

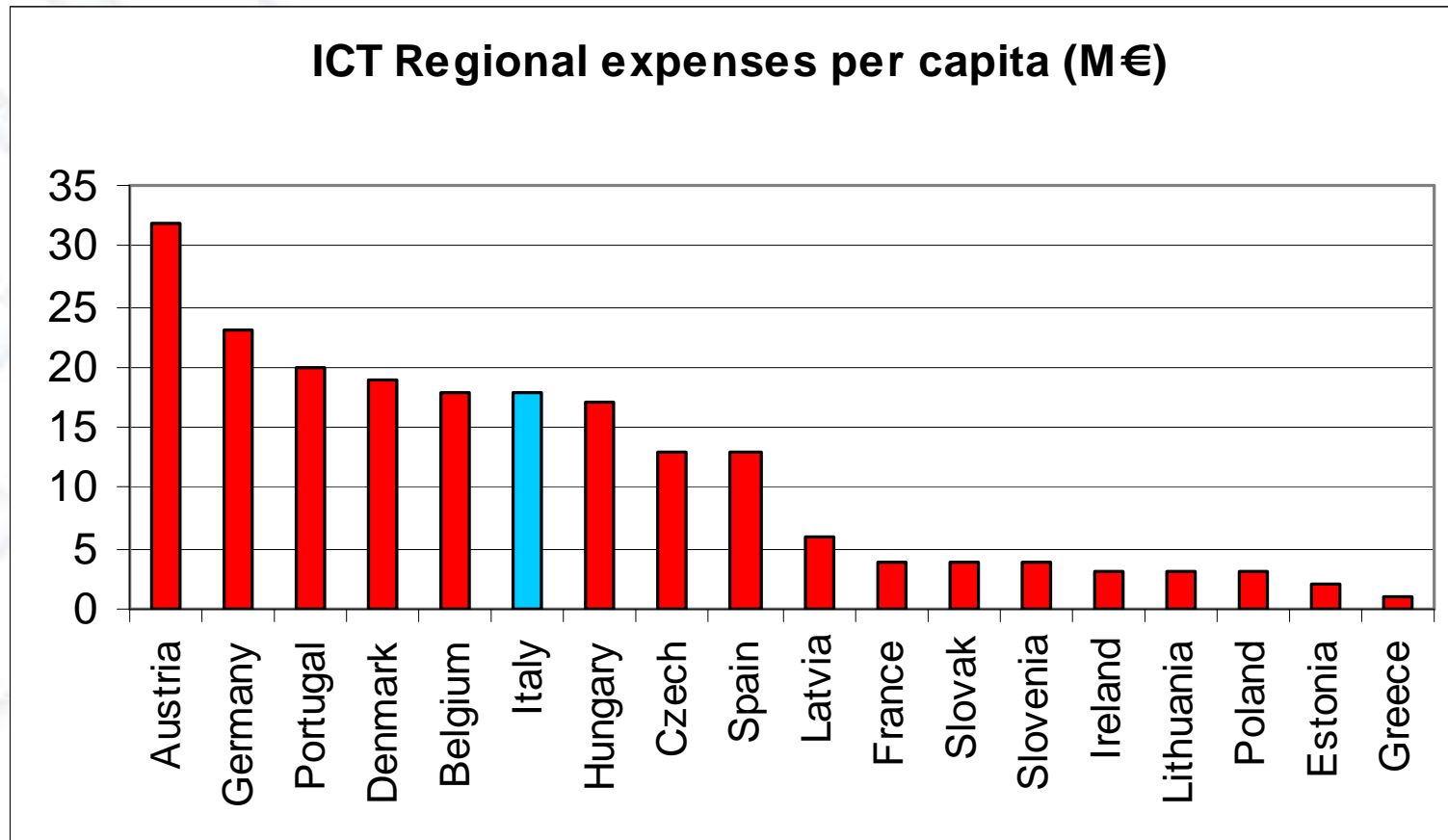
Cooperation among Public Bodies for Innovation through ICT: the Case of CSI in the Piedmont Region

Guido Albertini

International Projects Directorate

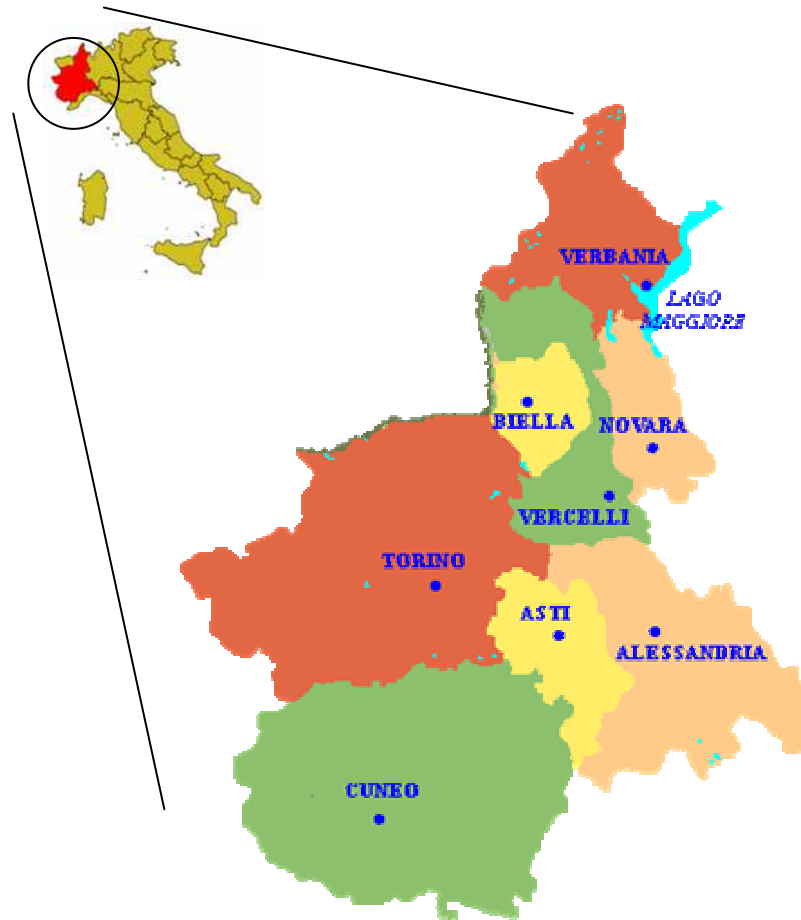
- ◆ Public ICT investments in the Piedmont Region
- ◆ The tool to implement Public ITC: the CSI-PIEMONTE experience
- ◆ Some results of the Piemonte Model

ICT Regional expenditure in 2007 in Europe



Piemonte Region Facts and Figures

- Located on the north-west of Italy, bordering with France and Switzerland
- Capital city: Turin
- 4.5 MI inhabitants
- 8 Provinces
- 1,206 Municipalities/Towns
- 8.7% contribution to the national GDP
- 5.3% unemployment rate



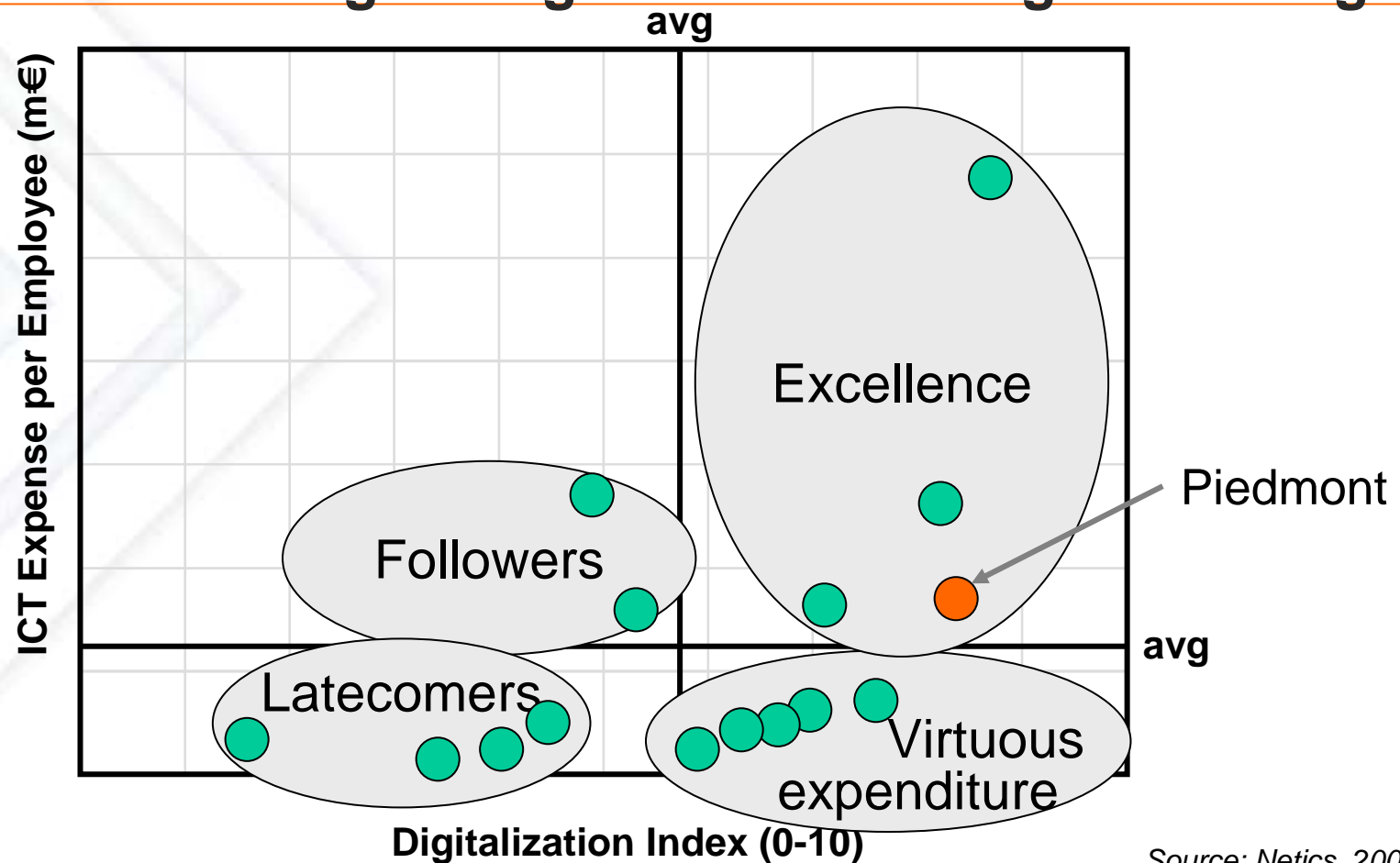
Benchmarking on Digitalization among Italian Regions

A recent study has been performed in Italy in order to compare the Digitalization of Public Processes.

Two indicators have been used:

- ◆ Expense for ICT per Number of Public Officials
- ◆ Digitalization Index (0-10):
 - ◆ number of digitalized public officials on total
 - ◆ number of LAN connected workstation on total
 - ◆ number of Internet connected workstation on total
 - ◆ number of public officials with email on total
 - ◆ IT expenditure on number of employees
 - ◆ number of digitalized processes on total

Benchmarking on Digitalization among Italian Regions

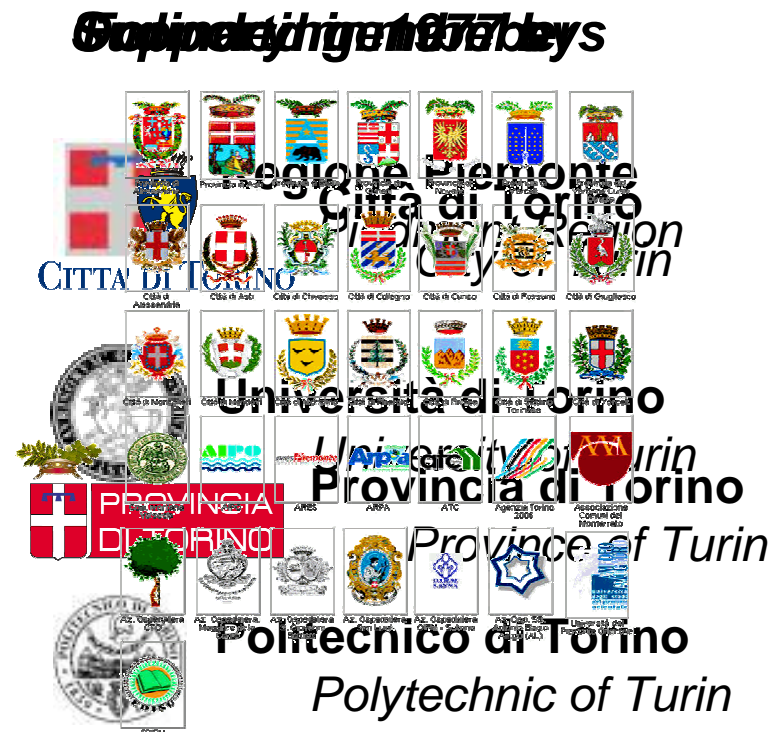


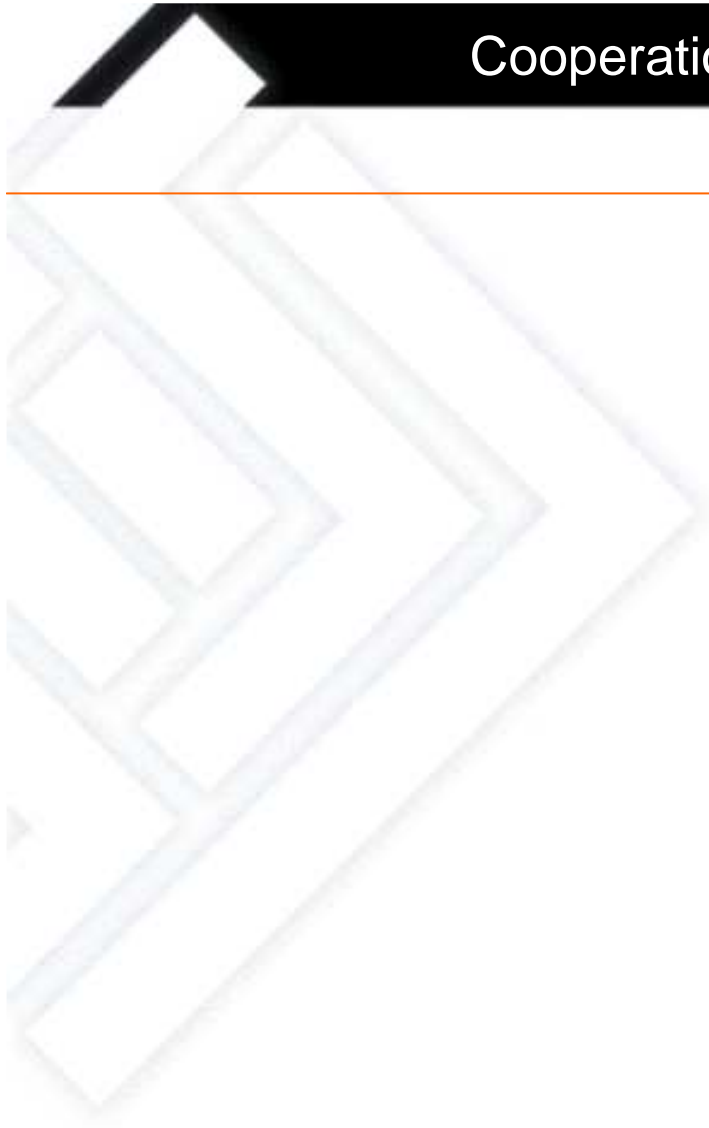
Piedmont Region is an excellence in Italy in terms of innovation in respect of moderate expenditure.

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Who We Are

CSI-Piemonte is a Public Agency owned by public stakeholders in the Piemonte territory, acting in the information and communication technologies since 1977





CSI-Piemonte action fosters:

- ◆ Cooperation among local public agencies;
- ◆ Share of the Knowledge by data-exchange and integration of information services
- ◆ Internal reorganization of the Public Sector;
- ◆ Territory infrastructure;
- ◆ Shared supply of on-line services;
- ◆ The growth of the private sector

CSI-Piemonte Facts and Figures

CSI-Piemonte main figures:

- **64 Associated Public Authorities**
- Annual revenue **180 millions €** in 2007
- **8 offices** in Piedmont, 1 in Bruxelles
- Over **1,200 employees**, Over **400 consultants**

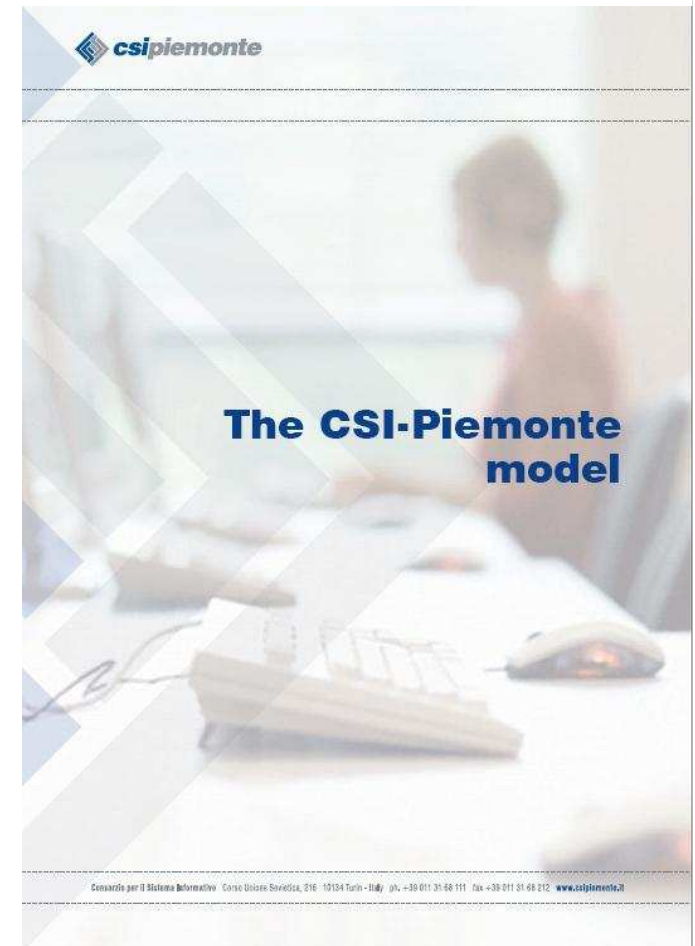
CSI-Piemonte is

- a **unique player** in terms of it being a **'public'** consortium organized along **'private'** lines
- certified according to UNI EN ISO 9001:2000 (Vision 2000) standards for Quality Management System



The CSI-Piemonte Model

CSI-Piemonte is considered an European *best practice* of an **ICT shared service centre** dedicated to the Public Sector with a **centralized architecture**, providing **integration/interoperability** of applications and data and **common project management**



CSI-Piemonte Sectors of Activity

- ◆ Information Systems for the Public Administration
- ◆ e-Government solutions

Since year 2005,
CSI-Piemonte is actively involved
in expanding its international presence both
through the **EU programmes** and the
Cooperation policy (in partnership with local
Government authorities and
in cooperation with local ICT partners)

Some international projects under way

- ◆ **B³ Regions – Interreg IV C** project to transfer knowledge on programming and development of **regional broad band programmes** to the New Member States
- ◆ EU PHARE- Twinning Poland- **Local Government Budget Management System**
- ◆ EU PHARE- Twinning Poland- **Strengthening the Polish environmental administration through information technology systems**
- ◆ FP 6 Information Technology Society: **Picture** (Process Identification and Clustering for Transparency in Reorganising Public Administrations)
- ◆ EU MEDA- Twinning Tunisia for the development of a **national Statistical Information System on data on enterprises**
- ◆ **Business Intelligence** consultancy for the Province of KwaZulu-Natal, South Africa
- ◆ InterAmerican Development Bank : consultancy on technical assistance and know how to the Government of Uruguay on **population registry systems**
- ◆ **Romania** – National project with PHARE funds on “**Technical assistance to Romanian SMEs**”
- ◆ **PEPPOL**: CIP Programme, for simplification and interoperability of e-procurement solutions of the different Member States

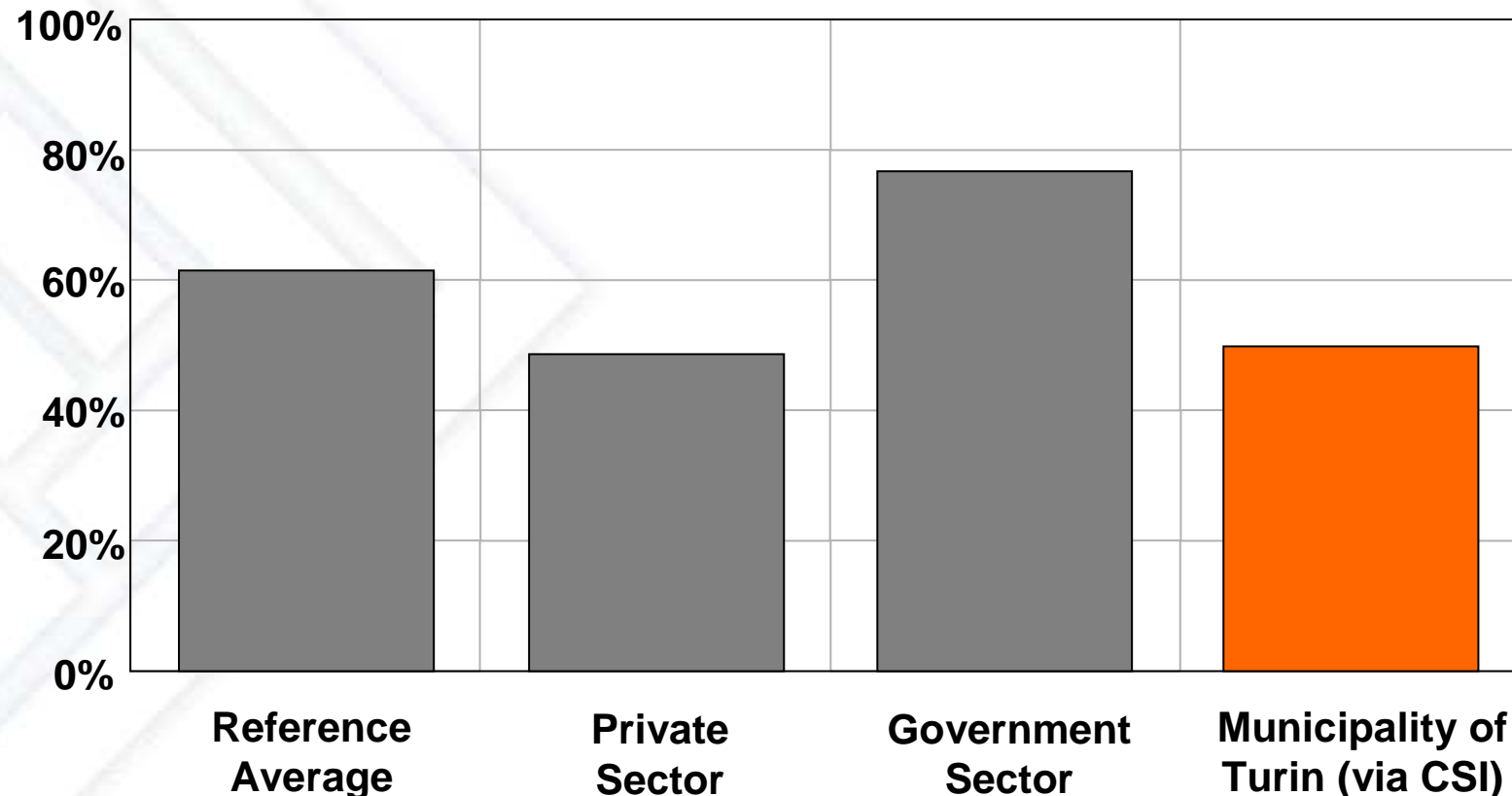
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- ◆ **Some results of the Piemonte Model**

Benchmarking analysis (1)

A study has been carried out by Gartner Group by comparing the IT scenario of the Municipality of Turin (implemented by CSI-Piemonte) with that of the following peers:

- ◆ Average organizations of similar size selected from the Gartner Database
- ◆ Other Government Administrations
- ◆ A Comparison Group, selected according to the following criteria:
 - ◆ Environmental complexity similar to that of the analysed projects
 - ◆ Sw development languages similar to those used in the analysed projects
 - ◆ Similar size in term of Function Points implemented and development personnel involved

Benchmarking analysis (2)



Source: Gartner, 2003

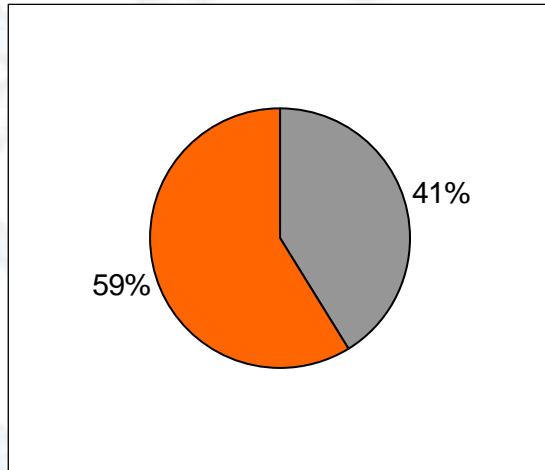
Environmental Complexity

The index (0-100) takes into account number of users, physical sites, application installations, HW platforms, data dimensions, level of interfacing with other applications

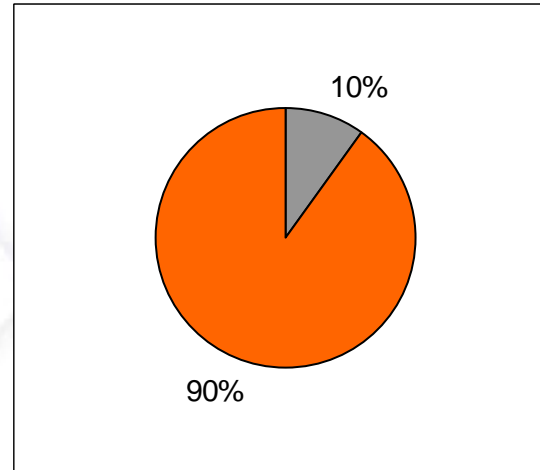
Lesser environmental complexity = greater efficiency index

(20)

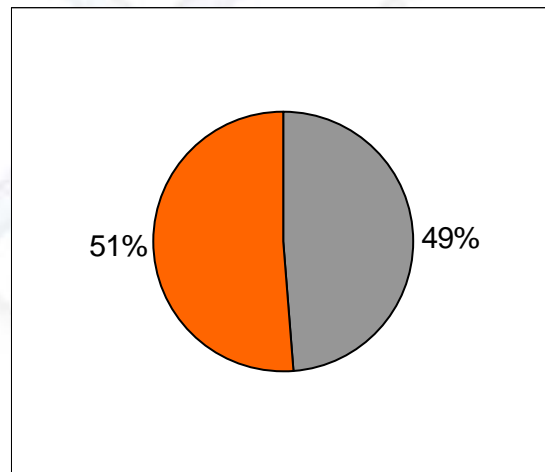
Benchmarking analysis (3)



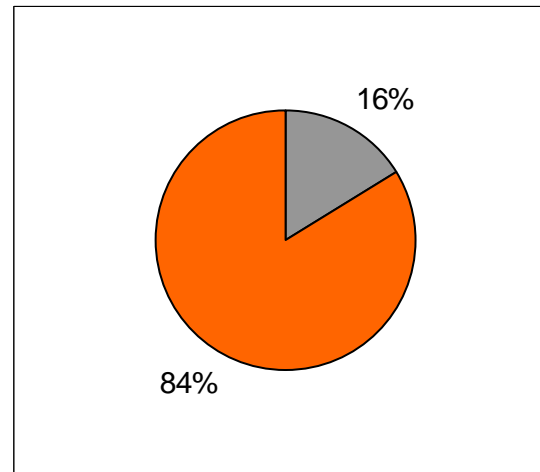
Reference Average



Private Sector



Government Sector



Municipality of Turin (via CSI)

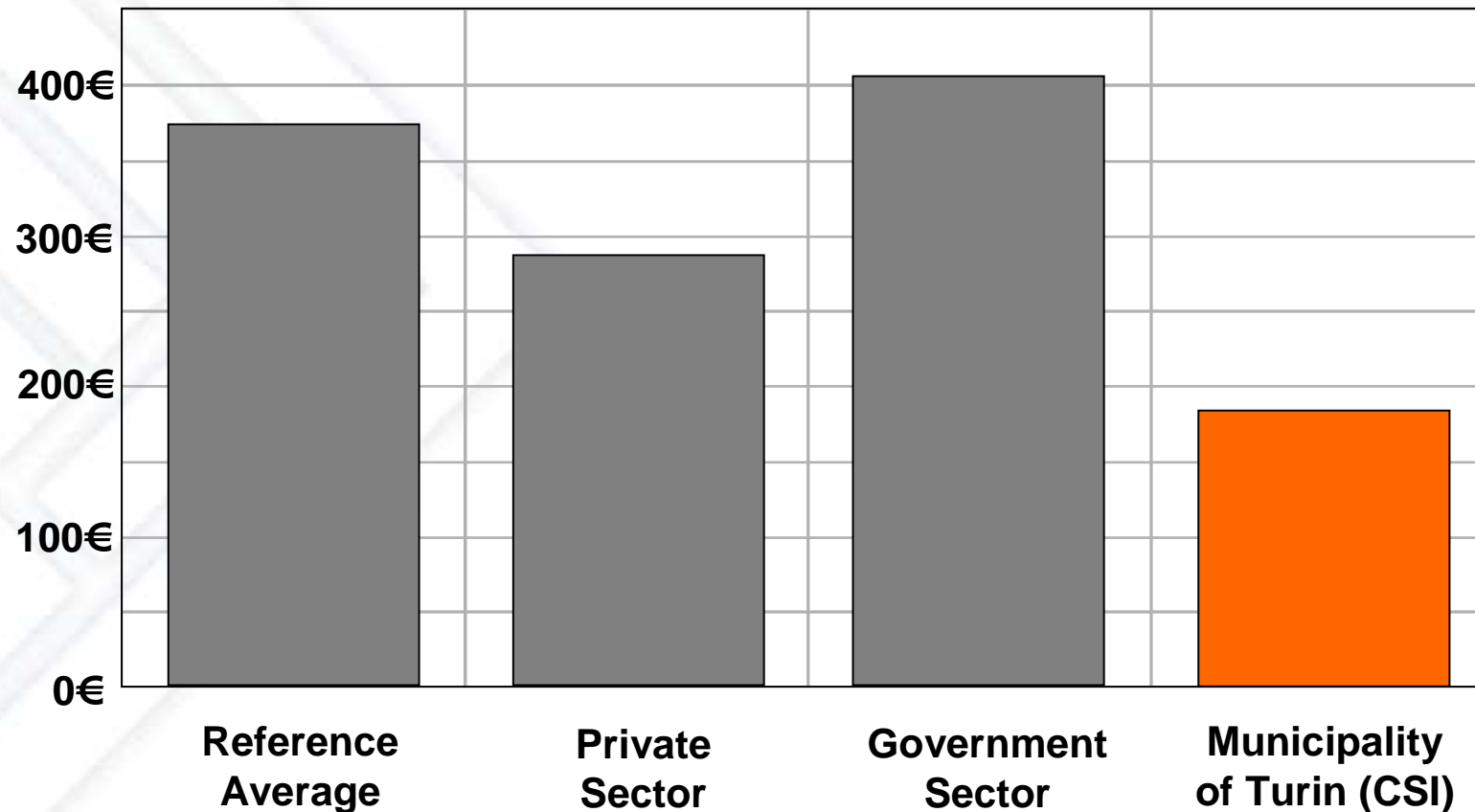
Development languages used

Percentages per type of usage of software development languages

- 4th Generation Languages
- 3th Generation Languages or lower

Source: Gartner, 2003

Benchmarking analysis (4)



Source: Gartner, 2003

Price per Function Point

The price per Function Point developed by CSI, for the recorded projects, is on average 47% lower than the cost of the Private Sector

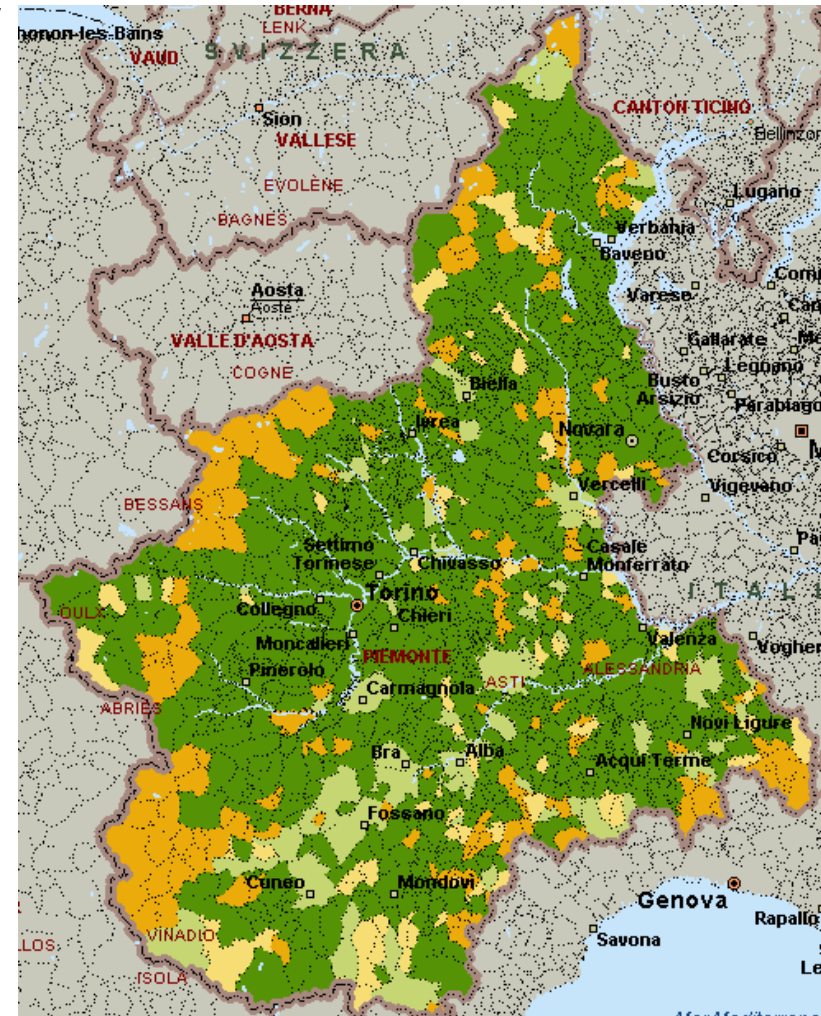
WI-PIE – Broadband for all (1)



ADSL coverage by the end of 2008

- 0%
 =< 50%
 50%< < 100%
 100%

- ◆ **WI-PIE** is a multiannual programme promoted by the Piedmont regional authority, to provide Piedmont with broadband connectivity by 2008.
- ◆ This system will be widely available, with state-of-the-art tools involving businesses, especially SMEs, and citizens.



WI-PIE – Broadband for all (2)



WI-PIE has long term objectives:

- ◆ Connecting disadvantaged rural areas
- ◆ Promoting socio-cultural development
- ◆ Increasing the Productive system competitiveness
- ◆ Facilitating technology transfer among research school and business
- ◆ Creating an Interregional and International network
- ◆ Fostering network utilization through BB services

WI-PIE – Broadband for all (3)

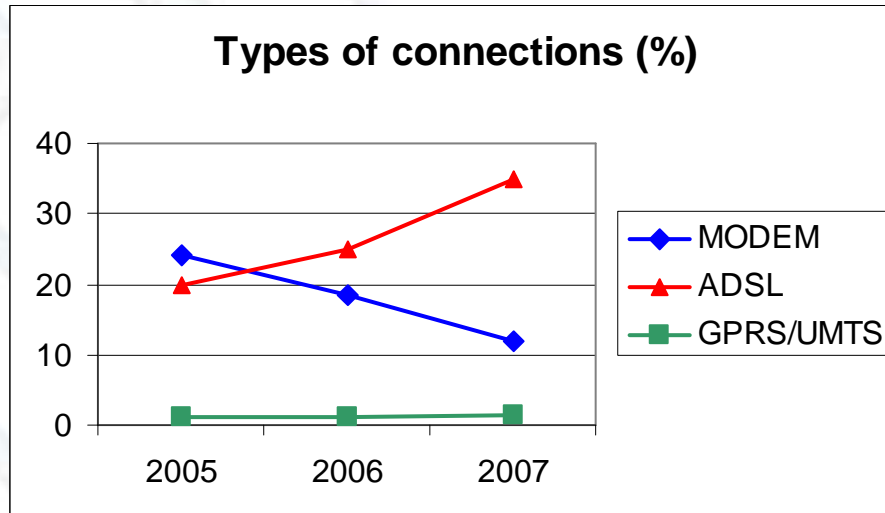


WI-PIE integrates and coordinates different sources of funds:

Total amount is about 100 Million € over 2002-2008 period,

- ◆ About 7 M€ are National Funds (CIPE)
- ◆ About 20 M€ are European Structural Funds
- ◆ About 10 M€ are Provincial Funds
- ◆ About 15 M€ are Private Contributions
- ◆ About 48 M€ are Regional Funds (ICT Regional Dept.)
- ◆ About 250,00 € are INTERREG IIIA-2000-2006 Funds

ICT and Broadband: Benefits for Citizens

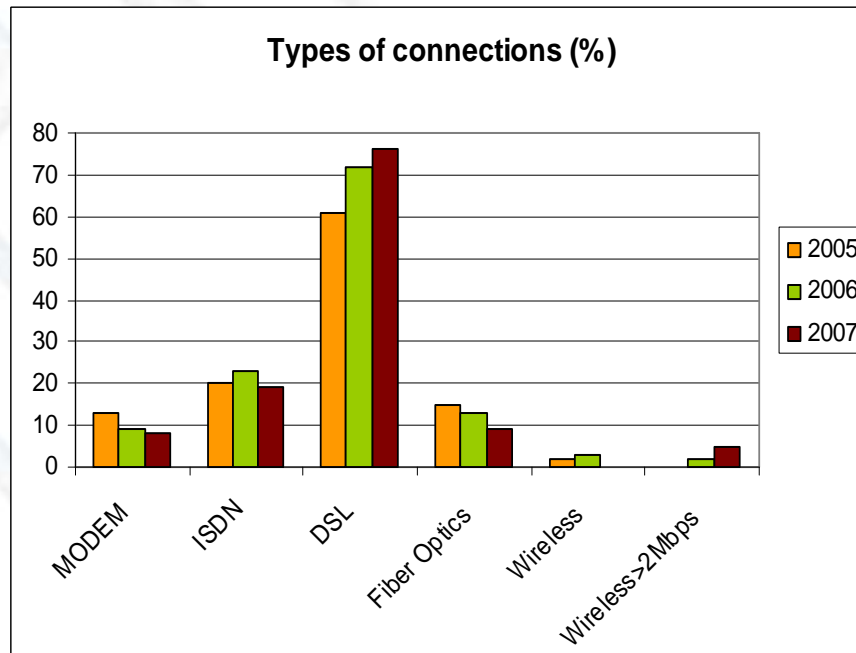


Percentages of use of internet services

	2006	2007
Health Information	30,6%	43,0%
Contact with doctors	4,7%	10,7%
Online purchases	28,9%	31,3%
Online banking	18,7%	46,5%
Telework	8,5%	7,6%

Source: Piedmont ICT Observatory

ICT and Broadband: Benefits for the Business



Source: Piedmont ICT Observatory

Use of services related to e-commerce:

	2006	2007
Broadband >2Mbps	48,7%	73,3%
Online sells	9,1%	9,8%
Online purchases	33,5%	40,3%
Website	81,6%	80,5%

Use of services related to P.A.:

	2006	2007
Fiscal declaration	44,1%	46,0%
Tax payment	48,2%	58,5%
Public tenders	5,6%	12,0%
Certificate issuing	29,2%	39,2%
Authorization requests	18,1%	18,6%
Funding requests	8,1%	11,3%

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ICT and Broadband: Benefits for the P.A.

Main ICT indicators related to Municipalities:

	2005	2007
Municipalities with broadband connection	24,1%	63,4%
Municipalities connected to Internet	99,1%	100,0%
Municipalities with a website	47,6%	73,0%
PA websites with online services	50,8%	23,6%
Municipalities having an intranet	27,9%	30,7%
Public officials using a PC	95,8%	100,0%
Public officials using Internet	87,5%	100,0%
Public officials using emails	65,1%	47,7%

Source: Piedmont ICT Observatory

