree 33/2013 to improve accessibility, quality and timeliness of data and information made available by administrations to citizens and businesses, reducing burdens for administrations themselves. This activity will include the identification and analysis of ways and conditions for complying with the publication obligation for specific information domains through the inclusion of data in already existing, being created or purposefully adapted centralized databases;
- developing and promoting evolved web services to facilitate the use of the FOIA and other forms of citizen access (i.e. access to environmental information) and, at the same time, support administrations in effectively managing civic access. Making key information on the nature of requests submitted and how they are processed available in a single point – i.e. those acquired through the Register of FOIA accesses – will help guide citizens in the search and acquisition of information on the activities carried out by public administration and, at



the same time, will allow administrations to handle requests more quickly, efficiently and evenly;

- simplifying the way users can access information on key issues such as the environment and public spending.

### **Lead Administration**

Department for Public Administration (PCM – DFP) – Elio Gullo

### **Other administrations involved**

- CONSIP, INAIL, Institute for Environmental Protection and Research (ISPRA)
- Regions and Autonomous Provinces
- City of Milan, City of Rome

### **Monitoring contact persons for the Open Government Forum**

Cittadinanza Attiva – Isabella Mori

Fondazione Etica – Paola Caporossi

### 3. Register of Beneficial Owners

#### Background and objectives

The fight against money laundering and international terrorism are common objectives for all the world's democratic countries. Not only the EU, but also the OECD (hence the most industrialized free market economies ) have set rules to make the life of money launderers and terrorists difficult. In particular, the latest EU Anti Money Laundering Directive (5<sup>th</sup> AMLD) focused on the transparency of data regarding beneficial owners. Full visibility must be given to the physical person who is the final beneficiary of transactions carried out. This is a major evolution of the system towards greater transparency for the market (meaning either consumers, businesses, or the entire economic system wishing to do business on ethical terms both as an administration and fiscal, investigation and judicial authority) and, at the same time, for professionals (including banks, insurance companies, professions, etc.) that, according to legislation, have to identify the beneficial owner before the requested transaction is carried out. Within the Italian legislation a special section of the register of companies was created. The register will include all beneficial owners of limited liability companies that, by definition, are included in the register of companies. The same register will also include the beneficial owners of private legal persons (included in prefectural registers) and trusts.

The main innovation is that the section can be accessed by anyone. There are no more limitations (as envisaged in the 4<sup>th</sup> AMDL) for entities holding specific functions (i.e. Police forces, magistrates) or interests (professions, banks). Anyone will be able to access the section on the Register of companies, out of personal curiosity, to "become familiar" with their contractor, because they are obliged by law (professions), for investigation. Clearly, transparency runs parallel to market protection and data sharing. The only exception is trusts' beneficial owners. The Directive foresees a more traditional level of knowledge: open for those who have to investigate and cooperate; otherwise, the request is limited to those who can prove a legally protected interest.

The regulation of this complex systems ensures that the market can make fully informed choices thanks to the transparency offered by open government.

According to legislation, a beneficial owner is one or more natural persons who are the final beneficiaries of the transaction. For the purpose of implementing the above register, the legislation defines the various categories of potential beneficial owners, following a scrolling criterion. Firstly, these are the natural persons who own shares of the share capital (directly or through subsidiary or trust companies) amounting to over 25%; if no one reaches this limit, the beneficial owner is the person who controls the majority of votes in the ordinary shareholders' meeting; if this is not the case, the person who controls enough votes to have a dominating influence, based on the existence of specific contractual provisions. If none of these conditions exists, it is assumed that it is the CEO (absolute presumption).

The main objectives to be achieved include:

- uploading the many data on beneficial owners in the section. Data are very complex due to the heterogeneity of requirements (companies already included in the Register of companies; legal persons already included in Prefectural Registries, unrecorded trusts);
- preliminary stocking of data in the section; the regulation sets a deadline for the addressees of the legislation (firstly, limited liability companies and cooperatives) listed in the register of companies have to communicate the name of the beneficial owner using the special digital forms developed in accordance with art. 20 of Legislative Decree 231 (see above). These data are uploaded in the relevant section of the register and are the starting point of the register itself at time  $t_0$ . That is the beginning of the operational phase of the section of the register of companies that will be implemented following the modalities mentioned below:
- maintaining data already included in the section, updating them every time ownership changes;
- ensuring that the action is proportioned to the purpose (maximum transparency without imposing too many bureaucratic burdens on the obliged entities).

## **Commitments**

This action aims at providing transparency on beneficial owners, to counter money laundering and prevent corruption. This action is implemented through:

- the adoption of technical standards and implementing regulations;
- establishing the register and constantly updating it.

While recalling that both the 4th and 5th AMLDs focus on customer's responsibility as a key factor to verify beneficial owners, necessarily the content of the section has to meet the same principles. This implies that the system needs to have an internal control (at least for companies) to ensure consistency with the information contained in the register of companies. This is true for the number or responses obtained (while feeding the information) compared to the group of potential beneficial owners (information known to the office); information on proprietary assets is then crosschecked (the register of companies at least for limited liability companies contains updated information on beneficial owners holding over 25% of shares; this is more complicated for joint stock companies where the list of shareholders is a picture taken when the balance sheet is produced – art.2435 of the Civil Code – a picture which is doomed to rapid obsolesce).

The latest census by Unioncamere (31 December 2018) shows that in Italy 22% of companies is run by women. This figure is slightly growing compared to the past but is very telling. We should consider

that this percentage (in absolute terms 1,337.000 business women) includes all Italian companies of all types, and all product markets. During implementation, we will collect data on the presence of women among the beneficial owners in the Register.

It would be pretentious to believe that this action is part of a policy to support female entrepreneurship. However, it will be interesting to assess (when the uploading phase is over) a new gender indicator which can provide new evaluation tools for economic policy-making and for gender equality in the business sector.

#### **Lead Administration**

Ministry of Economic Development (MISE) – Marco Maceroni

#### **Other administrations involved**

- Ministry of Economics and Finance (MEF), Unioncamere

#### **Monitoring contact person from the Open Government Forum**

Transparency International – Italia – Davide Del Monte

## 4. Support to participation

### Background and objectives

Public consultation activities addressed to citizens in general or to specific categories, can cover the different phases of public policy-making from drafting to implementation and assessment.

Consultations help public decision-makers to make better decisions. In particular, they are important to:

- open decision-making processes to the relevant stakeholders, taking into account the opinion of all potential beneficiaries of public policies or measures;
- regain citizens' trust towards institutions and decision-making processes;
- meet the demand from citizens who want greater individual commitment and the possibility to take action;
- address the intrinsic limits of traditional decision-making processes that can generate conflicts at local level due to the inability to involve the different actors and the local communities;
- share with citizens public policies' objectives and tools.

The biggest obstacle to participation lies in the fact that consultation activities are carried out by Italian central and local public administrations sporadically, autonomously and with different quality levels.

### Commitments

Activities to support participation are aimed at promoting the use of quality public consultations among Italian public administrations.

A first step in this direction will be dedicated to citizens thanks to the establishment of a dedicated portal which will become the point of access to consultations organized by public administrations. Citizens wishing to participate in consultations will have a single place to visit and receive alerts. The portal would help support, through specific editorial staff, the dissemination of consultation initiatives and the compliance with consultation quality standards by public administrations. To this end, practical guidelines inspired by the best international practices will be produced.

Special attention will be given to administrations by offering open-source consultation, setting up a dedicated help desk and providing specific training to public employees.

Another step at regional level will be developing the macro objective “participation”, meaning the transition from mere transparency to active citizen participation at local level. Citizens will be able to access data and information through dedicated digital platforms. This will concretely help promote the dissemination of information to form an opinion or a point of view that can be discussed, thus starting a virtuous circle of exchange and shared decision-making.

### **Lead Administrations**

Department for Public Administration (PCM – DFP) – Stefano Pizzicannella

Department for Institutional Reforms (PCM – DRI) – Silvia Paparo

### **Other administrations involved**

- Ministry of Health
- Regions and Autonomous Provinces
- City of Milan, City of Rome

### **Monitoring contact person from the Open Government Forum**

Mappi-na – Ilaria Vitellio

## 5. Regulation of stakeholders

### Background and objectives

Currently, the management of relations between stakeholders and public decision-makers does not rely on the same level of transparency as inside administrations. Therefore, public decision-making is not transparent and traceable enough. In the past, initiatives developed to overcome this obstacle, albeit praiseworthy, led to an inhomogeneous situation among administrations, making the system not efficient and causing complications for both stakeholders and, as far as data accessibility is concerned, also for citizens. Hence, the need to develop a shared solution with the establishment of a transparent Register of Stakeholders, in cooperation with different Ministries and with a standardized implementation procedure. By doing this, the system would be shared by cooperating administrations and would help improve efficiency, promote reuse inside PA, make the relationship between public decision-makers and lobbyists transparent and simplify the relationship with stakeholders.

### Commitments

This action aims at:

- establishing a working group of administrations involved (PCM-DFP, MISE, MATTM, MIPAAFT) and civil society (representatives of the Open Government Forum) to develop a possible shared “form” to advertise a Register of Stakeholders and a standard procedure to make sure Ministries join in. This would help meet the need for transparency expressed by civil society and would be in line with the solutions already adopted in their specific commitments by the administrations involved;
- presenting the solution to decision-makers inside administrations for them to consider how it should be further developed.

### Lead Administrations

Department for Public Administration (PCM – DFP) – Stefano Pizzicannella

Ministry of Economic Development (MISE) – Gilda Gallerati

### Other administrations involved

- Ministry of Agriculture, Forestry and Tourism (MIPAAFT), Ministry of the Environment (MATTM)
- City of Rome

## **Monitoring contact person from the Open Government Forum**

Riparte il Futuro – Federico Anghelé



## 6. Culture of Open Government

### Background and objectives

The values of open government promoted by the OGP (participation, transparency and accountability) imply a cultural change, a new relationship between citizens and public administration and vice versa.

Nowadays feelings like diffidence, contrast, anxiety, distrust on the one hand, and self-centeredness, indifference, disregard on the other, undermine that relationship and generate behaviors on both sides which negatively affect ordinary citizens and create grey areas where privileges proliferate sometimes leading to illegality.

Therefore, it is crucial to pair the action plan with a thorough dissemination process of the values of open government, making it possible for citizens to have a direct contact with the spaces of public administration where such values and principles are best represented.

Such spaces, both physical or digital, apps or digital services, will be highlighted, communicated, explained, made known and included in an overall communication and participation strategy addressed to citizens, with special attention paid to disadvantages categories, through social media and concrete initiatives at local level.

We will work on already tested solutions, recognized at the international level, to improve them, enhance them and make their impact bigger.

### Commitments

This action is aimed at broadly disseminating the values of open government and strengthening the visibility of the places where these values are already implemented, by promoting:

- the organization of the Open Government Week;
- the Open Gov Champion Award;
- the restyling and enhancement of the website [open.gov.it](http://open.gov.it);
- the inclusion in the website [open.gov.it](http://open.gov.it) of information and access to open government initiatives implemented by public administration (apps, websites and digital services);
- the organization of institutional communication campaigns to disseminate information on ongoing or already implemented open government initiatives;
- piloting PA communication strategies on social media for citizens and public administration itself;

- Implementation of multiple initiatives to engage visitors in national museums through digital environments.

**Lead Administration**

Department for Public Administration (PCM – DFP) – Marco Marrazza

**Other administrations involved**

- Department for Information and Publications (PCM – DIE), Ministry of Culture (MIBAC)

**Monitoring contact person from the Open Government Forum**

FERPi – Federazione Relazioni Pubbliche Italiana – Raffaele Paciello

## 7. Corruption prevention

### Background and objectives

This action aims at preventing corruption by adapting open contracting standards and introducing tools like the Advanced Integrity Pacts.

The Public Contracts Service (SCP) is a platform of the Ministry of Infrastructure and Transport developed in cooperation with the Conference of Regions and Autonomous Provinces and ITACA, in compliance with the publication obligations under Legislative Decree 50/2016.

SCP is one of the national databases listed in Annex B of Legislative Decree 97/2016 (art. 9) which modifies the publication obligation as laid down in the legislation on transparency, Legislative Decree 33/2013 (art. 9bis).

It also includes open data on notices, calls for tender and outcome of public contracts for works, services and supplies, information on biennial programmes for the purchase of goods and services and the triennial programmes for public works and related annual updates. It also includes the register of unaccomplished work as envisaged by the Decree of the Ministry of Infrastructure and Transport of 13 March 2013, no. 42.

Data are updated on a daily basis and published on the Ministry's open data platform <http://dati.mit.gov.it/catalog/dataset>.

### Commitments

As far as data are concerned, our primary objective is to standardize data and information on public contracts in compliance with the common international model under the Open Contracting Data Standard (OCDS), in close cooperation with the other PAs to jointly assess the resources needed.

Data in the Ministry's portal OpenCantieri are compatible with the international standard OCDS as far as "tenders", "successful bidders" and "contracts" are concerned. More specifically, standards will also have to be applied to the performance of the contract.

A second objective is to open (non sensitive) data included in the new IT Archives of Public Works (AINOP), established in compliance with Law 130/2018 at the Ministry of Infrastructure and Transport.

AINOP is based on the interoperability of the different administrations which hold and manage data regarding a specific public work and the works needed to complete it.

This second objective could be achieved in cooperation with the Regions and Local Authorities for the transport infrastructure under their responsibility.

The final result implies providing the community with information on road and rail infrastructure or other means of transportation, that can be accessed and processed for civic monitoring and to develop applications and services.

Regarding Advanced Integrity Pacts, these are very innovative compared to ordinary Integrity Pacts:

- the role of the monitoring agency, co-signatory to the Pact; it oversees the Integrity Pact, monitors the stages of the tender procedure and acts as intermediary with civil society;
- the stages of the monitoring process which covers the entire procedure in the Integrity Pact, from needs analysis to service delivery/completion of works.

### **Lead Administrations**

Ministry of Infrastructure and Transport (MIT) – Mario Nobile

University of Messina – Giovanni Moschella

Sicily Region – Francesca Chinnici

City of Palermo – Giuseppe Mazzarella

### **Other administrations involved**

- Agency for Territorial Cohesion, Agency of State Property, Department for Planning and Coordination of Economic Policy (PCM – DIPE), CONSIP, Ministry of Economics and Finance (MEF)

### **Monitoring contact person from the Open Government Forum**

FONDACA – Fondazione per la cittadinanza attiva – Emma Amiconi

## 8. Simplification, performance and equal opportunities

### Background and objectives

Meeting performance obligations is very burdensome for administrations and causes the production of a high number of documents which hinders management and decision-making. There is also a need to simplify technical language and operational tools. The digital transition of performance plans for the purpose of administrative simplification is a process to improve public organizations' capacity as well as the forms and ways they use to express themselves.

Moreover, users complain that there is little homogeneity in representing external impacts that administrations wish to achieve. Consequently, greater clarity is needed in expressing the strategic objectives often linked only to financial resources.

We therefore have to work to make organizational performance comparable by setting common indicators to measure all the aspects of the work of administrations. By "common indicators" we mean a set of selected measures to assess how an administration is managed not only in terms of typical mission but also support functions which are common to all administrations (i.e. management of procurement, staff, communication, transparency, etc.).

A key measure is the digitalization functions due to their strategic relevance in connection with the ability of administrations to innovate processes according to the guidelines laid down in the Triennial Plan for IT in PA. Moreover, considering the key functions performed by the Coordinator for Digital Transition (RTD) of each administration, setting "common indicators" to measure the innovation capacity is a key support to facilitate his/her task acting as significant organizational and motivational levers to enhance management commitment.

Given the complexity of the systematic reading of final documents available to users, there is a need for greater transparency and objectivity in presenting results achieved by administrations using the principle of accountability oriented towards the involvement and central role of citizens and businesses, whose satisfaction is the real engine for improvement and innovation.

In addition, enhancing the human capital in each organization is a key lever to improve the efficiency and capacity of administrations to deliver services which meet citizens' needs.

Fostering equal opportunities as a crosscutting organizational performance dimension ensures "inclusiveness" in public administration. If public administration can guarantee equal opportunities internally and no discrimination connected to gender or personal disadvantage like workers belonging to protected categories, it can also deliver better services to citizens.

It is therefore useful to update the guidelines and make them simpler.

## **Commitments**

This action is aimed at encouraging planning and control processes for public administrations by pursuing the following objectives:

- adoption of simplified procedures for managing the performance cycles which vary depending on the type and size of administrations. Introduction of digital formats for simplifying performance cycle requirements;
- sharing common performance indicators to facilitate comparison in the fields of HR management, digitalization, procurement and transparency;
- drafting Guidelines to assist administrations in enhancing the participation of citizens in the performance cycle;
- outlining a model based on a top-down approach to assess digital transformation projects within PA making them measurable and comparable with the innovation initiatives implemented by similar administrations using business management techniques and methodologies; this model will take into account the recent changes in legislation which strengthened the principle of participation of external and internal users and, more generally, citizens in organizational performance assessment, requiring administration to adopt systems which are able to measure the level of satisfaction and develop forms of wide participation;
- drafting a directive for the compulsory employment of protected categories to simplify rules and related requirements;
- drafting a directive on equal opportunities and updating a directive on Guarantee Committees, in cooperation with the Department for Equal Opportunities.

## **Lead Administration**

Department for Public Administration (PCM – DFP) – Alessandra Barberi

## **Other administrations involved**

- Agency for Digital Italy (AGID), administrations involved in the Pilot Labs with the Performance Assessment Office (UVP) of the Department for Public Administration, Department for Equal Opportunities (PCM – DPO)

## **Monitoring contact person from the Open Government Forum**

FONDACA – Fondazione per la cittadinanza attiva – Emma Amiconi

FONDAZIONE ETICA – Paola Caporossi



## 9. Digital Services

### Background and objectives

Digital technologies are gradually transforming organizational processes in public administration and, consequently, online service delivery. Such transformation requires a strong central government support and an adequate involvement of and active and professional community and civil society, to improve processes leading to digital service delivery in public administration.

Digital transition in Italian public administrations is the result of a long process and, like any other reform process it requires initiatives that produce a major impact both on PA processes and on the level of awareness among citizens and businesses.

Digitalization can only exist when there is simplification. It unites and improves the life of those who really feel engaged in a renewal process.

Process reengineering is the primary objective of a digitalization process with citizens and businesses at the core.

The “once only” principle (citizens cannot be vehicles of data for public administrations that are unable to talk to each other) has to be the compass orienting a more human digitalization process every day, a process based on common sense, satisfaction and real efficiency of the services we work to deliver.

### Commitments

This action focuses on three main activities:

- dissemination of digital services, including through the Coordinators for digital transition, to promote the diffusion of initiatives, processes and platforms enabling and simplifying the relationship between citizens and businesses and central and local public administration;
- actions, including through initiatives and solutions based on emerging technologies, which produce a real benefit to citizens (i.e. trusted chain, transparency when interacting with citizens, etc.);
- promoting public digital services by implementing awareness-raising initiatives in PA, including in cooperation with the Department for Information, to promote digital services and knowledge among citizens and businesses.

### Lead Administration

Agency for Digital Italy (AGID) – Daniela Intravaia



### **Other administrations involved**

- Agency of Customs and Monopolies, CONSIP, Department for EU Policies (PCM – DPE), DG for Students, Development and Internationalization of Higher Education (DGSINFS – MIUR), INPS, Ministry of Foreign Affairs and International Cooperation (MAECI), Ministry of Defence, Ministry of Economics and Finance (MEF), Unioncamere
- Puglia Region
- City of Rome

### **Monitoring contact person from the Open Government Forum**

University of Salerno – Daniela Vellutino

## 10. Digital citizenship and skills

### Background and objectives

As shown by recent DESI (*Digital Economy & Social Index 2019*) data, the low level of digital skills is a critical issue for Italy and is considered as one of the main causes of the delayed digital transformation process in the public sector.

Moreover, according to DESI, Italy needs strategic digital skills initiatives for the different population groups, such as, among others, elderly people, the unemployed and young people themselves, who are rarely the beneficiaries of targeted initiatives in relation to their specific needs. At the same time, businesses increasingly need to simplify their relationship with public administration, including access to services and meeting requirements.

In order to properly address the challenges connected with an increasingly digitally-oriented social and economic context, we need a synergic system of actions on digital skills for citizens, businesses and public employees. These measures cover different fields of action:

- basic digital skills needed by citizens to be able to interact consciously in an increasingly more digital social and occupational context, where DigComp 2.1 is the main EU shared reference framework;
- specialized skills to improve productivity and competitiveness in an economic context more and more oriented towards knowledge and information as well as effective management of public services;
- specific digital skills in a given working environment (defined by the OECD as “*Digital Complementary Skills*”) which, in the case of public administration, is characterized by specific operational processes and technological solutions regulated by norms (above all Legislative Decree 82/2005, Code of Digital Administration);
- digital management and e-leadership skills which are expressed in the ability to seize opportunities, benefits and challenges connected with the digital transformation and, hence, promote and drive change.

Together with the scarce pervasiveness of digital skills, there is an equal low awareness of digital citizenship rights. Technological evolution and the consequent demand for digital services by citizens and businesses imply the need to promote tools and initiatives to disseminate digital citizenship. It is therefore important to develop tools and initiatives to raise awareness about digital citizenship rights and the added value of digital services among citizens, in particular:

- supporting the implementation of digital citizenship and safeguarding it as both a right and an obligation: the right of digital citizens to access services; the obligation for citizens to comply with e-government requirements to be able to exercise their right;
- allow civil society to understand and learn about digital transformation projects in the public sector both engaging young people in the digital projects and promoting a platform dedicated to them.

## **Commitments**

The objective of this action is to implement the following activities in the field of digital citizenship:

- drafting a Handbook for citizens describing the main digital rights laid down in the Code of Digital Administration (CAD) which regulates and simplify the relationship between citizens and businesses and public administration;
- developing a “Youth Portal” to engage young people aged 14 to 35 and include them in the economic fabric of the country;
- developing a three-year work-linked training project on digital citizenship education: from being of aware of rights to welfare measures provided by INPS and literacy programmes to use online services;
- at regional level, increasing the number of free access points to ultra-broad band internet networks, increasing the quantity and range of available digital skills, increasing the number of places where you can co-design and co-evaluate public services (innovation labs, open lab, etc.).

Regarding digital skills, the objective of this action is implementing the following activities in line with the different fields of action:

- organizing initiatives to support the dissemination of digital skills for citizens also using a gender perspective;
- producing directly managed digital services and content in public libraries;
- launching a web based platform to self-assess skills and abilities public employees are required to have to work in an increasingly more digital public administration (digital complementary skills) and personalized training. The platform will be made available to all administrations and public employees after it is piloted with some large-sized administrations, including the City of Rome and INPS, that wish to use the digital skills self-evaluation system to support the development of internal training;

- developing technical regulations laying down the general requirements for digital innovation managers and helpful to prepare harmonization activities and other activities such as training and certification of digital skills in businesses.

**Lead Administrations**

Agency for Digital Italy (AGID) – Daniela Intravaia

Department for Public Administration (PCM – DFP) – Elio Gullo

**Other administrations involved**

- Department for Youth and National Community Service (PCM-DGSCN), INPS, INAIL, Ministry of Culture (MIBAC), Unioncamere
- Regions and Autonomous Provinces
- City of Rome

**Monitoring contact person from the Open Government Forum**

University of Salerno – Daniela Vellutino

# Specific commitments and timeline





## 1. Open Data

Lead PA	Milestones	Deadline
PCM-DFP, AGID	Drafting a document describing the rationale to choose a standard license or, where useful and applicable, different licenses for homogeneous data categories, to be used as an input to update the Guidelines for enhancing the public information stock (art. 71 Legislative Decree 82/2005 CAD), keeping into account the need to grant everybody access to data and information. The following activities will be carried out:	
	1.1 establish a working group with administrations and stakeholders that are directly interested and/or invited to participate (including domain experts, members of the OGP Forum, businesses and other organizations dealing with open data) and create a discussion channel on <i>forum.italia</i> . This is meant to ensure maximum participation in the drafting process of the document.	06/2019
	1.2 Publish the document on licenses.	10/2019
AGID	1.3 Establish a working group, including central and local administrations, to draft a document on the criteria to assess the quality of open data which will be used to monitor open datasets.	12/2019
	1.4 Draft a document describing the methods and tools to measure the quality of datasets, with reference to the relevant ISO standards.	03/2020
	1.5 Test the dataset quality assessment system on at least 2 administrations selected within the working group based on the expressions of interest received.	12/2020
	1.6 Make sure administrations are willing to work on publishing open datasets which meet the quality criteria set by the working group.	09/2019
	1.7 Publish open datasets.	Deadline set in the commitments made by each administration
AGID, Digital Team	1.8 Gather commitments to publishing open datasets that administrations wish to propose as high-value datasets.	06/2020
	1.9 Publish high-value open datasets.	Deadline set in the commitments made by each administration

	<p>Establishing a working group with administrations having an experience with domains (also in connection with the data they possess) and the suppliers of management applications, having to set, based on already existing virtuous practices especially at regional and/or municipal level, common open data standards, if these are not already defined at the EU or national level, for at least 2 categories. The following activities will be carried out:</p> <p>1.10 Publish incremental releases of new versions of data models (agile approach) on <i>developers.italia</i>.</p> <p>1.11 Publish the consolidated version of specifications in accordance with the process established by art. 17 of the Code for Digital Administration (CAD).</p>	<p>From 06/2019 to 04/2020</p> <p>04/2020</p>
ISTAT	<p>With reference to the website “Map of risks in Italian municipalities”:</p> <p>1.12 on an yearly basis, update data on: population density, resident population at the end of the year, distribution of resident population by age (in quartiles) resident families, demographic exposure index, structural dependency index, coastline location, share of population over 80, total area of municipalities (in km<sup>2</sup>), percentage change of resident population (from 2011 and for each year), old age index.</p> <p>1.13 Develop and release open analysis tools (georeferenced and territorial).</p> <p>1.14 Improve interoperability of the platform (by releasing ontologies, open data and linked open data).</p>	<p>Update by May 31 of each year of the Plan</p> <p>05/2020</p> <p>05/2021</p>
MIBAC	<p>1.15 Publish data from the National Library Service (SBN) as Linked Open Data (LOD) on the new platform of Libraries and Cultural Institutes which is currently being developed.</p> <p>1.16 Develop advanced tools to visualize SBN data, including viewers, interactive charts and maps on the new platform of Libraries and Cultural Institutes which is currently being developed.</p>	<p>05/2021</p> <p>05/2021</p>
PCM - DCI	<p>1.17 Publish open datasets from the National Archive of Buildings.</p>	<p>Deadline set in the commitments (*)</p> <p>(*) This action depends on a regulation to establish the National Archive of Buildings and allocates</p>



		resources to it.
PCM - DIPE	<p>Data quality: start a process to consolidate common standards on the classification of public investment projects (common vocabularies) adopted by the System for the Single Project Code and the portal <a href="#">OpenCUP</a>. Updating classifications is key to improve data quality of open data portals on development policies (i.e. OpenCoesione, OpenCantieri, Registro Nazionale degli Aiuti, OpenBDAP). The main objectives include:</p> <p>1.18 Releasing documents on the evolution of updates.</p> <p>1.19 Publishing new classification tables.</p> <p>Raising awareness on the issue of open data and promoting the use of open data.</p> <p>1.20 Promoting the issue of open data through communication actions to encourage the organization of public meetings including hackathons and contests, to actively involve and engage stakeholders on the “demand” side, especially from universities and schools – both teachers and students – and encourage the production of innovative solutions or practical applications of data.</p>	<p>12/2019</p> <p>06/2020</p> <p>03/2021</p>
PCM - DPCoe - NUVAP	<p>1.21 Linked Open Data on public investments.</p> <p>1.22 OpenCoesione EU corner: easy access and full reuse of open data available at EU level with comparative metadata. To be then published on <a href="http://www.opencoesione.gov.it">www.opencoesione.gov.it</a>.</p> <p>1.23 Extra data on project funded under cohesion policies to enhance integrative stocks of open data and/or multimedia material, also showing gender policies to support equal opportunities and counter discrimination and violence. Publication of at least two territorial and thematic focuses on <a href="http://www.opencoesione.gov.it">www.opencoesione.gov.it</a>.</p> <p>1.24 OpenDataEducation on Cohesion (ODE on Cohesion): Offering a training course on “<i>A Scuola di OpenCoesione</i>” (Learn about OpenCoesione) at the international level to be piloted initially in at least three Member States and in 5-7 schools.</p>	<p>12/2020</p> <p>07/2019</p> <p>12/2019</p> <p>12/2020</p>
PCM - DPCoe - NUVAP, ANBSC	<p>1.25 Developing an integrated monitoring system for an open data portal on confiscated property.</p> <p>Monitoring investment dedicated to exploiting seized and confiscated property and producing statistics based on the following objectives:</p> <p>1.26 Introduction of a tag for confiscated property in the CUP Index System.</p>	<p>12/2020</p> <p>12/2019</p>

	<p>1.27 Integration of the IGRUE Protocol with the identification data of confiscated property in the Single Monitoring System of cohesion policies.</p> <p>1.28 Integration with data held by those who provide incentives to seized and confiscated companies.</p> <p>1.29 Inclusion of statistics on confiscated property in the National Statistical System.</p> <p>1.30 Publication of specific open data on projects and entities funded by cohesion policies to exploit confiscated property in <a href="http://www.opencoesione.gov.it">www.opencoesione.gov.it</a>.</p> <p>Mapping, evaluating and collecting experiences on the reuse of confiscated property, with a special focus on practices to include disadvantaged people and foster gender equality policies. Organization of monitoring citizenship and territorial co-creation labs based on the following objectives:</p> <p>1.31 setting up civic surveillance on the release of institutional datasets online and wikidata collection labs.</p> <p>1.32 Drafting and publishing at least three descriptive reports on significant cases of reuse of confiscated property with details on the object of reuse with a special focus on services for disadvantaged people and women, including those who are the victims of mafia, and/or entirely run by women or led by women with mixed staff.</p> <p>1.33 Launching at least two territorial co-creation labs.</p>	<p>06/2020</p> <p>06/2020</p> <p>06/2020</p> <p>12/2019</p> <p>12/2019</p> <p>12/2020</p> <p>12/2020</p>
Unioncamere	<p>1.34 Publication of datasets from the Chamber System in the portal <a href="http://camcom.gov.it">camcom.gov.it</a> (*) and measurement of accesses and downloads, with the purpose of increasing the amount of data made available to businesses, with a focus on specific themes (foreign markets, female entrepreneurship, green economy, tourism, etc.). The objective of Unioncamere is to involve the network of Chambers of Commerce and acquire original data and/or data provided by institutional partners and, above all, encourage businesses to use open data including through promotion activities on Unioncamere's channels as well as exchanges and debates (webinars and workshops). Data are mainly provided in the .CSV format to simplify the acquisition of information by companies and have a visual representation of classification (type of dataset).</p> <p>(*) open government section  <a href="http://www.camcom.gov.it/P42A0C0S198/Open-Government.htm">http://www.camcom.gov.it/P42A0C0S198/Open-Government.htm</a></p>	06/2020
Regions and Autonomous Provinces	In order to speed up a coordinated development of open data, the Regions, in cooperation with the national actions by AGID and the Digital Team, are committed to:	

	<p>1.35 Defining a basket of datasets containing a list of useful data among the most significant competencies. Presenting 5/10 useful datasets.</p> <p>1.36 Starting a participatory process to define standard tracks of datasets in the basket, with the purpose of improving the quality of datasets, encouraging the completeness of information, allowing the comparison of data from different institutions, facilitating the usability of data.</p> <p>1.37 Setting indicators to evaluate the use of data in the basket by external entities, especially through API queries. Present data on use of 5/10 APIs regarding useful datasets.</p> <p>1.38 Promoting the use of open data for decision-making through best practices (bot, data visualization, etc.).</p>	<p>12/2019</p> <p>06/2020</p> <p>12/2020</p>
City of Milan	<p>1.39 Launching the linked open data service and significantly increasing the amount and domains of the information stock.</p> <p>1.40 Reporting on the mandate policies through open data and visualizations.</p> <p>1.41 Starting Open Data Labs, in cooperation with Milan universities, to disseminate the culture and use of data.</p>	<p>06/2019</p> <p>06/2020</p> <p>06/2019</p>

## 2. Transparency

Lead PA	Milestones	Deadline
PCM-DFP	<p>2.1 Developing and promoting a guided procedure (wizard) to help identify the correct administration and type of access in line with the interest of applicants.</p> <p>2.2 Developing a centralized FOIA request and outcome monitoring system with information supplied by administrations that will contribute to it and adopt the format or the register made available by the Department for Public Administration.</p> <p>Establishing a working group including the coordinators from each administration involved and open to the participation of interested civil society representatives, to guide the following activities:</p> <p>2.3 Identify a subgroup of high-value information obligations for citizens whose content is at least partly included in centralized databases and assess compliance with Legislative Decree 33/2013.</p> <p>2.4 Draft a document proposing simplification measures on consultation for the Transparent Administration section, consistently with the databases identified, also envisaging regulatory measures.</p>	<p>09/2020</p> <p>06/2020</p> <p>02/2020</p> <p>06/2020</p>
CONSIP	<p>Georeferenced maps of spending in public administration". Development of a web application which relies on interactive geographical maps and allows citizens, businesses and administrations to access data and indicators on purchases made in accordance with the Program to Rationalize Purchases (E-Market, Conventions, Framework Agreements and Dynamic System) managed by CONSIP on behalf of the Ministry of Economics and Finance.</p> <p>The application can be accessed at <a href="http://www.consip.it">www.consip.it</a> and <a href="http://www.acquistinretepa.it">www.acquistinretepa.it</a>.</p> <p>The project involves two main release steps:</p> <p>2.5 Phase I, development of two geographical maps with a focus on the performance of administrations (searchable by geographical areas, purchasing tool, product sectors).</p> <p>2.6 Phase II, development of another geographical map with a focus on the performance of suppliers (searchable by geographical areas, purchasing tool, product sectors).</p>	<p>05/2019</p> <p>03/2020</p>
INAIL	<p>2.7 Development of an IT management system of different types of access requests (civic, generalized, document-based) from when the request is submitted to when the final outcome of the procedure is recorded. The system to automatically update the single Register of accesses on the institutional portal of an administration and the</p>	<p>06/2019</p>

	possibility to export data in the pdf table for citizens and as an excel file for authorized operators, will be released in all INAIL offices.	
ISPRA	<p>Developing a web portal to meet the requests and expectations of users of the National System for Environmental Protection (SNPA) regarding accessibility of data, documents and information, in the spirit of an integrated system between ISPRA and regional and provincial ARPA/APPA.</p> <p>The portal will allow to:</p> <p>2.8 Read and implement regulations on transparency as laid down by Legislative Decree 33/2013 integrated by legislation on access Law 241/90, keeping in mind the specific features of the right to access information in the environmental sector already regulated by Legislative Decree 195/2005, that will lead to the publication of the necessary information to help users properly exercise the rights envisaged by relevant legislation.</p> <p>2.9 Provide users with a single national collector of requests to access environmental documents and information addressed to the agencies of the SNPA – by developing a single online form to facilitate submission to public relations offices through specific links.</p> <p>2.10 Develop a register of accesses for each single agency and later for the SNPA.</p> <p>2.11 Ensure the same treatment and replies for requests coming from users by establishing operational modalities which ensure a standardized interpretation of the subject and its application and encourage the adoption of sectoral guidelines and, more specifically, common guidelines for the SNPA.</p>	<p>06/2019</p> <p>10/2019</p> <p>01/2020</p> <p>06/2020</p>
City of Milan	<p>2.12 Updating and reviewing transparency and participation regulations in compliance with the pilot projects and innovations connected with digitalization processes.</p> <p>2.13 Piloting the use of the Register developed by the Department for Public Administration.</p> <p>2.14 Piloting an advanced solution to integrate the institutional portal to consult the Official Noticeboard as well as the institutional content with advanced search and relational analysis tools.</p> <p>2.15 Launching the app Milan@Work in partnership with the Milan Polytechnic to visualize data on construction procedures and road works.</p>	<p>12/2020</p> <p>12/2020</p> <p>06/2019</p> <p>01/2020</p>
City of Rome	<p>2.16 Implementing the single Regulation on Accesses approved by the City of Rome</p> <p>2.17 Piloting the use of the Register developed by the Department for Public Administration.</p>	<p>09/2019</p> <p>12/2019 12/2020</p>



### 3. Register of Beneficial Owners

Lead PA	Milestones	Deadline
MISE, MEF, Unioncamere	3.1 Transposition of the innovations introduced by the 5 <sup>th</sup> AMLD	06/2019
	3.2 Implementing regulation of the current art. 21 of Legislative Decree 231/2007.	12/2019
	3.3 Technical rules to upload info in the section.	06/2020
	3.4 Implementation of the first stocking phase of the section. Upload of the names of the owners of registered companies in the section on beneficial owners.	12/2020
	3.5 Measuring the presence of women among the beneficial owners included in the Register.	06/2021

## 4. Support to participation

Lead PA	Milestones	Deadline
PCM – DFP, PCM -DRI	4.1 Public consultation on the “Operational Handbook for Public Consultations” in public administration.	06/2019
	4.2 Launching the portal for public participation by: bringing together public consultations; networking with regional portals; publishing ODs; developing advanced services (registration, alert, etc.).	06/2019
	4.3 Disseminating the “Operational Handbook for Public Consultations” in public administration and testing/running in the guidelines for specific consultations.	06/2021
	4.4 Stabilization of the platform for public consultations in central public administrations providing hw, sw and know-how resources to support public administrations wishing to organize consultations in compliance with the operational guidelines.	06/2021
Ministry of Health	4.5 Establishment of a platform on the website of the Ministry called “AGENDA 2030: Sustainability in Health: knowledge junction”, which gathers and makes available all initiatives carried out by different administrations in the field of “sustainable development and health”. This web space will contain all different kinds of material/initiatives regarding the interactions between sustainable development and health produced at national and local level as envisaged by the UN 2030 Agenda and the related Sustainable Development Goals.	06/2021
Regions and Autonomous Provinces	In order to speed up the coordinated development of participation, Regions are committed to:	
	4.6 consulting and engaging by establishing a participation platform.	12/2020
	4.7 Developing proactive policies and issue calls to support participation processes. Promoting a regional law on this issue.	12/2020
City of Milan	Developing a new modular open source participation platform to manage participation processes envisaged by legislations:	
	4.8 Mapping solutions and needs.	06/2019
	4.9 Study groups in cooperation with the University of Milan.	12/2019
	4.10 Selecting, customizing and making the platform available online.	12/2020



	<p>4.11 Developing and launching the digital consultation platform, collecting comments and editing the PGT and the maps with design tools integrated in the geoportal and SPID authentication.</p> <p>4.12 Reorganizing the registers of associations and active citizenship as a single digital tool to consult, learn about and register organizations.</p>	<p>06/2019</p> <p>01/2020</p>
City of Rome	<p>4.13 Drafting a regulation to specify the new participation tools envisaged by the Statute.</p> <p>4.14 Systematizing participation tools in accordance with the regulation, the new institutional portal and dedicated platforms.</p> <p>4.15 Piloting e-voting using blockchain technology.</p>	<p>12/2019</p> <p>12/2020</p> <p>06/2021</p>

## 5. Regulation of stakeholders

Lead PA	Milestones	Deadline
MISE, PCM – DFP, MATTM, MIPAAFT	5.1 Establishing a joint working group of administrations and civil society to find a shared solution to regulate the relations between stakeholders and decision-makers in Ministries.	06/2019
	5.2 Identifying a shared procedure to make sure Ministries join the Transparency Register, including the enabling procedure, areas of specific interest for each administration, the code of conduct, guidelines on how the Register works and is managed and on how to publish the meetings in the agendas of decision-makers.	12/2019
	5.3 Presenting the solution to decision-makers in the administration.	03/2020
	5.4 Testing the solution.	From 06/2020 to 06/2021
City of Rome	5.5 Implementing a transparent management of the relations with stakeholders through regulations.	12/2019
	5.6 Creating a register associated with the adoption of Open Agendas by the members of political bodies.	12/2020
	5.7 Testing and implementing regular communication mechanisms with stakeholders and setting rules on relations to lay the foundations for national regulations.	06/2021

## 6. Culture of Open Government

Lead PA	Milestones	Deadline
PCM - DFP	6.1 Organizing the Open Government Week in 2020 and 2021 focusing on advertising it and making it open to a wider audience. In parallel with the OGP Global Open Gov Week.	03/2020 and 03/2021
	6.2 Assigning the Open Gov Champion Award in 2020 and 2021.	06/2020 and 06/2021
	6.3 Restyling and enhancing the website open.gov.it	06/2020
	6.4 Pilot project to coach three administrations to develop social media communication strategies and fully use platforms. Objectives mainly concern the development of a social media strategy and the publication of operational indications and good practices on the use of social media.	12/2020
	6.5 The tools and methods developed as a result of this activity will be disseminated at a later dissemination stage addressed to a wide range of administrations (through webinars, workshops, networking). With this action to strengthen abilities in the use of social media, administrations will become aware of hate speech and, more generally, of the fight against online discrimination. Special attention will be given to gender violence to identify non-explicit behaviors and stereotypes, which can foster violence. We will provide early risk detection tools to properly address situations of discriminations.	06/2021
MIBAC	6.6 Studying and developing new algorithms, digital models and infrastructure to: <ul style="list-style-type: none"> <li>- optimize and reduce wait time in the most visited museums;</li> <li>- increase the number of visitors in the least visited museums;</li> <li>- enhance archeological, historical-artistic, archives and book heritage which is currently inaccessible.</li> </ul>	06/2021
PCM - DIE	6.7 Including open government experiences in the website open.gov.it (apps, websites and digital services).	06/2021
	6.8 Organizing institutional communication campaigns to disseminate past or current open government experiences.	06/2021

## 7. Corruption prevention

Lead PA	Milestones	Deadline
MIT – DIPE - CONSIP	7.1 Standardization of data and information on public contracts in line with the common international model as defined by Open Contracting Data Standard (OCDS).	06/2021
	7.2 Release of open (non sensitive) data included in the new IT Archive of Public Works (AINOP), established at the Ministry of Infrastructure and Transport (MIT) by Law 30/2018.	06/2021
University of Messina	7.3 Joining Libellula a Civil Monitoring Lab on public spending and implementing an Advanced Integrity Pact.	06/2021
Sicily Region	<p>7.4 Testing the main tools of the Advanced Integrity Pact to expand this practice following and incremental approach. In particular:</p> <ul style="list-style-type: none"> <li>- establishing a Regional Register of Civic Monitoring Bodies; the process to establish the Register will be as follows: <ul style="list-style-type: none"> <li>o identifying a contact person within the General Secretariat, the office responsible for managing institutional relations in the Sicily Region;</li> <li>o setting the criteria for accrediting bodies, by: <ul style="list-style-type: none"> <li>▪ looking at any available best practice within the documents related to already existing projects, and</li> <li>▪ an exchange with external actors that coordinate the initiative;</li> </ul> </li> </ul> </li> <li>- making a proposal to identify one or more public contracts to be included in the civic monitoring process, following the steps below: <ul style="list-style-type: none"> <li>o identifying the fields which are more exposed to corruption or little transparency, starting from: <ul style="list-style-type: none"> <li>▪ legislation, namely Legislative Decree 33/2013 and the tools already adopted by the regional administrations and</li> <li>▪ available good practices;</li> </ul> </li> <li>o establishing a participatory selection process in cooperation with the structure responsible for monitoring;</li> </ul> </li> <li>- civic monitoring of the contract/s selected.</li> </ul>	06/2021
City of Palermo	7.5 Applying the Advanced Integrity Pact to at least one tendering procedure.	06/2021



## 8. Simplification, performance and equal opportunities

Lead PA	Milestones	Deadline
PCM - DFP	8.1 Digital formats for performance cycle documents through the implementation of a web based project.	06/2020
	8.2 Periodical collection of updated data by public administrations in accordance with a methodological document to develop common performance indicators.	01/2020
	8.3 Drafting Guidelines to strengthen citizen participation in the performance cycle.	06/2021
	8.4 Drafting a Directive for the proper and homogeneous application of regulations on the mandatory employment of protected categories (disabled persons, victims of terrorism and organized crime, people injured or killed in the line of duty).	06/2019
	8.5 Monitoring the implementation of the Directive.	06/2021
PCM – DFP, AGID	8.6 Developing a model to measure and compare digitalization projects by clusters of administrations.	12/2020
PCM – DFP, PCM - DPO	8.7 Drafting a Directive on equal opportunities and strengthening the Guarantee Committees (CUG) in public administrations.	06/2019
	8.8 Monitoring the implementation of the Directive.	06/2021

## 9. Digital services

Lead PA	Milestones	Deadline
AGID	<p>National campaign to promote digital services addressed to the general public with the purpose of disseminating knowledge on digital rights and the opportunities offered by digital technology in the public sector:</p> <p>9.1 Outlining a plan and a strategy to promote digital services.</p> <p>9.2 Planning the national communication campaign.</p> <p>9.3 Organizing the national campaign to promote digital services.</p> <p>9.4 Mentoring Regions and Metropolitan Cities for the campaign on digital services. Using the communication kit for the activities included in the Territorial Agreements signed between AGID and the Regions and local authorities.</p> <p>9.5 AGID will assist administrations with support tools and kits for at least three campaigns on digital services.</p>	<p>01/2020</p> <p>06/2020</p> <p>01/2021</p> <p>06/2020</p> <p>06/2020</p>
AGID, DGSINFS – MIUR	<p>Italy was the first country to develop blockchain technology applied to the recognition of education qualifications. Moreover, Italy participated in the piloting phase of the European Qualifications Passport for Refugees, a project of the Council of Europe for the recognition of qualifications of refugees.</p> <p>The MIUR, with the help of AGID and the CIMEA (Information Centre on Mobility and Academic Equivalences – established by the Lisbon Convention on the recognition of qualifications – implemented a number of actions to assess and recognize refugees' education qualifications (when certificates are missing) in compliance with Italian legislation. In particular:</p> <p>9.6 CIMEA, through the service «<i>diplome</i>», is developing a portfolio for each person having education qualifications for people to be able to upload their qualifications using blockchain technology, leading to a decentralized, transparent, certified and unalterable education qualification management system. This will make it easier for students, graduates or professionals to enroll in a foreign university and access the labor market in another country. One the first case studies will focus on the qualifications held by refugees. At the end of the project higher and further education institutions will have the possibility to use this technology.</p>	12/2019
The Agency of Customs and Monopolies	The Agency of Customs and Monopolies, very active in the use of new technologies to simplify procedures for enterprises, used the potential of blockchain to develop a blockchain prototype – which is not operational yet – applied to the	

	<p>tracking of alcoholic products. As to the development of digital services, the Agency will expand the range of services supplied in compliance with the “once only” and “full digital” principles. In particular:</p> <p>9.7 develop new blockchain applications to track products and goods and increase the participation of citizens and businesses in state-of-the-art IoT systems.</p> <p>9.8 Enhance reuse capabilities of data held by other administrations to simplify procedures for companies.</p> <p>9.9 Digitalize payment operations using a “payment portal” connected with the platform PagoPa.</p>	<p>06/2021</p> <p>06/2021</p> <p>12/2020</p>
MAECI	<p>We intend to enhance the functionalities of the consular services portal “FAST IT”, which offers services and information to Italian citizens living without having to physically visit the consular offices.</p> <p>9.10 Spreading the use of Digitalized Consular Services among citizens living abroad through the diplomatic-consular network.</p> <p>9.11 Delivering new services including the possibility to inform about the relocation from a foreign country to another, through the portal.</p>	<p>06/2020</p> <p>12/2020</p>
PCM – DPE	<p>9.12 A pilot project to optimize the translation of institutional websites into several languages based on international and technical standards. The project implies identifying technical and drafting solutions to integrate the machine translation tool “eTranslation” (supplied by the European Commission) in the Content Management System (CMS) of websites. The pilot site will be that of the Department for European Policies.</p> <p>9.13 Creating at least one section using the new system. Prototype for the pilot project.</p> <p>9.14 Developing a model with procedures and solutions and make it available to other administrations.</p>	<p>06/2019</p> <p>12/2019</p> <p>12/2020</p>
PCM - DPF	<p>Regarding policies and services for work-life balance and support to elderly people, open government measures can ensure a better service delivery.</p> <p>9.15 Georeferencing childcare services.</p> <p>9.16 Georeferencing municipal and local good practices on policies and services for families.</p> <p>9.17 Establishing a national active ageing network of institutional stakeholders and civil society.</p> <p>9.18 Digital innovations to facilitate access to subsidies for newborns and childcare.</p>	<p>06/2021</p> <p>06/2021</p> <p>06/2021</p> <p>06/2021</p>



Unioncamere	<p>COACHING PA: Chambers of Commerce will coach newly established companies (for the first month after their registration) and introduce digital knowledge and tools:</p> <p>9.19 Simplify bureaucracy (available tools and obligations to meet).</p> <p>9.20 Be digital (digital services provided by the Chambers of Commerce, national charter of services, digital signature, SPID (digital identity), PEC (certified electronic mail), <i>cassetto digitale</i> (digital drawer), digital procedures, e-invoices, digital books).</p> <p>9.21 Be in the market as key players (read and use databases from the Chambers' system, become familiar with foreign markets, learn about trends in national and local economy).</p>	<p>11/2019</p> <p>02/2020</p> <p>12/2020</p>
Puglia Region	<p>As a result of the Framework Agreement with AgID, the Puglia region was designated as a Local Aggregator for Digitalization (SATD). This role is needed since digital innovation necessarily requires cultural support in addition to economic, operational and technological support to be given to regional offices and local authorities throughout the region. This commitment aims at:</p> <ul style="list-style-type: none"> <li>• supporting local authorities in adopting the public system of digital identity (SPID) to access digital services on web portals;</li> <li>• encouraging the use of SPID among citizens to access local and national digital public services.</li> </ul> <p>Objectives mainly include:</p> <p>9.22 Increasing the number of SPID users among citizens in Puglia, covering 15%.</p> <p>9.23 Increasing the number of services delivered through SPID, covering 15%.</p> <p>9.24 Increasing the number of services delivered through SPID, covering 50%.</p> <p>9.25 Services delivered through SPID, covering 100%.</p> <p>Adopting an evolutionary approach for the regional system of public digital services on the web by creating a catalogue of services which can be dynamically searched through apps and accessed through a single gateway with a single document management system to support administrative procedures and accessible with a single digital identity (SPID) from a computer, a tablet or smartphone.</p> <p>In relation to digital services, at the end of the project:</p> <p>9.26 % digital services delivered = 15% of authorization procedures.</p> <p>9.27 % digital services in the catalogue = 20% of total services.</p>	<p>12/2019</p> <p>12/2019</p> <p>12/2020</p> <p>12/2021</p> <p>12/2019</p> <p>12/2019</p>

	<p>9.28 % digital services delivered = 80% of authorization procedures.</p> <p>9.29 % digital services in the catalogue = 100% of total services.</p>	<p>12/2021</p> <p>12/2021</p>
City of Rome	<p>Making the relationship between citizens and businesses and the City of Rome easier and more efficient as a result of the implementation of the Triennial ICT Plan for the City of Rome. In particular, regarding enabling platforms:</p> <p>9.30 Implement the developments of national platforms such as ANPR, PagoPA, SPID, for a greater integration of digital services.</p> <p>9.31 Develop or reengineer the City of Rome's application solutions to deliver common services to various subsystems, i.e. resource management systems (ERP), electronic document management system (GED), preferring the FLOSS approach.</p> <p>Regarding tools and system to generate digital services:</p> <p>9.32 Develop applications or implement evolutions to services to citizens (like the Unified System to Send Notifications) and to businesses (like the SUAP), making them compliant with the accessibility and usability standards set for the City of Rome's institutional portal, and finally set up the Citizen's Digital House as part of a multi-channel interaction strategy.</p>	<p>12/2019</p> <p>12/2020</p> <p>12/2020</p>
ME – General Direction qualified	<p>9.A1 In order to provide all stakeholders - school staff, students and families - with a public information service that is timely, complete, transparent, secure and with general and free access to the services and resources made available in response to the current emergency situation, some sections of the Ministry of Education website are created and continuously updated, such as:</p> <ul style="list-style-type: none"> <li>- the web section "New Coronavirus", dedicated to information for schools, universities, Afam institutions (Higher education, artistic, musical and dance), on the management of the coronavirus. The page is constantly updated with the latest news, answers to the most frequently asked questions, acts and regulations, useful links (online from 17 February 2020);</li> <li>- the web section "Distance learning", to support schools in the period of suspension of teaching activities in presence (online from 2 March 2020). From the beginning of the health emergency, the links of the various sections of the page allow you to reach and use the platforms and tools made available to educational institutions totally free of charge thanks to specific Protocols signed by the Ministry. The web page, structured in different sections, allows you to access: <ul style="list-style-type: none"> <li>o training materials, links, seminars and webinars, which encourage the exchange of good practices and twinning between schools;</li> </ul> </li> </ul>	<p>06/2021 (with specific reference to the section "Let's go back to school")</p>

	<ul style="list-style-type: none"> <li>○ certified online teaching platforms made available by partners who have active collaborations with the Ministry;</li> <li>○ useful content for lessons and in-depth materials provided by partners such as Rai Cultura, Treccani, Reggio Children and Unicef Italia;</li> <li>○ a support community dedicated to teachers and school managers;</li> </ul> <p>- the web section "Let's go back to school", containing all the documents and materials useful for schools, school staff and families, which illustrate how to return to school in September for the school year 2020/2021: available on page the documents of the Ministry, those of the Technical-Scientific Committee for the emergency relating to the School sector, the links to the pages of the Regional School Offices, the answers to the most frequently asked questions received by the Ministry (online from 10 August 2020).</p> <p>All sections - as specified above - are constantly updated.</p>	
ME - DGEFID	<p>To promote transparency, integrity, accountability and citizen participation in support of democracy and inclusive growth in the country, it is necessary - first of all - to promote the development of digital skills and reduce the digital divide, guaranteeing all citizens the ability to easily access information and services of the PA.</p> <p>In the extraordinary and difficult contingency determined by the spread of COVID-19, the MI - to allow all students to access lessons and study at a distance - has planned a project to guarantee even less well-off students their own device: the development project of the equipment for BYOD and individual digital devices, called "SMART CLASS", is mainly financed with European funds AXIS II - FESR - Infrastructure for education.</p> <p>With this project, the Ministry of Education aims to guarantee distance learning and therefore the right to study of young Italian citizens. The project aims to equip students - who do not have them - with personal devices, necessary for the activation of forms of distance learning (DaD) to be implemented exclusively or integrated in schools following the epidemic from coronavirus.</p> <p>9.A2 First cycle schools</p> <ul style="list-style-type: none"> <li>- Publication of public notice linked to the implementation of specific objective 10.8 (dissemination of the knowledge society in the world of education and training and adoption of innovative teaching approaches) within the context of action 10.8.6. Specifically, the purpose of the Notice is to equip schools in the first cycle of education with devices - intended as digital devices for individual use - to be assigned on free loan to female students and students who do not have them. The need to equip first cycle schools arises from the observation that younger students are rarely in possession of personal devices (protocol no. 4878 of 17/04/2020).</li> </ul>	12/2020

	<ul style="list-style-type: none"> <li>- Publication of rankings, with almost 5,000 funded first-cycle institutes (prot.n.10292 of 29/04/2020).</li> <li>- Authorization publication (4/05/2020).</li> <li>- Monitoring report.</li> </ul>	
	<p>9.A3 Provincial Centers for Adult Education (CPIA), prison wards and hospital polo schools</p> <ul style="list-style-type: none"> <li>- Publication of a notice for the purchase of digital devices for distance learning intended for the provincial centers for adult education (CPIA), prison sections and polo schools in hospitals (prot. 10478 of 6 May 2020).</li> <li>- Publication of rankings, with 255 funded institutions (prot.n.11057 of 14/05/2020).</li> <li>- Authorization publication (19/05/2020).</li> <li>- Monitoring report.</li> </ul>	12/2020
	<p>9.A4 Second grade secondary schools</p> <ul style="list-style-type: none"> <li>- Publication of a public notice extending the "PON Smart Class" project - which with the April notice (prot. 4878/2020) was addressed exclusively to the first cycle of education - also to the second cycle (prot. 11798 of June 15, 2020). The goal is to allow second-cycle schools to create digital educational centers aimed at guaranteeing and supporting the growth of students' skills through new learning methodologies, also in line with the need to adapt spaces to reduce risk of contagion. To this end, it will be possible to acquire useful and functional equipment to guarantee forms of learning with the use of BYOD (Bring your own device), or to assign devices on free loan for use to female students and to students who do not have them, in order to guarantee equal opportunities and the right to education. This measure is also included in the priorities of Actions # 4 and # 6 of the National Plan for the digital school (PNSD), which will contribute to the financing of the projects, presented on the basis of the Notice, in some of the so-called regions "More developed", in order to guarantee the widest possible coverage.</li> <li>- Publication of rankings, with 2,198 funded second-cycle institutions (prot.n.11978 of 10 July 2020).</li> <li>- Authorization publication (16/07/2020).</li> <li>- Monitoring report.</li> </ul>	12/2020
ME - DGEFID	9.A5 GO DIGITAL - Social awareness actions for students on network security and digital citizenship	06/2021

## 10. Digital citizenship and skills

Lead PA	Milestones	Deadline
AGID	<p>10.1 Drafting the Guide and make it an easy and practical tool for citizens and businesses to be informed and updated on their digital rights and forms of protection when administrations do not allow them to do so.</p> <p>10.2 Promotion and dissemination activities in the field of digital rights for administrations and citizens, including through forms of cooperation with local administrations (health offices, schools).</p>	<p>09/2019</p> <p>From 01/2020 to 09/2020</p>
PCM – DFP	<p>10.3 Publication of the website presenting all the goals and functions of the platform to self-assess public employees' digital skills (digital complementary skills) and suggestions for customized training courses.</p> <p>10.4 Starting the pilot implementation phase of the platform in at least three administrations.</p> <p>10.5 Opening the platform to all administrations and public employees.</p> <p>10.6 Start publishing aggregated data and statistics on the skills and training for public employees in an open format.</p>	<p>06/2019</p> <p>06/2019</p> <p>04/2020</p> <p>05/2020</p>
INPS	<p>10.7 Start a pilot implementation phase run by PCM-DFP to self-assess digital skills in public administration (Digital complementary skills) in a preliminary sample of employees.</p> <p>10.8 Expanding the pilot phase to include a second and larger sample of employees.</p> <p>10.9 Developing a training plan based on the outcome of the self-assessment exercise done with the platform.</p> <p>“Future digital citizens in action” – Three year project for learning-and-working schemes (Law 107/2015 - <i>La Buona Scuola</i>) on digital citizenship education: from the awareness of welfare rights and safeguards granted by INPS to the commitment to making people capable of using online services. Beneficiaries: students in the 3rd, 4th and 5th year, with the active involvement of 5th year students in literacy activities for people over 65 years in cooperation with local authorities and civil society and third sector organizations. Planning will take place after the publication of the MIUR's Decree establishing the guidelines regarding “measures for cross-cutting skills and guidance” as envisaged by the Budget Law 145/2018, single article, par. 785. The activities will include:</p> <p>10.10 Planning and delivering, in compliance with MIUR's Directive 170/2016, a trainers' training course, for</p>	<p>06/2019</p> <p>02/2020</p> <p>05/2020</p> <p>06/2021</p>

	<p>teachers, selecting and publishing online educational material and support tools to handle:</p> <ul style="list-style-type: none"> <li>- introductory classes for 3rd year students;</li> <li>- activities under the working-learning scheme for 4th and 5th year students.</li> </ul>	
MIBAC	<p>MIBAC – “Factory of ideas”, production of directly managed digital content and services in public libraries.</p> <p>10.11 The project was developed to adequately exploit the innovation potential of the new BIBLIOMEDIATECA in Potenza. Creative learning activities will be implemented, including:</p> <ul style="list-style-type: none"> <li>- robotics workshop;</li> <li>- coding courses;</li> <li>- educational robotics courses;</li> <li>- educational workshops for all schools, robotics competitions;</li> <li>- team building activities for adults, workshops for manipulating materials and making objects.</li> </ul> <p>The project also includes the management and direct administration of digitalization services as well as the creation of both analogue and digital products and content.</p>	04/2020.
PCM - DGSCN	<p>Design and implement a “Youth Portal” to promote the involvement of young people between 14 and 35 years as well as their greater and easier inclusion in the social and economic fabric of the country.</p> <p>The project includes two phases whose development runs parallel but follows a different schedule and modalities.</p> <p>Phase 1</p> <p>Developing a web platform to allow young people to apply online – using SPID – for universal Community Service. Currently, applications can only be hand-delivered or sent by registered mail to the hundreds of agencies across the country. The platform is going to make it easier for young people to use this opportunity and will help optimize a complex procedure by improving effectiveness and efficiency for public administrations and agencies. The main objectives include:</p> <p>10.12 Developing a prototype to be tested internally.</p> <p>10.13 (Pilot) implementation of the platform.</p> <p>10.14 Monitoring and assessing the functioning of the platform.</p> <p>10.15 Reviewing the tool based on the feedback received and criticalities observed.</p> <p>Phase 2</p> <p>Designing and implementing a Youth Portal (which is also going to include the product under point 1), i.e. a web platform acting as a single point for youth to access dedicated opportunities. In particular, the Portal will provide information, facilitate networking among youth, help connect with institutions and</p>	<p>08/2019</p> <p>09/2019</p> <p>12/2019</p> <p>03/2020</p>

	<p>exchange experiences. The main implementation phases include:</p> <p>10.16 Feasibility study.</p> <p>10.17 Developing the system infrastructure and defining the content, as well as building a network of relations with other administrations offering opportunities for the youth.</p> <p>10.18 Developing a prototype to be tested internally.</p> <p>10.19 (Pilot) implementation of the platform.</p> <p>10.20 Monitoring and assessing the functioning of the platform.</p> <p>10.21 Reviewing the tool based on the feedback received and criticalities observed.</p>	<p>08/2019</p> <p>01/2020</p> <p>05/2020</p> <p>07/2020</p> <p>01/2021</p> <p>03/ 2021</p>
Unioncamere	<p>10.22 Developing a technical standard to define the general requirements for the certification of digital skills for businesses and public administration, with a special focus on the skills needed by “Digital Innovation Managers” (e-leadership skills).</p> <p>10.23 Dissemination activities.</p>	<p>10/2019</p> <p>06/2020</p>
Regions and Autonomous Provinces	<p>In order to accelerate the coordinated development of Digital Citizenship, Regions commit to:</p> <p>10.24 defining and implementing projects to allow citizens to access the web in an easy and cost-free way (public WiFi networks).</p> <p>10.25 Defining and implementing projects to disseminate digital skills among the population (digital literacy, digital culture, etc.).</p> <p>10.26 Defining and implementing projects to create spaces and opportunities for citizens and public administration to discuss, co-design and co-assess public services (innovation labs, open labs, telecenters, etc.).</p>	<p>12/2020</p> <p>12/2020</p> <p>12/2020</p>
City of Rome	<p>Initiatives to support the dissemination of digital skills for citizenship including the establishment of more “<i>Punti Roma Facile</i>” (Easy Rome Points) and activities of the “<i>Scuola Diffusa per la Partecipazione e la Cittadinanza Digitale</i>” (Diffused School for Digital Citizenship and Participation), including gender mainstreaming actions too.</p> <p>10.27 Drafting a regulation on the assistance to be provided to <i>Punti Roma Facile</i> and the <i>Scuola Diffusa</i>.</p> <p>10.28 Starting training activities of the <i>Scuola Diffusa</i> in cooperation with public and private entities, including specific actions on gender objectives, gathering information and data about the participation of women</p>	<p>04/2019</p> <p>10/ 2019</p>

	<p>in the initiatives proposed and taking into account the problems of foreign women.</p> <p>10.29 Expanding the current network of <i>Punti Roma Facile</i> with the inclusion of other public administrations and private entities.</p> <p>In respect to the platform to self-assess public employees' digital skills:</p> <p>10.30 piloting the digital skills self-assessment platform developed by PCM-DGP on a sample/area of employees.</p> <p>10.31 Relevant training initiatives also on the basis of previous assessments.</p> <p>10.32 Integrating the use of the platform in the internal training and assessment cycle.</p>	<p>03/2020</p> <p>10/2019</p> <p>02/2020</p> <p>05/2020</p>
ME-DGPER	<p>To train our students and, therefore, the citizens of tomorrow we must start with the training of the teaching staff starting with the newly hired staff.</p> <p>Training for newly hired teachers 2020-2021 - initiative included in the training area referred to in Ministerial Decree n. 805/2015 - considering the particular moment of health emergency, it could not fail to foresee further training actions for teachers on the methods, tools and resources of distance learning.</p> <p>In particular, the training will be structured in such a way as to ensure the full usability of online content starting from the first days of September 2020 and will be organized through common modules and specific in-depth studies, aimed at the different needs of the orders and grades of school (childhood , primary, first and second grade secondary).</p> <p>The initiative involves: 18 regional school offices, INDIRE, 319 training centers, accredited / qualified organizations and associations.</p> <p>10.A1 adoption of the DGPER note with indications for the training of newly hired teachers;</p> <p>10.A2 opening INDIRE platform for the training of newly hired teachers;</p> <p>10.A3 provision of workshops and territorial training meetings;</p> <p>10.A4 monitoring and possible remodeling of the training model for the following year.</p>	<p>09/2020</p> <p>11/2020</p> <p>05/2021</p> <p>06/2021</p>
ME-DGPER	<p>Teacher training plan for the teaching of civic education (note DGPER prot. No. 19479/2020).</p> <p>The initiative also includes training modules related to "digital citizenship" in line with Legislative Decree n. 92/2019.</p> <p>The Ministry deems it necessary to adequately train school staff on the objectives, contents, methods, teaching practices, the organization of civic education as well as in the area of knowledge of the Italian Constitution, of the European institutions, of environmental sustainability also in the area of</p>	



	<p>active and digital citizenship, to be included across the disciplines envisaged in the specific course of study.</p> <p>The training modules are intended, first of all, to one of the coordinators for civic education who will have the task of facilitating the implementation of teaching through tutoring, consultancy, accompaniment, training and support for planning in comparisons with colleagues, according to the paradigm of "cascade training", to facilitate the development and implementation of multidisciplinary projects and internal collaborations between teachers, to give substance to the transversal nature of teaching. Each training module, which may not last less than 40 hours and which is configured as a certified "training unit", is divided into at least 10 hours of lessons (also through online platforms, favoring laboratory activities and expert interventions) addressed to the contact persons for civic education, who will then have to undertake to carry out functions of tutoring, training and support to the colleagues of the school institutions to which they belong, for a further 30 hours. The training activities involve a minimum of 15 to a maximum of 30 participants and are subjected to constant monitoring and final evaluation through the platform function sofia.formazione.it.</p> <p>Particular attention will be paid to awareness-raising activities for responsible citizenship in preschools and CPIAs (adult education).</p> <p>The Plan involves: 18 regional school offices, 319 polo schools for training, accredited / qualified bodies and associations for training pursuant to Directive no. 170/2016.</p>	
	10.A5 adoption of a circular note on the training plan for civic education teachers.	07/2020
	10.A6 registration of fund commitment decrees.	09/2020
	10.A7 identification of teachers who will follow the training courses.	10/2020
	10.A8 provision of training courses.	06/2021
	10.A9 analysis and monitoring and remodeling of training interventions for the following year.	08/2021

# Attachments





## A – List of digital services to be published in the period 2019-2021

Service	Description of service	Lead Administration	Field of action
Encouraging the development of digital services	<p>As a result of the implementation of the Triennial ICT Plan for the City of Rome, more initiatives to make the relationship with citizens and businesses easier and more efficient will be implemented. In particular, regarding enabling platforms, we will:</p> <ul style="list-style-type: none"> <li>- Implement the developments of national platforms such as ANPR, PagoPA, SPID, for a greater integration of the Municipality's digital services;</li> <li>- Develop or reengineer the City of Rome's application solutions to deliver common services to various subsystems, i.e. resource management systems (ERP), electronic document management system (GED), preferring the FLOSS approach.</li> </ul> <p>Regarding the tools and systems to generate digital services, we will:</p> <ul style="list-style-type: none"> <li>- Develop applications or implement evolutions to services to citizens (like the Unified System to Send Notifications) and to businesses (like the SUAP), making them compliant with the accessibility and usability standards set for the City of Rome's institutional portal, and finally set up the Citizen's Digital House as part of a multi-channel interaction strategy.</li> </ul>	City of Rome	Digital services
CONSIP mobile	Making an app available – which can be accessed from any mobile device and through any technology – for real time interaction with citizens, businesses and administration on the CONSIP system: calls for tenders, data dashboard, news and communications.	CONSIP	Digital services
Encouraging digital services	<p>As a result of the Framework Agreement with AgID, the Puglia region was designated as a Local Aggregator for Digitalization (SATD). This role is needed since digital innovation necessarily requires cultural support in addition to economic, operational and technological support to be provided to beneficiaries, first and foremost regional offices and local authorities throughout the region.</p> <p>ACTIONS</p> <ul style="list-style-type: none"> <li>- Supporting local authorities in adopting the public system of digital identity (SPID) to</li> </ul>	Puglia Region	Digital services

	<p>access digital services on web portals. Encouraging the use of SPID among citizens to access local and national digital public services.</p> <ul style="list-style-type: none"> <li>- Adopting an evolutionary approach for the regional system of public digital services on the web by creating a structured catalogue of services which can be dynamically searched through interfaces to present services to users (apps) and accessed through a single gateway with a single document management system to support administrative procedures and accessible with a single digital identity (SPID) from a computer, a tablet or a smartphone.</li> </ul>		
Pilot project to optimize the translation of institutional websites into several languages.	The project implies identifying technical and drafting solutions to integrate the machine translation tool “eTranslation” (supplied by the European Commission) in the Content Management System (CMS) of websites. The pilot site will be that of the Department for European Policies	PCM - DPE	Digital services
Digitalization of consular services	<p>The project aims at enhancing the functionalities of the consular services portal “FAST IT”, which provides services and information to Italian citizens living abroad without having to physically visit the relevant consular offices.</p> <p>More specifically, the portal will allow citizens to communicate to their consular office their relocation abroad and any other update of their personal data which may be necessary once they register with the consular register. Thanks to the portal, citizens will be able to apply for a number of additional services. The Portal offers SPID access. Citizens will also be able to access the progress status of their application.</p>	MAECI	Digital services
Integrated youth interaction system	Designing and implementing an integrated youth communication and interaction system (social platform, app, dedicated website) to facilitate participation in the universal community service, through a user-friendly, cost-effective and transparent digital service.	PCM - DGSCN	Digital services
Creation of single European identification code (ESSN)	Project for the creation of a single European identification code (ESSN) for the identification of citizens moving through the EU, avoiding cases of tax frauds or dual identity and enhancing the security level of European welfare systems. The blockchain technology was identified as the tool to facilitate the introduction of the ESSN, and overcome existing regulatory constraints and limitations in MS, since it represents the most	INPS	Blockchain

	tangible response to the issues of interoperability, security, transparency, sovereignty and privacy.		
CreditoNet 2.0	The DG for Information Systems and Innovation (DSII) at MEF-DAG provides, through the NoiPA system, public employees management services to over 2 million users. In particular, CreditoNet is the service which allows to deliver and manage payroll deductions for loans taken out by public employees. Thanks to the project CreditoNet 2., DSII aims at maximizing the value and effectiveness of services delivered by MEF and strengthening cooperation with the Financial Institutions, through the use of DLT (Distributed Ledger Technology) blockchain, simplifying and assuring the correctness and inalterability of all transactions to all the actors involved in the process (financial institutions, employees, DSII).	MEF	Blockchain
App on open competitions to access the Armed Forces	Develop the app “Open Competitions to access the Armed Forces”, an application for tablets and mobile devices offering summarized information on employment opportunities in the Armed Forces and the Carabinieri Corps.	Ministry of Defense	Digital services
Notarization of education qualifications	The MIUR, with the help of AGID and the CIMEA (Information Centre on Mobility and Academic Equivalences – established by the Lisbon Convention on the recognition of qualifications – implemented a number of actions to assess and recognize refugees’ education qualifications (when certificates are missing) in compliance with Italian legislation. CIMEA, through the service « <i>diplome</i> », is developing a portfolio for each person having education qualifications through which people will be able to upload their qualifications using blockchain technology, leading to a decentralized, transparent, certified and unalterable education qualification management system. This will make it easier for students, graduates or professionals to enroll in a foreign university or access the labor market in another country.	AGID, DGSINFS - MIUR, CIMEA	Blockchain
Use of new technologies to simplify procedures for companies	The Agency of Customs and Monopolies, very active in the use of new technologies to simplify procedures for enterprises, used the potential of blockchain to develop a blockchain prototype – which is not operational yet – applied to the tracking of alcoholic products. As to the development of digital services, the Agency will expand the range of services supplied in compliance with the “once only” and “full digital” principles. In particular by: <ul style="list-style-type: none"> <li>- Developing new blockchain applications to track products and goods and enhance the</li> </ul>	Agency of Customs and Monopolies	Blockchain

	<p>participation of citizens and businesses in state-of-the-art IoT systems.</p> <ul style="list-style-type: none"><li>- Enhancing reuse capabilities of data held by other administrations to simplify procedures for companies.</li><li>- Digitalizing payment operations using a “payment portal” connected with the platform PagoPa.</li></ul>		
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## B - Open Government Forum – Organization and Functioning

The Open Government Forum, established in compliance with the [recommendations of the Open Government Partnership](#), is a tool for the permanent consultation of stakeholders established within the framework of Italy's participation in the OGP.

### Scope and functions of the Open Government Forum

The goals of the Forum include:

- allow a regular consultation of civil society organizations on open government issues, improving communication with them;
- greater citizens' involvement in developing and implementing the plan;
- build an appropriate feedback process to identify civil society's needs and jointly monitor the implementation of actions.

### Composition and organization of the Forum

The Forum includes civil society organizations which deal with open government issues and share its scope, functions and operating rules.

From an operational point of view, the Forum consists of:

- » a **plenary** attended by one representative per each organization. The plenary meeting is also attended by the Minister for Public Administration (or someone authorized to represent him/her), the members of the OGP team of the Department for Public Administration and all the representatives of administrations wishing to participate in the discussion of specific issues at meetings
- » three **thematic working groups** on the following issues: 1) "Transparency and Open Data", 2) "Participation and Accountability", 3) "Digital Citizenship and Innovation". Each member organization of the Forum can designate its own representatives to attend the meetings of the working groups and any subgroup established within those. The working group meetings are attended by the members of the OGP team of the Department for Public Administration and all the representatives of administrations wishing to participate in the discussion of specific issues at meetings. The thematic working groups can meet physically or remotely using appropriate remote communication tools. Each group appoints its own coordinator who has the task of facilitating meetings and online discussions and report to the plenary meeting on the progress of work of the group.

### Operating Rules of the Forum

The following rules apply to the Forum:



## I – Periodical meetings

The OGP team shall hold periodical meetings at the Department for Public Administration according to the following schedule:

- Plenary: at least once every semester;
- Working groups: once every two months.

The OGP team shall send a notification to convene meetings at least 15 days before the fixed date.

## II – Clear agendas

The meeting notification (for the plenary and working groups) shall include a clear indication of the issues to be discussed and the working methodology to be used.

The documents for discussion during the meeting shall be made available online to participants.

## III – Publicity of work

All the outcomes of the consultation of the Forum, the list of member organizations, contributions received and any document open for discussion shall be available in a dedicated section of the website [www.open.gov.it](http://www.open.gov.it)

## IV - Inclusiveness

The Forum was established to be open and inclusive. Therefore, civil society organizations wishing to become members can apply by filling in the form available at <https://goo.gl/lvsGMz>.

The OGP team – after assessing that the organization fulfills the necessary requirements – shall send a confirmation letter and include the organization in the list of participants to the Forum.

## V- Majority

The Forum is not a decision-making body and cannot therefore adopt any act or measure.

If it has to decide on the organization of work and on recommendations to the OGP team and to the administrations interested in single actions, the Forum shall proceed on the basis of the will of the majority of attendees, as voting by proxy is not allowed.

Members of the Forum can appoint a civil society organization as the contact person for monitoring for each commitment in the action plan.



This document was drafted by Italy's OGP Team established within the Department for Public Administration.

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