



ITALY EGOVERNMENT

STATE OF PLAY



POPULATION
60,820,696



GDP per capita

100

(EU = 100)

Broadband connection

55%

Households

92%

Enterprises

Unemployment rate

11,2%

Companies

3849,2

(In 000's)

Start-ups

7,22%

(Birth rate)

Students

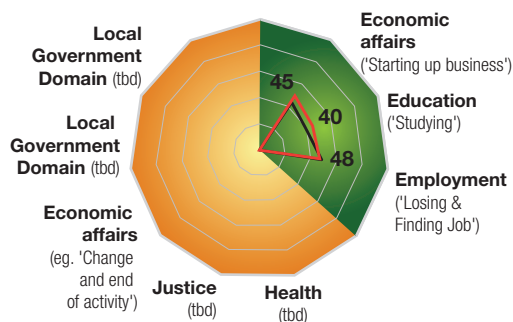
1980,4

(In 000's)

EGOVERNMENT MATURITY PER LIFE EVENT

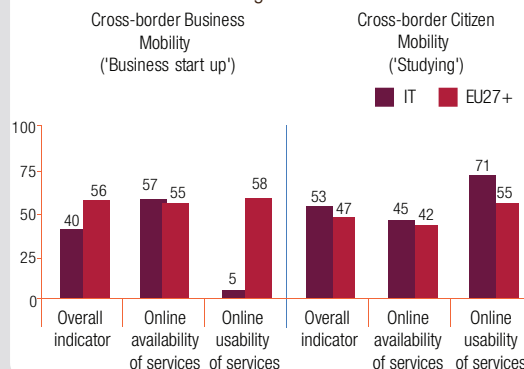
IT vs EU27+; average of top level benchmarks

■ 2012 Measurement ■ 2013 Measurement ■ IT ■ EU27+



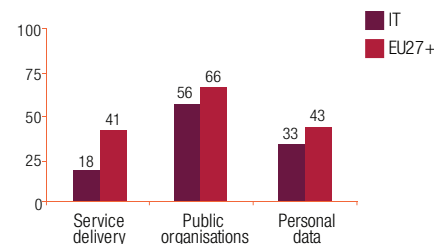
CROSS-BORDER MOBILITY

The extent to which services are online available for foreign EU citizens



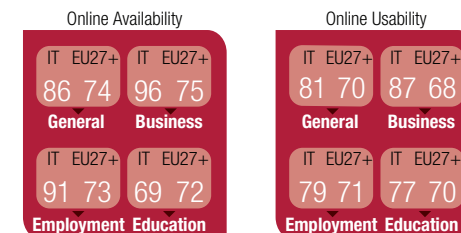
TRANSPARENT GOVERNMENT

The levels of transparency of public organisations, personal data and service delivery

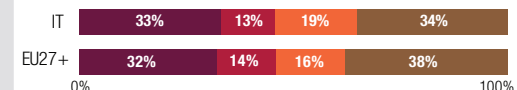


USER CENTRIC GOVERNMENT

How mature are services?



Who is using eGovernment?



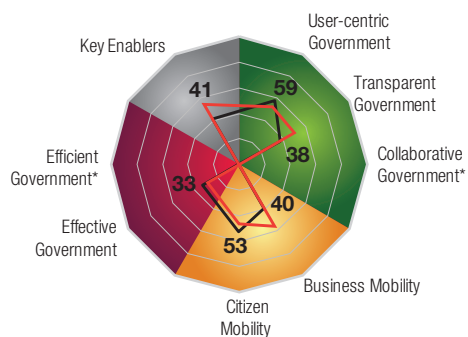
BELIEVER: eGov User eChannel Preference (loyal user) ■ DROP-OUTS: eGov Users NO eChannel Preference

POTENTIAL USERS: eGov Non-User eChannel Preference ■ NON-BELIEVER: eGov Non-User NO eChannel Preference

EGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

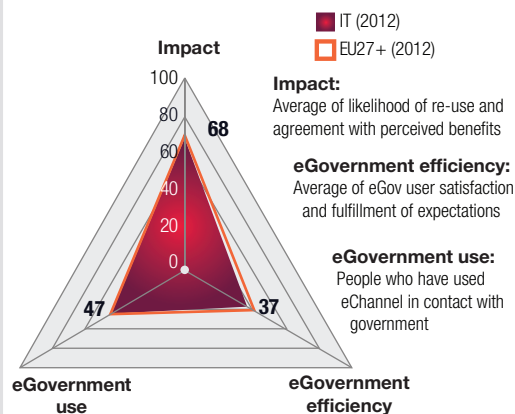
■ User Empowerment ■ Single Market ■ Efficiency & Effectiveness ■ Pre-conditions ■ IT ■ EU27+



* not part of 2012 measurement

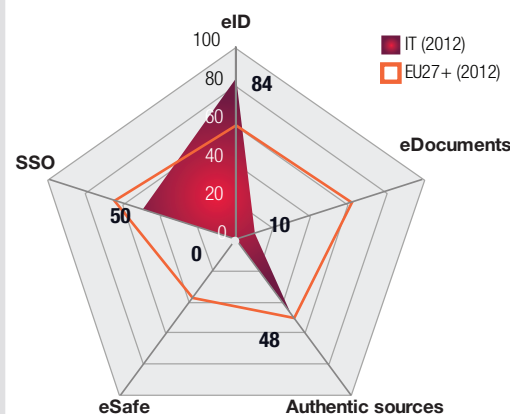
EFFECTIVE GOVERNMENT

The extent to which government succeed in satisfying their online users and achieve re-use and fulfilled expectations

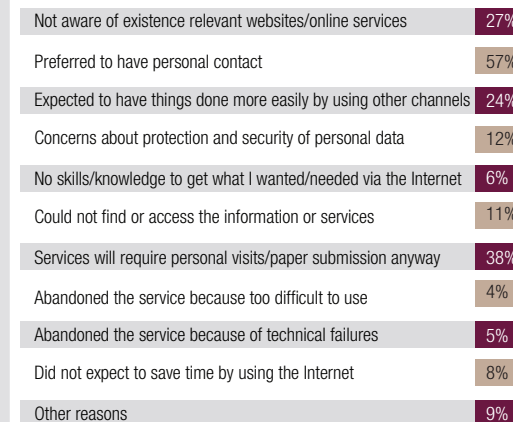


KEY ENABLERS

The extent to which key IT enablers are integrated (available) in the Life Event service models



Reasons for not using eGovernment services



eGovernment Country Factsheets legenda

The following page presents the status of eGovernment in the country as measured in the eGovernment Benchmark Report 2012 ("Public Services Online 'Digital by Default or by Detour?', assessing User Centric eGovernment performance in Europe", Background Report¹).

The measurement is conducted in part through an online assessment of public authorities' websites providing a range of services for people in three different life situations (life Events)²: people Losing their Job, people wanting to Start a Business and people Enrolling to a University. This assessment, looking at different characteristics of those services, like availability and ease of use, produces four aggregated indicators (Top-Level Benchmarks): Cross-Border Mobility, Transparent Government, User-Centric Government and Key Enablers.

The other part of the measurement consists in a survey run across a sample of 1000 internet users for each EU27+³ country, who have been asked about their experience with online public services, their expectations and their satisfaction. The user survey produces two aggregated indicators (Top-Level Benchmarks): User-Centric Government and Effective Government.

The visualizations are the following (from top to bottom and left to right):

- **eGovernment Maturity – per Life Event.** This visualisation provides the aggregate score across all Top Level Benchmarks per Life Event comparing each country with EU-27+ result.
- **eGovernment Maturity – per Top Level Benchmark.** This visualisation provides the score for each Top Level Benchmark comparing country with EU-27+ result.
- **Cross-Border Mobility** revealing the extent to which services in the specific country are online available for foreign citizens aiming to start up a business or study abroad (compared to EU-27+). (*chapter 5 of the background report*)
- **Effective Government** showing the extent to which government succeed in satisfying their online users and achieve re-use and fulfilled expectations (country vs. EU-27+). (*chapter 6 of the background report*)
- **Transparent Government** displays results for transparency of public organisations, transparency of personal data and transparency of service delivery (averages for 3 life events), comparing the specific country with EU-27+. (*chapter 4 of the background report*)
- **Key Enablers** depicts the extent to which five key enablers (i.e. technical building blocks which allow the development of high impact services) are integrated in services within the three Life Events, comparing the specific country with EU-27+. (*chapter 7 of the background report*)
- **User-centric Government** displays three elements:
 - Online availability and online usability of the services composing each Life Event and the average across all Life Events, comparing the specific country with EU-27+ average.
 - eGovernment use which defines – based on the user survey – four typologies (among people having interacted with public administrations) and shows for the specific country in comparison with EU-27+, how many loyal users, potential users, 'potential drop-outs' and 'non-believers' exist.
 - Reasons for not using eGovernment services (from the user survey), giving indication how take-up could be increased. (*chapter 3 of the background report*)

¹ You will find at the end of each indicators' description below, the chapter of the Background Report where to find a more detailed description of the indicators

² Where these services are provided by local authorities, only a sample of the five largest ones (in terms of population) is considered for the measurement.

³ EU27+ aggregate is made of EU27 countries plus Croatia, Iceland, Norway, Switzerland and Turkey.