



# Digital Transformation of Italy's Public Administration

Strength and Weaknesses

*18 May 2021*

# Digital Economy and Society Index (DESI) 2020

## e-Government Benchmarking Report 2020

- The **Digital Economy and Society Index (DESI)** is a composite index that summarises relevant indicators on Europe's digital performance and tracks the evolution of EU Member States in digital competitiveness.
- The five main **DESI** dimensions (each covering a number of sub-indicators) :
  - Connectivity
  - Human capital
  - Use of Internet services
  - Integration of digital technology
  - Digital public services
- The **eGovernment Benchmark** is a monitoring instrument of the European Commission to provide insight into the use of ICT in the public sector.
- It evaluates the maturity of online public services in terms of four top-level benchmarks (each covering a number of sub-indicators):
  - User Centricity
  - Transparency
  - Key Enablers
  - Cross-Border Services

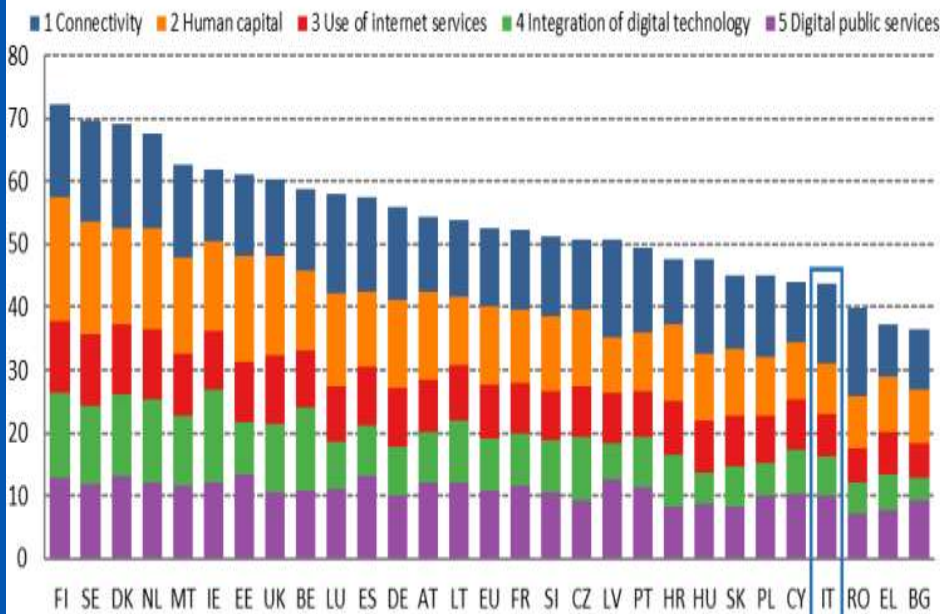
[DESI - Italy | Shaping Europe's digital future \(europa.eu\)](#)

[eGovernment Benchmark 2020: eGovernment that works for the people | Shaping Europe's digital future \(europa.eu\)](#)

# DESI 2020 Ranking

	Italy		EU
	rank	score	score
<b>DESI 2020</b>	<b>25</b>	<b>43.6</b>	<b>52.6</b>
DESI 2019	23	41.6	49.4
DESI 2018	25	36.2	46.5

Digital Economy and Society Index (DESI) 2020 ranking



# eGovernment Benchmarking Report 2020

		EU27+ average (% 2018-2019)	Country average (% 2018-2019) (growth since 2016-2017)
USER CENTRICITY	<b>Overall scores</b>	<b>86.5</b>	<b>92 (+5) *</b>
	Online Availability	86.8	92 (+3) *
	Usability	90.5	100 (+4) *
	Mobile Friendliness	76.3	77 (+15) *
TRANSPARENCY	<b>Overall scores</b>	<b>65.6</b>	<b>69 (+15) *</b>
	Service Delivery	57.8	48 (+12) *
	Public Organisations	74.4	84 (+10) *
	Personal Data	64.8	76 (+23) *
CITIZEN CROSS-BORDER MOBILITY	<b>Overall scores</b>	<b>50.8</b>	<b>39 (+11) *</b>
	Online Availability	62.3	53 (+20) *
	Usability	65.0	42 (0) *
	eID	9.3	3 (+2)
BUSINESS CROSS-BORDER MOBILITY	<b>Overall scores</b>	<b>67.0</b>	<b>86 (+19) *</b>
	Online Availability	75.5	92 (+22) *
	Usability	75.5	100 (0) *
	eID	36.0	67 (+66) *
KEY ENABLERS	<b>Overall scores</b>	<b>61.4</b>	<b>62 (+7) *</b>
	eID	57.4	50 (+2) *
	eDocuments	68.4	63 (-10) *
	Authentic Sources	56.9	48 (+16) *
	Digital Post	67.3	88 (+19) *

# Digital Transformation of Italy's Public Administration: Strengths

- **According to DESI 2020:**

- Connectivity: Italy ranks 17th in the EU on Connectivity dimension with a score of 50.0 (EU average is 50.1)
- Digital Public Services: Italy ranks 19<sup>th</sup> in the EU on Digital Public Services dimension with a score of 67.5 (EU average is 72.0)

- **According to eGovernment Benchmark 2020:**

- User Centricity: Italy scores 92 on User-Centricity, while EU27+ average is 86.5
- Transparency: Italy scores 69 on Transparency, while EU27+ average is 65.6
- Business cross-border mobility: Italy scores 86 on Business cross-border mobility, while EU27+ average is 67.0
- Key enablers: Italy scores 62 on Key enablers, while EU27+ average is 61.4



# Digital Transformation of Italy's Public Administration: Weaknesses

- **According to DESI 2020:**
  - Italy ranks 25th out of 28 Member States in DESI 2020 with a score of 43.6 (EU average is 52.6)
  - Human Capital: Italy ranks the last in the EU on Human Capital dimension with a score of 32.5 (EU average is 48.3).
  - Use of Internet Services: Italy ranks 26th in the EU on Use of Internet services dimension with a score of 44.5 (EU average is 58.0)
  - Integration of Digital Technology: Italy ranks 22nd in the EU on Integration of digital technology with a score of 31.2 (EU average is 41.4)
- **According to eGovernment Benchmark 2020:**
  - Citizen cross-border mobility: Italy scores 39 on Citizen cross-border mobility, while EU27+ average is 50.8

# Thank you



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