



STATISTICHE

figures and graphs to analyse the Veneto region



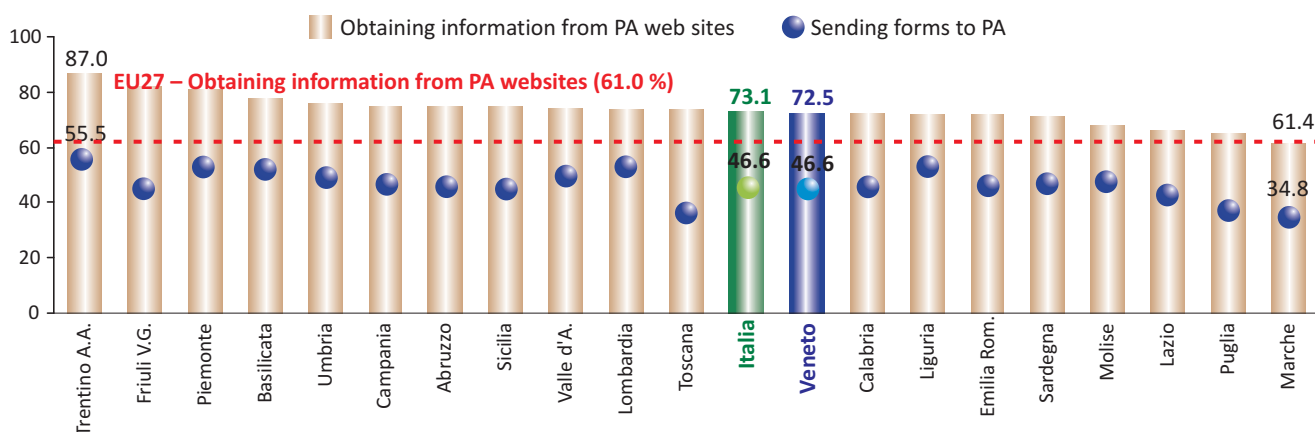
The new Code of Digital Administration (CDA), approved with the D. Lgs (Legislative Decree) no. 235/2010, is based on the assumption that the digitalization of the Public Administration may represent a tool of efficiency and saving. In particular, it was established that citizens and companies have the right to request and obtain the use of telecommunication technologies in the communication with the Public Administration and the managers of public services: the possibility to exhibit or sign document and obtain clarification or information via the internet becomes a right of the citizen and for companies and at the same time a duty for the PA.

A NEW PA: TECHNOLOGIES AVAILABLE TO CITIZENS

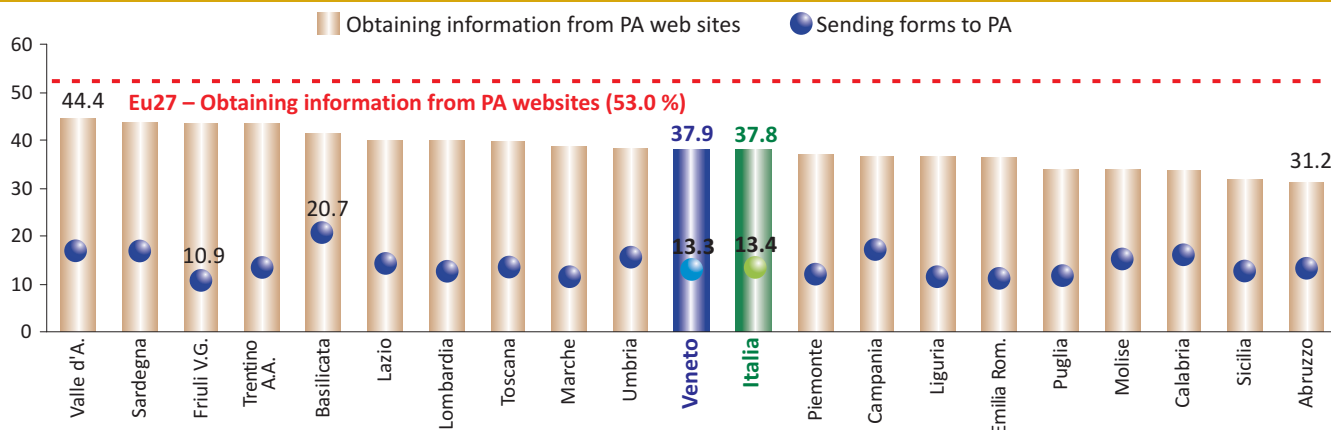
Many users already learnt to use these new tools. In particular, in 2008 73 % of Veneto businesses used the internet to obtain information from the PA and for downloading forms, 47 % to send filled-in forms and 40 % completed an entire procedure online. At a European level, the companies of our region and our country are more open towards the new technologies: the Italian region with the lowest share of businesses having requested information via the web (Marche, 61.4 %) is still slightly higher than the

European average (61.0 %). The biggest problem, in fact, is telecommunication between citizens and PA. Although the share of Veneto families having a computer is constantly increasing (16 % in 2000 and 55 % in 2010), in 2010 less than 38 % of people that used the internet in the last 12 months declared to have connected to the internet to search for information from Public Administration websites, a value in line with the national value but less than a lot of the Northern regions.

PEOPLE THAT HAVE BEEN CONNECTED VIA THE WEB WITH PUBLIC SERVICES (*) PER REGION – YEAR 2008



PEOPLE THAT HAVE BEEN CONNECTED VIA THE WEB WITH PUBLIC SERVICES (*) PER REGION – YEAR 2010



(*) Out of 100 people who used the internet in the last 12 months

Source: processing by the Veneto Region – Directorate Regional Statistical system on Istat and Eurostat data

ALSO AVAILABLE:

- Statistical Report 2011 – meetings with the territory
- Economic scenario, conjuncture indicators – October 2011
- News: statistical information on mobile devices



<http://www.regione.veneto.it/statistica>

The Public Administration must therefore ensure that citizens and companies can interact electronically. Much has been achieved in recent years: by examining the basic technological devices, in 2009 in Veneto all the local administration departments were equipped with internet access and e-mail systems (99.2 %). Furthermore, in 2005 all the municipalities with broadband represented 26 % of

THE DIGITAL PUBLIC ADMINISTRATION

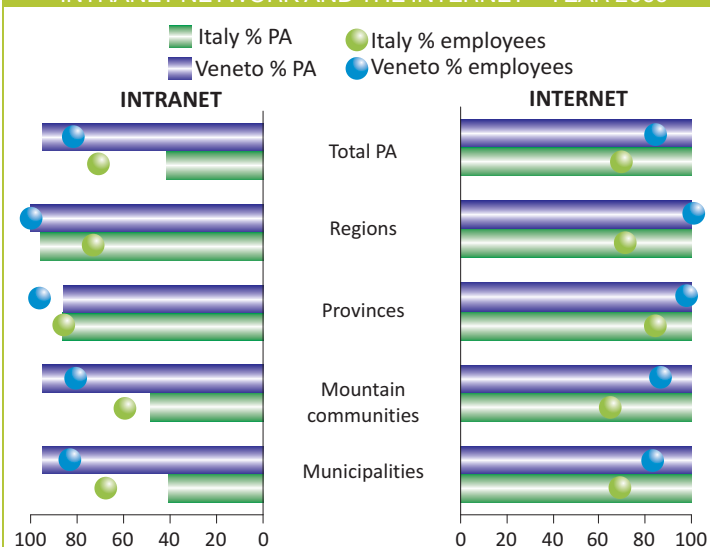
those connected to the internet, in 2009 it was 80 %. The share of administration departments with certified mail was also very good: 78 % of municipalities have certified mail, a better performance can be found only in Emilia Romagna (91 %) and in the Autonomous Province of Bolzano. Slightly less widespread is instead the intranet network: 90 % of the administration departments are equipped with it. Veneto is the

second region with the second highest value of administrations with local internal network.

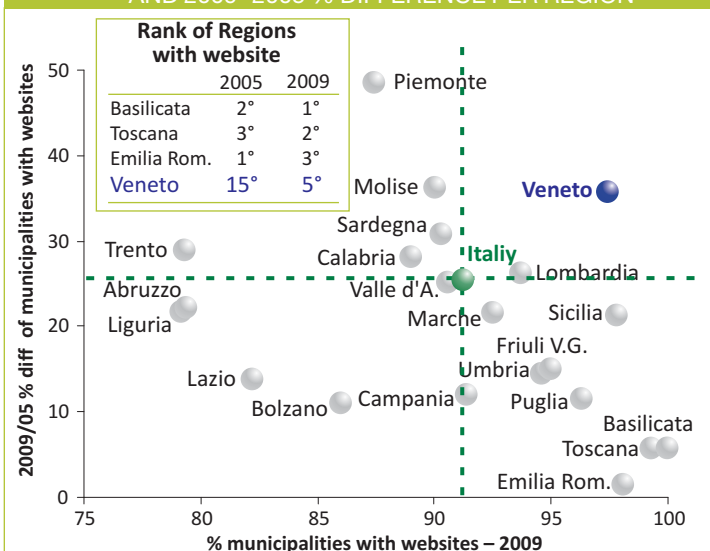
In 2009, 98 % of the Veneto Pas were on the internet with their own institutional website. In recent years, Veneto has recovered much of the technological delay compared to the other Italian regions: in 2005 it was under the national average (62 % against 66 %), but within a few years the percentage of Pas with website grew rapidly (+36 percentage points), bringing Veneto among the five most virtuous regions.

But beyond the technologic availability, it is interesting to note the attitude of the Public Administration towards the new telecommunication systems. In particular, Veneto is the region where employees have greater possibilities of training and update courses: in the last year, in our region 14 employees out of 100 followed ICT (Information Communications Technology) courses compared to the national average equal to 8 %. Few are the municipalities however, which adopted a planning strategy on the use of ICT, which indicates the strategies of acquisition and use of information and communication technologies, by defining their objectives and guidelines for the realization of e-government actions.

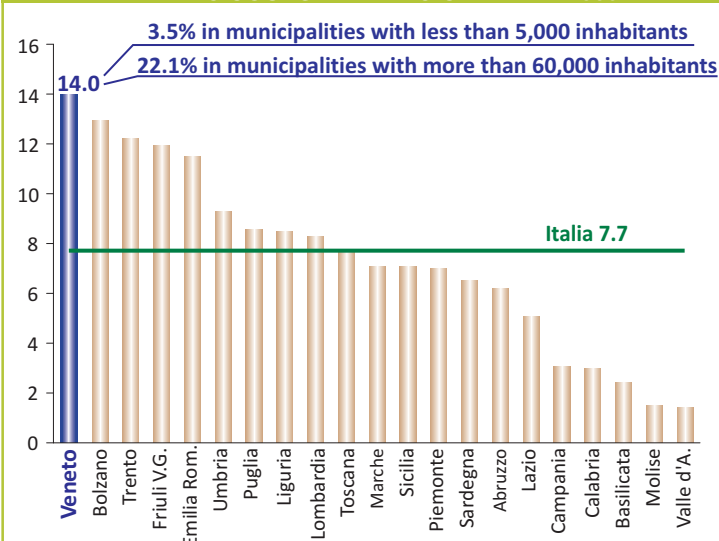
% OF PAs AND EMPLOYEES WITH ACCESS TO THE INTRANET NETWORK AND THE INTERNET – YEAR 2009



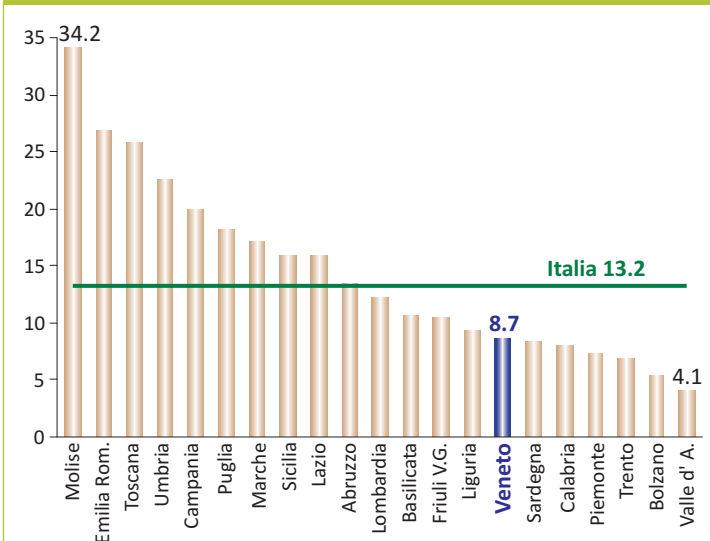
% OF MUNICIPALITIES WITH WEBSITE IN 2009 AND 2009-2005 % DIFFERENCE PER REGION



% of PUBLIC EMPLOYEES WHO FOLLOWED ICT TRAINING COURSE PER REGION – YEAR 2009



% OF MUNICIPALITIES THAT ADOPTED AN ICT PLANNING STRATEGY PER REGION – YEAR 2009



According to the new CDA, Public Administration must adopt ICT tools in internal relations, in relations between different administrations and between the administrations and individuals, in order to achieve the objectives of efficiency, effectiveness, affordability, impartiality, transparency, simplification and participation. Veneto achieved remarkable results: 87 % of the

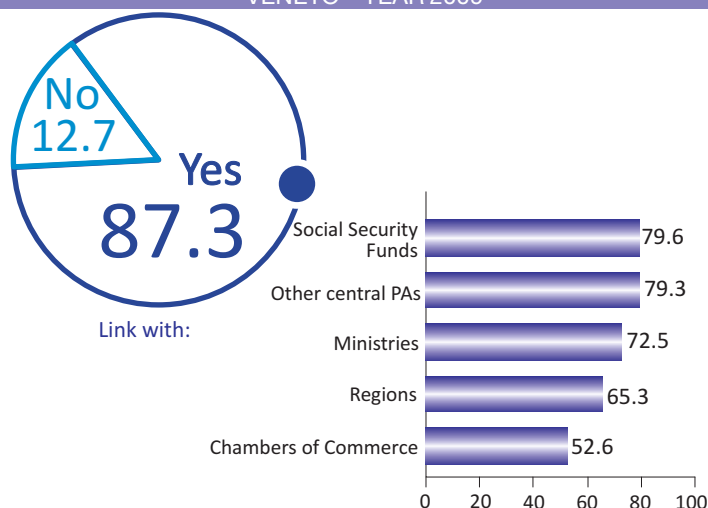
INTERACTION FOR SIMPLIFICATION

administrations interact with the other public facilities through electronic systems against a national average of 83 %. The most frequent exchanges are with the social security funds, central administrations, ministries, regions and Chambers of Commerce. By going into more detail on the most computerized offices, in first place is the municipal registry of birth, marriage and death, the Protocol and Accounting

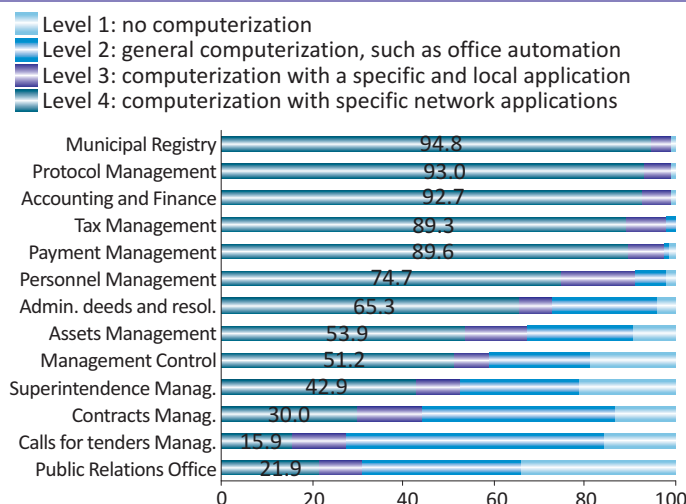
Managing Department: in more than 90 % of administrations these offices have fourth level computerization, i.e., electronic networks that allow the exchange of information between workstations. However there is still much to be done for the offices relations with the public, which has been computerized to a first and second level (no computerization or simple applications such as Office Automation.) With regards to the services offered to citizens and businesses, however, in 2009 in Veneto, 85 % of the local authorities offered a section dedicated to local property tax on their site, albeit with different levels of interactivity: 29 % of the municipalities give their citizens the possibility to only acquire information, whilst 48 % also have the required forms available for download; 8 % guarantee higher levels, such as additional online documentation and payment. Good levels of electronic availability also for the tax on municipal solid waste and declaration of the start of production activities.

The availability and level of interactivity depend on the size of the local authority: the bigger municipalities have websites with greater opportunities. By cross referencing the available telecommunications of the municipalities with their size, it is possible to estimate the share of the Veneto population which can access the services of their municipality of residence on the web. It comes out, for example, that nearly 90 % of residents in Veneto can get information relative to local property tax and 26 % can send forms online or even make a payment.

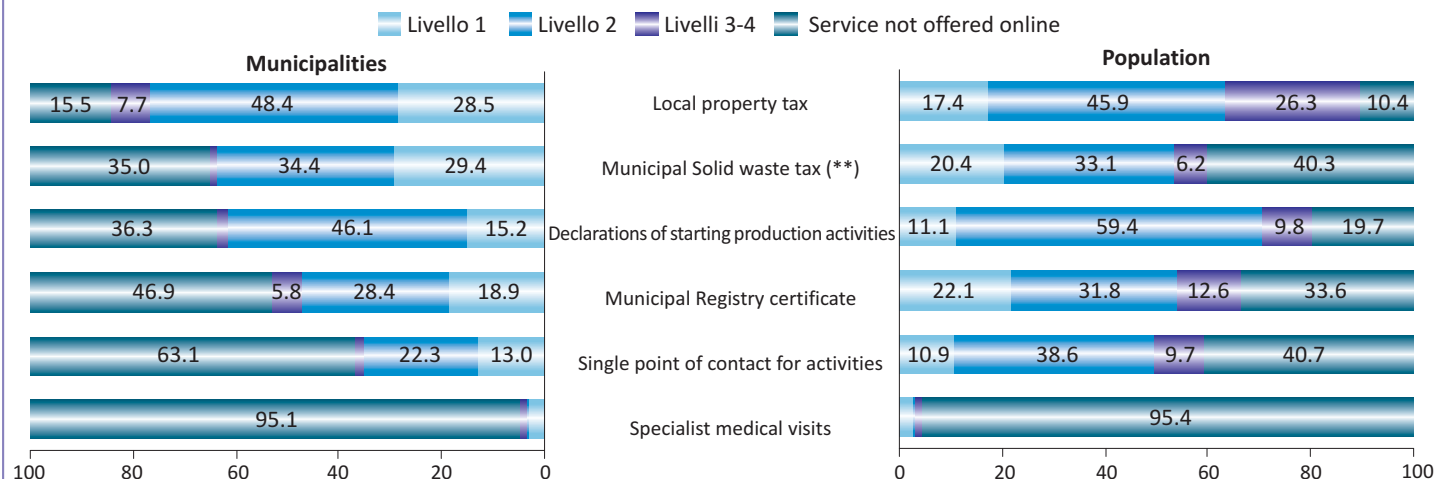
% OF PAs CONNECTED ELECTRONICALLY TO OTHER PAs
VENETO – YEAR 2009



% OF PAs PER LEVEL OF COMPUTERISATION OF SOME
OFFICES. VENETO – YEAR 2009



DISTRIBUTION OF MUNICIPALITIES WITH AN INSTITUTIONAL WEBSITE AND THE POTENTIAL POPULATION THAT CAN USE IT PER
TYPE AND LEVEL OF INTERACTIVITY OF THE ELECTRONICAL SERVICES OFFERED (*). VENETO – YEAR 2009



(*) Lev. 1 – Visualisation and/or obtaining information, Lev. 2 – Acquisition (download) of forms, Lev. 3 additional online forms for activation or deactivation of the service, Lev. 4 – start and conclusion of the entire process relative to the required service (including any online payment)

(**) In many cases, the domestic household waste tax is managed by companies outside the municipality. Consequently, on the institutional website there is a link to the company who manages this service.

Source: processing by the Veneto Region – Regional Statistical system on Istat

STATISTICHE *Flash*

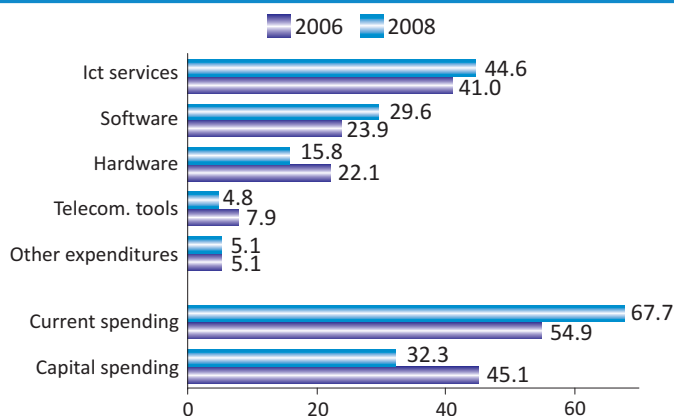
During 2008 the local Veneto administration departments spent about 82 million euro in ICT, an increase by 11 % compared to 2006. These are for the most part current expenditures, even if variations compared to 2006 are observed: in terms of percentage composition, capital expenditure is decreased, signalling, perhaps, that with the passing of time less is spent in basic technology and more in services offered to citizens and companies. As a confirmation of this, in 2006 22 % of the expenditure was used to purchase

INVEST IN ICT

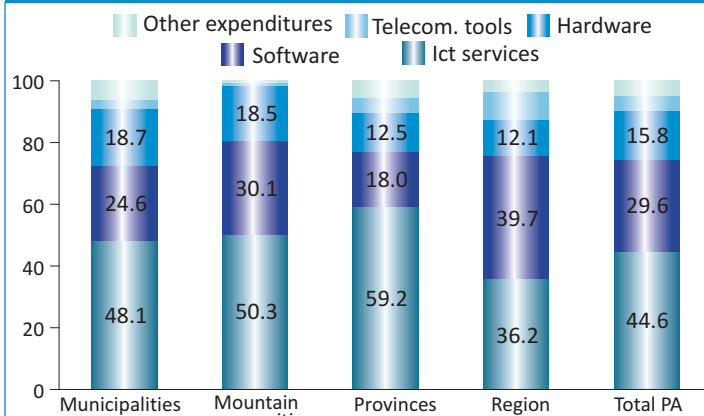
hardware, a share which in 2008 dropped to 16 %, in favour of software and ICT services. The latter represent the major share of expenditure for municipalities (48 %), provinces (59 %) and mountain communities (50 %) and include, for example, the spending on telephones, internet access, hardware and software maintenance and consulting on techniques and web services. The Region, however, uses a greater portion of resources for the acquisition of software, such as OSs, antivirus software and firewalls.

But in a European context how does our country place? Italy is among the EU States in which the Public Administration is better equipped with technologies and information tools. By examining twenty basic public services, Eurostat has calculated, for each Member State, how many of these are completely available online: in 2010 Italy had 100 % availability like Sweden, Portugal, Austria, Ireland and Malta. In addition, the changes occurred over the last decade seem to be positive: in 2001 in our country there were only 15 % of services available online, increasing to 54.4 % in 2004 and 68.3 % in 2009.

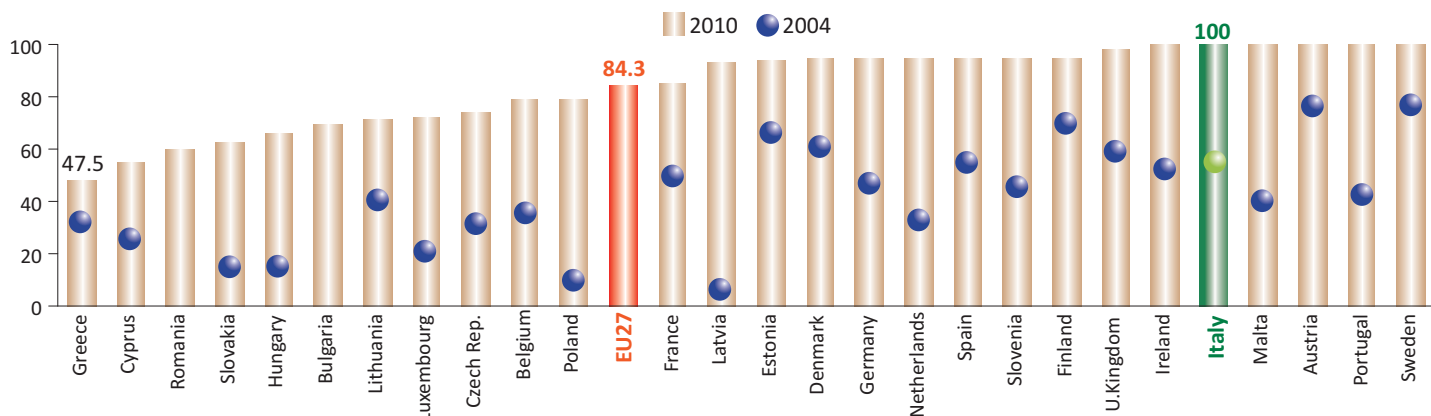
% OF EXPENDITURE IN ICT PER TYPE OF EXPENDITURE
VENETO – YEARS 2006 AND 2008



% OF EXPENDITURE ON ICT PER TYPE OF EXPENDITURE
AND ADMINISTRATION. VENETO – YEAR 2008



% SERVICES AVAILABLE ONLINE FROM A GROUP OF TWENTY BASIC PUBLIC SERVICES FOR EACH EU27 COUNTRY
YEARS 2004 AND 2010



Source: processing by the Veneto Region – Regional Statistical system on Istat



Regione del Veneto
- Vice Governor's Office and Department of Territory,
Culture, Statistics and general Affairs
- Regional Secretary for Education, Employment
and Training.
- Directorate Regional statistical system
Rio dei Tre Ponti - Dorsoduro 3494/A
30123 Venezia
phone +39 041/2792109 fax +39 041/2792099
e-mail: statistica@regione.veneto.it
<http://www.regione.veneto.it/statistica>

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For further information: Elisa Mantese 041/2791646