REGIONE DEL VENETO

YEAR 15 - OCTOBER 2015

STATISTICHE Flash

Figures and charts to understand Veneto

OPEN TO THE NEW DIGITAL REVOLUTION

For some years Europe has been focused on the fields of innovation and on the knowledge society. The 2010 – 2020 Digital Agenda for Europe, one of the 7 initiatives identified in the Europe 2020 wider strategy, indicates objectives and actions for the development of new information and communication technologies (ICT) as well as digital economy. As other EU Member States, Italy and consequently our Region also, are committed to the promotion of the digital innovation envisaged in the Agenda, in order to improve the individual's quality of life, sustain the competitiveness of businesses and increase the efficiency level of Public Services. The Digital Agenda of Veneto has already seen an investment of about 100 million euro in various initiatives, funded by regional, national and European resources.

It must be noted, however, that Italy suffers a certain structural backwardness in terms of infrastructure development due to the still poor digital literacy of citizens and of businesses, resulting among the European countries with the lowest digital performances.

According to the Digital Economy and Society Index (DESI),which assesses the progress of the countries towards the digital economy and society, the European Union is progressively continuing its digital development, in line with the targets set for 2015.

Despite the efforts of the last year, Italy still lags in technological competition, remaining far behind the European average. On a 1 – 10 scale, where the higher the scores, the better the digital performance of the country, the DESI is equal to 0.47 points for EU28 (0.44 points in the previous year) while Italy does not go beyond 0.36 points.

The ICT sector is strategic for the country's economy, however it is acquiring a significant role also in the citizens' social lives, and revolutionizing certain habits and social interaction modes.

The internet is no longer just a means of communication, but also a "dimension" of our life: a window to the world, accessible anywhere and anytime, removing borders, distance and creating new opportunities and risks, consequently implying the definition of an internationally shared set of rules. Italy has been able to meet such need by presenting a "Declaration of rights on the internet" on 28 July 2015, a sort of "Magna Charta" for the web. "Access to the internet is a fundamental human right and condition for a full individual and social development", states Article 2, a right which must be made effective by the Public institutions in order to overcome any form of digital gap.

ITALY AMONG COUNTRIES WITH THE LOWEST DIGITAL PERFORMANCES

Digital Economy and Society Index (DESI): synthetic digital delivery indicator for EU countries – Year 2015 (*)

...BUT TAKING THE RIGHT DIRECTION WITH THE DIGITAL AGENDA FOR EUROPE

Actions of the digital agenda and related funding

(*) The DESI synthetic indicator can have values between 0 and 1: the higher the score, the higher the digital literacy of the country.

Source: Veneto Region Processing – Regional Statistical System Section on data provided by the European Commission and the Veneto Region

WEB Flash

HERE ARE AVAILABLE:
- Economic scenario: situation indicators - October 2015
- Foreign commerce 2015 data (temporary II° quarter)
- Tourism year 2014

http://www.regione.veneto.it/web/statistica

2.0 CITIZENS

The issue of broadband connectivity for an increasingly faster internet access must be considered a priority because it is essential in order to enable advanced digital services to citizens, businesses and the territory. In this sense, Italy has almost achieved its first important milestone on the Digital Agenda for Europe that is supplying all citizens with basic broadband coverage (however, 2% of the population remains excluded), while it needs to reduce the strong backwardness in the development of fast and ultra-fast broadband infrastructure. Currently, only 21% of the Italian population is provided with fast broadband (above 30Mbps), 16% in Veneto. Delay in the adjustment of infrastructure could slow down the population's digital literacy, hence limit the chances of access to many of the opportunities offered by the new technologies and able to provide fast and effective answers to the changing needs of the citizens both in the private and in the professional sphere, with a real improvement in the quality of life.

To this regard, the Digital Agenda for Europe defines two strategic objectives to be achieved by the end of 2015: on one hand, reducing the number of individuals who have never used the internet to 15% and on the other, increasing regular internet users, i.e. those who use the internet at least once a week, to 75%. In Veneto, 61% of the population ranging from 16 to 74 was recorded as regular internet user in 2014 (59% on the national scale and 75% in EU28), growing constantly in the last years; however, 500 thousand more users are required in order to achieve the EU target. Digital left outs are still too many: a Veneto citizen out of three has never accessed the internet. Considering network activities, those related to communication and information are widespread in line with the European average: 88% of Veneto internet surfers send and/or receive emails, 68% read online newspapers and/or magazines and 58% use social networks. As compared to the habits of European citizens, the internet is still rarely used to interact with public administration and to carry out transactions such as home banking and online shopping. In Veneto, only 26% of the population is used to order or purchase goods online (38% of the users); far from the target on the Digital Agenda for Europe aimed to encourage at least 50% of the population to shop online by the end of 2015.

THE INFRASTRUCTURE BACKWARDNESS OF THE COUNTRY…

Families with fast broadband coverage (above 30 Mbps) EU27 – Year 2013

… SLOWS DOWN CITIZENS' DIGITAL LITERACY

Regular internet users 16-74 years (at least once a week) – Years 2007:2014

THE INTERNET IS USED FOR INFORMATION…

Percentage of people aged16-74 years by type of activity carried out in the internet in the last 3 months - Year 2014

	Veneto (a)	EU28
Send/Receive e-mails	88	87
Read online newspapers or Magazines	68	67
Use social networks	58	58
Home-banking	45	57
Interacting with the P.A. (b)	37	59
Online shopping (b)	38	63

(a) year 2013
(b) among internet user in the last 12 moths

…BUT RARELY FOR SHOPPING

Percentage of people aged16-74 years who have ordered goods or services online for private use in the last 12 months - Years 2010: 2014

Source: processed by the Veneto Region – Regional Statistics System Section on Eurostat, Infratel and Istat data

ENTERPRISE RELAUNCH THANKS TO ICT

The introduction of the latest digital technologies represents a strategic tool for businesses able to offer considerable savings on costs, a tangible improvement in production efficiency and pave the way for new business channels, proving to be an important lever for competitiveness. In 2014, almost all Veneto businesses with at least 10 employees have an internet connection, while the penetration of the digital in smaller businesses, connected to the network, is equal to 79%. It is clear that smaller businesses face more challenges in integrating the latest digital technologies in their production processes; it is however true that involving them in the innovation process is a strategic necessity since they represent over 90% of Italian and Veneto businesses. The opportunities that come from having a website and being active on social networks, in order to better interact with customers, are not yet fully recognized by businesses. The use of e-commerce is also not too common, even though it represents a primary development driver and a relevant channel for the export of goods. The Digital Agenda for Europe sets for the digital market the most challenging goals: by 2015 at least 33% of the businesses should perform a number of online purchases/sales for a total amount above 1% of their total purchases and sales. As of today, no country has reached such goal on online sales and only few of them have satisfied that of purchase as well. In Italy, 15% of businesses with more than 10 employees shops online, while 5% sells online, with such values being well below the European average. For Veneto are not available the same indicators, missing the connection with the incidence of online purchases/sales on the total. However, the most general data on the percentage of businesses that buys or sells online (42% of the larger businesses and only 26% of the smaller businesses) shows how e-commerce is not an exploited channel in our region, too.
Businesses can purchase cloud computing services through which it is possible to store, file and process data, offered by providers and available on web networks, as an alternative to developing their own technological devices .The use of such instruments in Veneto is significant and concerns 42% of enterprises with at least 10 employees, a higher percentage than the national (40%) and the European (19%) averages.

BOOSTING ICT IN SMALL BUSINESSES

Digital literacy indicators for businesses by size - Year 2014

% businesses	3-9 employees (a)	10 or more employees
Having internet connections	79,0	98,5
Fixed broadband connection	64,9	93,1
Having website	36,6	74,3
Use bank or financial online service	66,6	91,4 (b)
Use social media	11,5	34,8
Use e-commerce	26,0	42,0
Purchasing cloud computing services	13,1	42,0
Use the internet to interact with the P.A.	27,3	86,3 (c)

(a) year 2011 (b) year 2012 (c) year 2013

TOWARDS NEW ICT SERVICES

Percentage of businesses that purchased cloud computing services Veneto and EU28 Countries - Year 2014

E-COMMERCE, AN UNTAPPED POTENTIAL

Percentage of businesses with more than 10 employees selling/purchasing online for an amount above 1% of total sales/purchases EU28 - Year 2014

Source: processed by the Veneto region – Regional Statistics System Section on Eurostat and Istat data.

STATISTICHE *Flash*

PUBLIC ADMINISTRATION

The E-Government services represent a way to improve such service both for businesses and citizens, to support the participation and promote an open, clear and efficient administration. Despite their sufficient level of development, the digital services offered by the Public Administration (PA) do not result fully accessed to yet. In Veneto, in 2014 36.7% of the population declared to interact with the PA online, whereas the percentage in Europe is 58.6% and the target established by the Digital Agenda for Europe is 50% within 2015. The main web activities range from booking medical examinations, to tax payment, school registration, access to public libraries and requests of personal or medical documents. Digitalization in the Public Administration targets specific sectors, including Healthcare. The digital innovation of the healthcare operations is a fundamental passage in order to improve the quality/cost ratio of such services, to limit waste and inefficiencies and decrease the difference between territories. Since 2012, Veneto Region has approved the creation of an Electronic Health Dossier (FSE), which is the whole ensemble of a citizen's digital health information and documents generated by different health events (hospitalization, day surgery, pharmaceutical services, territorial assistance…).The Dossier is based on patients' clinical and administrative data shared among different operators and provides both the patient and the healthcare structures with immediate access to digital complete information, making sure that the appropriate and efficient level of care is provided, regardless of the structure it is accessed from. The Dossier is composed of many parts (dematerialized medical prescription, digital healthcare services, charts, telemedicine…), some of which are ready, others still in progress. The Veneto citizens have been enabled to download their own medical reports of the internet since 2012 and within the same year 60% of reports were downloaded from the internet. All medical prescriptions have been dematerialized since 2015: between January and September 2015, 33,969,802 digital prescriptions were issued, that is 90% of the pharmaceutical prescriptions and 71.5% of the medical ones. Veneto looks towards telemedicine as well and has been engaged in the realization of different European projects, both for teleconsultation and for the supervision of patients affected by chronic diseases, being these very important subjects for the realization of models to be included in the future Dossier.
The full activation of the Electronic Healthcare Dossier will bring remarkable results concerning the level of efficiency of both the care pathways and the sustainability of the healthcare system.

THANKS TO THE INTERNET THE PA GETS CLOSER TO CITIZENS

Percentage of people aged 16-who interacted online with the Public in the last Administration 12 months – Veneto and EU28 countries Year 2014 – 87.6

Main activities of users interacting online with the PA - 2014

% individuals	Veneto	Italy
Booking medical examinations	24,0	16,7
Paying taxes	21,7	26,3
School enrolments	19,5	21,4
Booking diagnostic investigation	19,3	10,6
Accessing public libraries	15,8	16,9

E-HEALTH IN VENETO

Regional Electronic Healthcare Dossier: some information

Downloads of medical reports

60% medical reports in 2012

SAVINGS(*): **56** million euro for the healthcare system

Dematerialised medical prescriptions

January – September 2015:

26.825.017 pharmeceutical prescriptions

7.144.785 specialized examinations prescriptions

SAVINGS(*): **3** million euro per year for the healthcare system

Telemedicine in European projects

project HEALTH OPTIMUM:

3.332 patients with chronic diseases

3.181 teleconsultations neurological diseases

(*) Estimation
Source: Processed by the Veneto Region – Regional Statistics System Section on Arsenàl.IT, Eurostat and Istat data

Regional Statistical System Section

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- General Secretariat of planning
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