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## MAPPING

### ***Tallinn Ministerial Declaration and the Three Year Plan for the Digital Transformation of the Italian Public Administration***

#### **Introduction**

*Tallinn Ministerial Declaration* sets out 5 specific objectives areas for the period 2018-2022; the objectives are built around the principles of the *e-Government Action Plans 2016-2020* as outlined hereafter:

1. **Digital-by-default, inclusiveness and accessibility**
2. **Once only**
3. **Trustworthiness and security**
4. **Openness and transparency**
5. **Interoperability by default.**

#### **Mapping**

For each of the above principles, the Declaration establishes 5 specific lines of policy actions and indicates one set of horizontal policy steps. The *Three Year Plan for the Digital Transformation of the Italian Public Administration* (hereafter PT) is already in line with the majority of the objectives of the *European eGovernment Action Plan 2016–2020*.

The Declaration 5 area of objectives are mapped with the PT as follows.

#### **1. Digital-by-default, inclusiveness and accessibility**

- a) *provide citizens and businesses with the option to interact digitally with public administrations, if they choose to, while following the “User-centricity principles for design and delivery of digital public services” as set out in the Annex of this declaration;*
- b) *take steps to reduce the need for citizens and businesses to unnecessarily interact with public administrations, for example, by relying on (re)use of data;*
- c) *take steps to further increase the readiness of citizens and businesses to interact digitally with public administrations by developing their digital skills as well as promoting the available digital public services (including cross-border ones);*



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- d) ensure better digital accessibility of public services and information for all citizens and businesses, including by improving the accessibility of public administration websites and mobile apps;<sup>1</sup>
- e) take steps to enable seamless digital delivery of services across sectors and collaboration in public service provision, by allowing EU institutions, private sector and civil society linkages to information held in public administration databases and systems in appropriate policy areas.

**Points a); b); d); e) are all actions included in the PT.**

**Points a); b)** Digital Interaction: the building blocks: SPID (eID) or CIE (Electronic Identity Card), PagoPA (ePayments), eDelivery, the adoption of standards, universal architectures and norms (especially with regard to public data), and an increasingly efficient aggregation of public spending through eProcurement, interoperability, design guidelines, open source, etc.).

**In particular, on a) and Appendix to the Declaration.** The document *Public Administration Services Design Guidelines* provides guidance to assure a coherent and comprehensive approach to “user centricity” at national and local level. The Guidelines have the ambition to cover 4 areas of the Design Process: Service Design, User Research, Content Design and Interface Design. The roadmap targets June 2018. The manual is available at <http://design.italia.it> and this is the community that supports development (see later) <https://designers.italia.it/> Also, funds were earmarked for user research activities such as: Workshops and other activities dedicated to the School System Sites and to the Unique Identity Digital System; Definition of guidelines and related ready-to-use tools, such as UI Kit, HTML Framework, JS, CSS and related templates, Icon Kit, etc.; Expertise development through the promotion of good practices: for example, blog posts with documented use cases, etc.; Creation of communities of practice and related reporting tools.

**Point c)** There are no specific measures for this point: skills is an issue to be addressed.

**Point d)** Italy was among the first European countries to adopt the principles of accessibility . On December 2, 2016, the 2016/2102 Directive on the accessibility of the websites and mobile applications of public sector bodies (Web Accessibility Directive – WAD) was published. Italy continues to make an active contribution to the review phase.

**Point e)** The [FICEP](#) node will allow an Italian citizen to use his or her SPID identity for obtaining services from the Public Administration of any country in the European Union and, at the same time, will allow access to the services of the Italian PA by European citizens with our own national services of digital identity.

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<sup>1</sup> Taking note and starting from the ongoing implementation of the directive on the accessibility of websites and mobile applications of public sector bodies  
[http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L\\_.2016.327.01.0001.01.ENG&toc=OJ:L:2016:327:TOC](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2016.327.01.0001.01.ENG&toc=OJ:L:2016:327:TOC)



## 2. Once only

- a) take steps to identify redundant administrative burden in public services and introduce once only options for citizens and businesses in digital public services by collaboration and data exchange across our administrations at national, regional and local level as well as with other countries for cross-border digital public services;
- b) take steps to increase the findability, quality and technical accessibility of data in key base registers and/or similar databases, to build up readiness for applying the once only principle for national or cross-border digital public services;
- c) work to create a culture of re-use, including responsible and transparent re-use of data within our administrations;
- d) make use of available funding to digitise all necessary key data and implement data exchange services between administrations for applying once only on both national and/or cross-border levels.

**Points a); b); c) are all actions included in the PT.**

**Points a); b); c)** SPID, the public system for creating a single digital identity for accessing public and some private services, is one of the enabling platforms that accelerate and standardize the development of digital services for citizens and businesses. SPID, along with ANPR (National Resident Population Register), in which all data related to citizen identity are standardized and treated in a homogenous manner, are the enabling conditions for guaranteeing that the citizen doesn't have to submit the same data every time he or she requests public service, data that the Public Administration, as a whole, is already in possession of. It is therefore a valid solution for enabling, in the future, the recognition of citizen identity, even at the European level.

**Point d)** We are using the funding provide by the *National Operational Programme on Governance and Institutional Capacity* (ITALIA LOGIN). However, there is much a need to work more closely with Regions and Local authorities to steer the use of the digital agenda regional funds towards a common goal. In the PT we introduced a more efficient form of governance and indicated common working methods and rules. The EC can help in achieving this goal.

## 3. Trustworthiness and Security

- a) speed up preparations in our countries to ensure timely implementation and promote the widespread use across sectors of the Regulation on electronic identification (eID) and trust services for electronic transactions in the internal market (eIDAS)<sup>2</sup>, including to undertake the voluntary notification of electronic identity schemes used for access to public services at earliest possibility;

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<sup>2</sup> [http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L\\_.2014.257.01.0073.01.ENG](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2014.257.01.0073.01.ENG)



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- b) work to make our digital public services secure and properly identifiable by using the eIDAS framework for qualified electronic trust services, in particular, qualified website authentication certificates and qualified electronic seals;
- c) enable the private sector to make use of national eID schemes and trust services in securing the delivery of their digital services, where beneficial to the citizen, including by the further development of single sign-on, mandates and delegations;
- d) co-ordinate, exchange and collaborate more with each other to increase our strategic, operational, research and development capacity in the area of cybersecurity, in particular via the implementation of the network and information security (NIS) directive<sup>3</sup> to strengthen the security and resilience of our public administration and services.

**Points a); b); c); d) are all actions included in the PT.**

**Point a) b) c) SPID is pursuant to eIDAS Regulation.** The protocols on which is based were already experimented at EU level through the pilot projects Stork e Stork II (Secure idenTity acROss boRders linKed).

**Point d)** The Three Year Plan defines the objectives and relative actions to be taken in order to define and protect the ICT components of the Public Administrations from the point of view of information security. In order to achieve the implementation of increasingly secure and “guaranteed” public services, the Plan considers the development and handling of a National Vulnerability Database (NVD), a catalog of vulnerabilities that integrates those available at an international level (e.g. MITRE) with those found on systems developed within the nation. The Plan takes into account the *National Strategic Framework for CyberSpace Security (QNS)* and emphasizes the rationalisation of ICT resources as a priority method to increase the security level by reducing the “surface” exposed to computer attacks. This is the most critical aspect of those identified in the *Italian Cyber Security Report 2014*.

Activities are grouped into the following areas:

- *CERT-PA*, in which the activities carried out by CERT-PA (*Computer Emergency Readiness / Response Team*, or “Computer Emergency Response Team” in support of public administration IT systems) that operates within the AgID and which supports Public Administrations in the Prevention and Response to Computer Security Incidents by Public Administrations;
- Rules and regulation, which embraces the activities of issuing regulations, technical rules, guidelines and reference documents on the aspects of security (e.g. *Minimum ICT Security Measures for Public Administrations*, also based on the contextualisation of the *National Cyber Security Framework (FNCS)*).

<sup>3</sup> <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016L1148>



- Accreditation and supervision, under the CAD, of subjects providing qualified trustee services or other regulated activities, such as the retention of IT documents, for which security aspects are relevant;
- *Assessment* and testing, which includes the activities to verify the correct implementation and compliance with the security features of the system components or service of the Public Administrations. This activity is currently being redefined and strengthened.

Also, we can mention few additional points of the national cybersecurity strategy: need for enhancing cooperation with non-governmental entities and public-private partnerships; making policymakers aware that they have a key role to play in ensuring that both public and private entities are well equipped to face the cybersecurity challenges of an ever more connected world; establishing and coordinating educational and awareness-raising campaigns as well as supporting the development and generalisation of cybersecurity training in universities and in earlier curricula; improving exchanges with security researchers and by fostering a culture of responsible vulnerability disclosure as well clear incident reporting rules.

#### 4. Openness and transparency

- a) make it possible for citizens and businesses to digitally manage their personal data held by the public administration (e.g. access, check and inquire about the use of, submit corrections to, authorise (re)use of), at least for base registries and/or similar databases;*
- b) increase the availability and quality of open government data that is of value to economy and society, including by adopting the open-by-default approach and enabling more the automatic linkages to databases (for example, by application programming interfaces);*
- c) take steps to ensure long-term preservation of public information resources in a cost-effective way by taking it into consideration in design of public administration ICT solutions.*

##### **Points a); b); are all actions included in the PT**

The Data and Analytics Framework (DAF) is the tool that the PA will use to maximize the value of public information assets, break down the barriers inhibiting data and information exchange, improve and simplify the interoperability of public data between Public Administrations and to standardize and promote the diffusion of Open Data.

The DAF introduces a new way of operating and processing the data needed to create intelligent applications for the PA, citizens and businesses. That's not all. The reduction of barriers in data exchange is also an enabling factor for possible developments of the *once only principle*.

The DAF Development Plan will provide an incremental roll-out based on the agreements with the PA that the Digital Team is implementing. In particular, a phase of experimentation will be planned which will involve a group of selected central and local PAs and will have the objective to develop data exchange models and use cases with services for PAs, citizens and businesses.



## 5. Interoperability by default

- a) *enhance the re-use of emerging joint solutions under the Connecting Europe Facility (CEF) programme or other common frameworks - in particular eID, eSignature, eDelivery, eProcurement and eInvoicing - and promote their implementation in more domains, while avoiding sectoral duplication of service infrastructures;*
- b) *make more use of open source solutions and/or open standards when (re)building ICT systems and solutions (among else, to avoid vendor lock-ins), including those developed and/or promoted by EU programmes for interoperability and standardisation, such as ISA2;*
- c) *make ICT solutions owned by or developed for the public administrations more readily available for reuse in private sector and civil society, for example, by developing and publishing terms and conditions on how third parties may reuse the solutions.*

### **Points a); b); c) are all actions included in the PT**

In the PT, the new model of interoperability aims at ensuring that public administrations have automatic access to citizens' data, without forcing them to travel from one office to the other delivering data or documents already held by public authorities, as it happens today. At the same time, the model is intended to deliver the administrations from the burden of the operational difficulties involved in writing software. To ensure correct functionality, the Plan conceives a central authority that will prescribe the new rules to make all systems fully interoperable and able to communicate with other systems. The central authority will add all services complying with these features to a catalogue that collects elements that may be used to build new functionalities useful for citizens.

The Interoperability Model is designed in accordance with the principles of the **European Interoperability Framework (EIF)** version 2.0, under the program **Interoperability Solutions for Public Administration, Businesses and Citizens (ISA, 2016 ISA<sup>2</sup>)**.

All administrations must adhere to the new interoperability model's technological standards and interoperability profiles to define and present compliant Application Programming Interface (API).

## **6. Horizontal enabling policy steps this last concluding part of the Tallin Declaration covers the following actions:**

- a) *take steps to increase the digital leadership skills among top civil and public servants and digital skills more widely within the public administration at all levels, as a necessary precondition to any successful digital transformation of public administrations;*



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- b) prepare and implement initiatives to widen and deepen the use of data and analytics (including big data) in our countries to move to data-driven public services and make full use of data for better decision-making;*
- c) commit to expand and deepen the exchange and sharing of good eGovernment practices and successful domestic solutions, to speed up the digital transformation at all levels of government – including by enhancing the joint governance structures with local and regional authorities;*
- d) make efforts to ensure adequate and timely funding resources for the prioritised digital transformation in our public administrations, at all levels;*
- e) devote resources for more and faster experimentation with emerging ICT within the public administration, including by the offering of ‘testbeds’ for researchers and businesses;*
- f) work to modernise the design of public services, procurement and contracting arrangements, to make them compatible with modern and agile ways of developing and deploying digital technology.*

In the PT the only strategic missing points are **a)** and **d)** all the others are taken care of. For point c) and f), a link could be established with the **developers community** and with the **standard and open source software, and the publically documented APIs**.