



STATISTICHE

UNDERSTANDING VENETO IN FIGURES AND DIAGRAMS

FLASH

Technological innovation plays a key role in the development of Public Administration (P.A.) and the growth of the country. The digitisation of P.A. is an efficient and timesaving tool. Often, however, technological innovation is thought of as the innovation of things, overlooking the fact that it is also the innovation of people; the introduction of new technologies is a cultural as well as technical matter. In view of the 2015 ISTAT survey data on local Public Administration information and communication technologies, the ICT tools seem sufficiently widespread among the local public bodies in Veneto. Despite the fact that there are only a few municipalities with a specifically dedicated IT office, in 2014

VENETO: MORE TECHNOLOGICAL AND EFFICIENT P.A.

around a third of them organised courses to bring their employees up-to-date with information technology, which were attended by 13.5% of workers, two percentage points more than in 2011. Public operators have access to a good IT base: 90% of them have internet access and, for every 100 employees, there are 103 desktop computers, 10 laptops and a further 10 mobile devices such as tablets, smartphones and notebooks. In recent years, there have been significant advances made in technologies that can help reduce the costs and time for Public Administration and in available public services. In particular, the number of Veneto municipalities providing fully interactive services – i.e. allowing the user to carry out entire public service procedures online, providing local free Wi-Fi hot spots and those that use social media as a form of communication has increased substantially. Among the channels used by municipalities to maintain relationships with the user, other than the website, the most common is mobile technology (text messages): about 28% in Veneto as compared to the Italian average of 22.4%.

ONE IN THREE MUNICIPALITIES ORGANISE ICT TRAINING COURSES AND...

... THERE ARE MORE AND MORE PUBLIC SERVICES AVAILABLE

Indicators with regard to the ICT tools and services in the Veneto Region (percentage values) Years 2012 and 2015

	% Value			% Value	
	2015	2012		2015	2012
ICT WITHIN THE ORGANISATION			ONLINE SERVICES AVAILABLE		
Municipalities with internal independent IT offices	21.2	17.2	Municipality according to availability of online services		
Municipalities that have organised ICT training courses over the past year	30.4	33.1	Display and/or acquisition of information	97.4	97.5
Employees who have attended ICT training courses over the past year	13.5	11.5	Acquisition (downloading) of forms	95.1	92.0
UPTAKE OF BASIC TECHNOLOGY			Online forwarding of forms	82.1	51.2
Employees with access to the internet	89.8	88.2	Initiating and completing the whole procedure for a requested service online	56.5	30.0
Desktop computers per 100 employees	103.3	101.6	Municipalities that use mobile technology (SMS) to connect with users (*)	27.9	22.2
Laptops per 100 employees	10.1	9.1	Municipalities that use social media (*)	35.5	16.4
Other mobile devices per 100 employees (tablets, smartphones...)	10.0	3.5	Municipalities that provide free local Wi-Fi "hot spots"	73.0	32.7

(*)For 2012, data if for North-East Italy

Source: Veneto Region Statistical Office processing of ISTAT data

As compared to 2012, connection speed has improved: in Veneto, almost 89% of municipalities with internet access have a speed at least 2 Mbps as compared to 75.7 % three years earlier. The data on Public Administration cost and timesaving technology is particularly significant. Compared to a few years ago, the number of Veneto municipalities using e-Procurement, thus reducing the time and cost of transactions, rose from 28.3% in 2008 to 43.4% in 2011 and almost 86% in 2015. More than half of the municipalities in Veneto use e-learning for staff training, which makes our region the second-highest user in Italy. The use of cloud computing services is also growing steadily, from 23.2% in 2012 to 40.2% in 2015, making it the third region in Italy

A FASTER AND TIME/COST SAVING P.A.

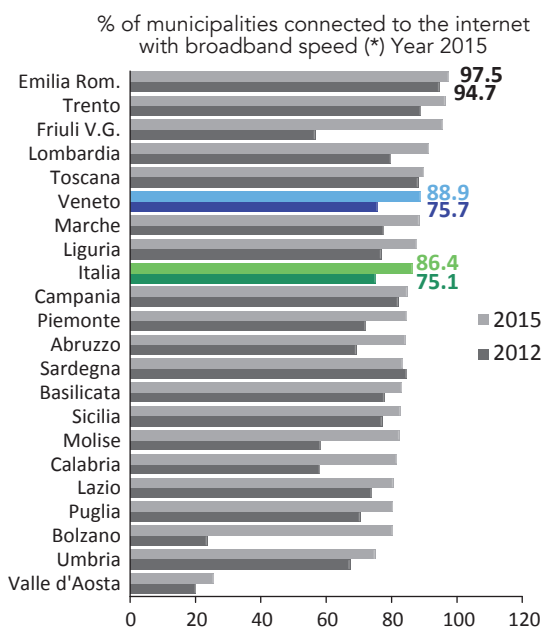
for the percentage of municipalities using the service. In addition, around a third of municipalities use VoIP technology that converts voice signals into digital signals, using the internet to make and receive calls anywhere in the world, which allows for a significant reduction in costs.

Almost a third of Veneto municipalities provide open data. In detail, 71.7% make available open data in the government-public sector, followed by 68.7% in economy, finance and taxes.

¹A teaching method providing electronic educational content.

² This tool represents a major innovation in Information Technology, insofar as it allows the transfer of processing and archiving practices, as well as most of the software from user computers to online servers, allowing public administrations to access the data and programs hosted on remote servers, i.e. irrespective of their location, while also reducing energy consumption by making hardware resources more efficient.

IN VENETO, CONNECTION SPEED INCREASES....



....THE USE OF P.A. COST AND TIMESAVING TECHNOLOGY INCREASES AND....

Veneto – Years 2012 and 2015

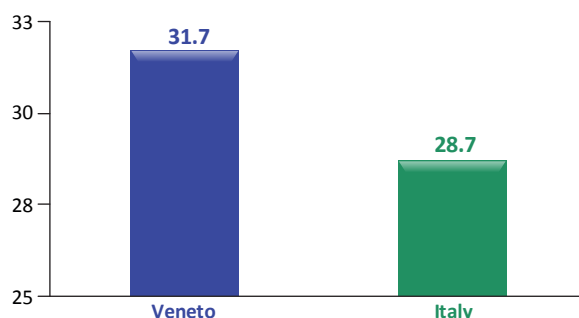
	% Value	
	2015	2012
Cost and timesaving ICT		
Municipalities with intranet	63.0	39.0
Municipalities with internet that use VOIP	32.2	29.0
Municipalities that have used e-Procurement (a)	85.8	43.4
Municipalities that use open source solutions	76.4	75.3
Municipalities that use e-learning for training (b)	52.1	12.3
Municipalities with internet that use cloud computing services	40.2	23.2

(a) The 2012 survey data refers to 2011 procurement

(b) The 2012 figure relates to data from the North-East

... OPEN DATA IS USED IN ONE IN THREE MUNICIPALITIES

% of municipalities that make available open data...



...according to area of reference – Year 2015

% value of total municipalities that use open data solutions	Veneto
Government and public sector	71.7
Economy. finance and tax	68.7
Culture	49.9
Teaching. training. right to education	49.5
Tourism. sport and leisure	44.5
Employment and social policies	34.0
Mobility and transport	25.6
Environment and weather	24.5
Agriculture. fishing. forestry and food policies	14.2
Energy	11.6
Health	11.3
Justice and security	10.5

Comparison between the 2012 and 2015 performances shows that Public Administration is focusing on new information technologies to increase their institutional capacity and improve the efficiency of processes. Concentrating on certain indicators of the Thematic Objectives of the 2014-2020 Partnership Agreement and, more specifically, on Thematic Objective 11 - Strengthening institutional capacity and promoting an efficient public administration- and Thematic Objective 2 - Improving access to Information and Communication Technology, as well as their use and quality- Veneto's good performance and improvements in recent years are evident.

P.A. THAT OFFERS MORE PUBLIC SERVICES

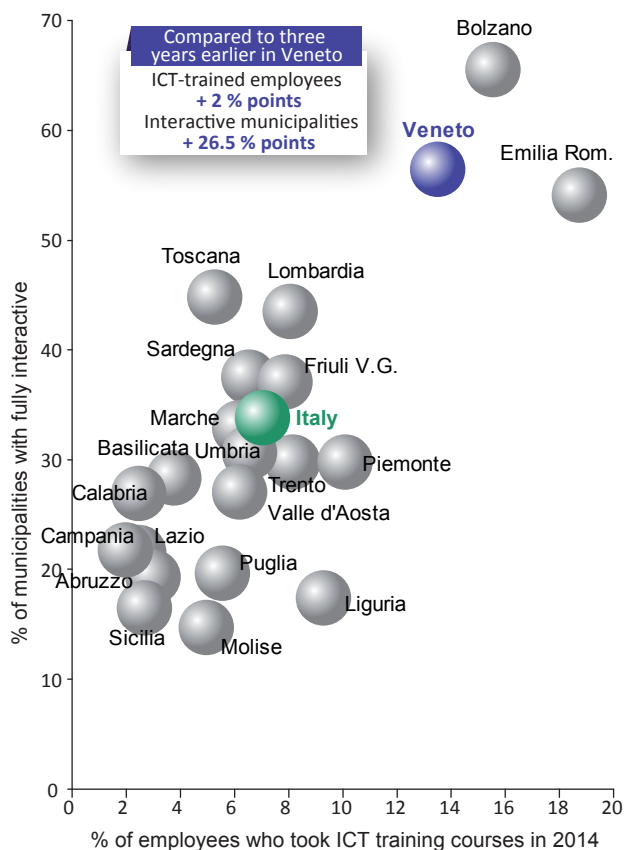
With regard to the first Objective, by analysing the expected outcome of the "Improvement of Public Administration Performance", taking into account the two indicators "Proportion of Municipalities with Fully Interactive Services" and "Percentage of Employees who have taken ICT Training Courses", it emerges that Veneto ranks among the top regions for both indicators. In the ranking of regions and autonomous provinces, according to the highest levels, Veneto

comes second for the proportion of Fully Interactive Municipalities and third for ICT-trained employees. With regard to Objective 2, in consideration of the expected outcome of the "Improving demand for ICT from the public and enterprises in terms of the use of online services, digital inclusion and network participation", the indicator considered is that on the availability of public Wi-Fi in municipalities. In 2015, in our regions, the 73% of municipalities provided free local Wi-Fi hot spots i.e. 40 percentage points more than in 2012; this placed Veneto in third place in the Italian rankings (52.5%), behind Emilia Romagna (83.6%) and Marche (77.6%).

¹In reference to the planning of development policies, reference is made to the eleven main thematic areas of possible fund intervention. The indicators in the 2014-2020 Partnership Agreement are divided into Thematic Objectives and Expected Outcomes.

STRONG P.A. PERFORMANCE IMPROVEMENTS IN VENETO...

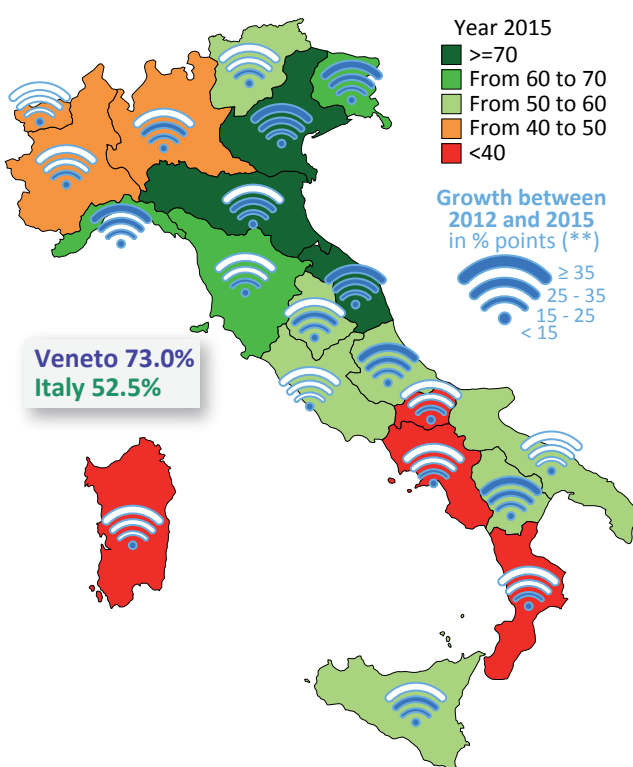
% of employees who took ICT training courses and of municipalities with fully interactive services (*). Year 2015



(*) Percentage of municipalities allowing users to carry out entire procedures for required services online

...AND STRONG IMPROVEMENTS IN DIGITAL INCLUSION

% of municipalities providing local free Wi-Fi hot spots. Years 2012 and 2015



(**) For example: if the wireless internet symbol has full bars, the region recorded growth of more than 35 % points, between 2012 and 2015, in the proportion of municipalities providing free Wi-Fi hot spots. If, however, there is only one bar, growth was lower than 15 % points.

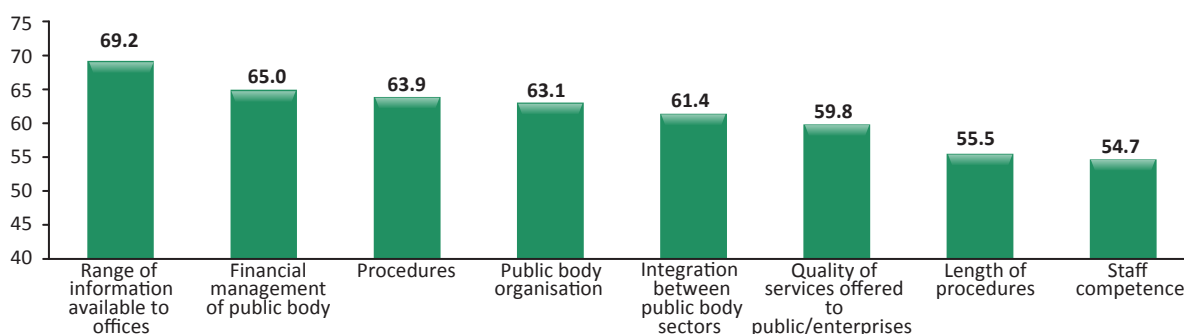
Overall, the impact on Public Administration of the adoption and improvement of ICT has been positive. Among the benefits, the most appreciated is the wider range of information available to offices, followed by improvements in the areas of financial management and procedures. It should, however, be noted that there are still some difficulties and obstacles. According to municipalities, the most difficult obstacles to overcome in ICT diffusion are, above all, financial resources and the lack of ICT-trained staff: in Veneto in 2015, this was declared by 62.3% and 59.9% of municipalities respectively, as compared to corresponding national data of 67.3% and 61.5%. The need to develop innovative processes is often slowed due to a lack of financial resources; therefore, there is an even greater need to make use of resources that are already available in public administration, starting with human resources.

HOWEVER, THERE ARE NUMEROUS OBSTACLES

Another area for improvement for Veneto is the increased use of tools to improve online services. In fact, our region is ranked 14th among the Italian regions and autonomous provinces for the proportion of municipalities that monitor the levels of user satisfaction, 10th for monitoring the use of online services and 8th for the percentage of municipalities that provide an area on their website dedicated to instructions for resolving issues or complaints reported by the user.

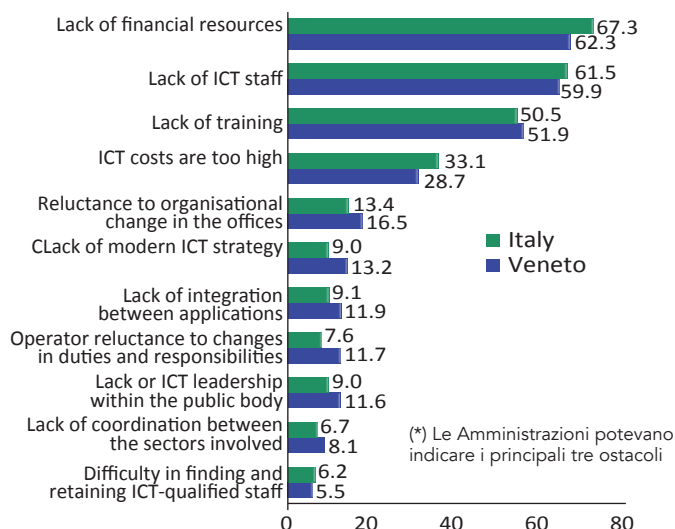
THE BENEFITS OF USING ICT

% of municipalities that reported fair or significant improvements due to the use of ICT, according to benefit type. Italy – Year 2015



THE MAIN SETBACKS: FINANCIAL RESOURCES AND QUALIFIED STAFF

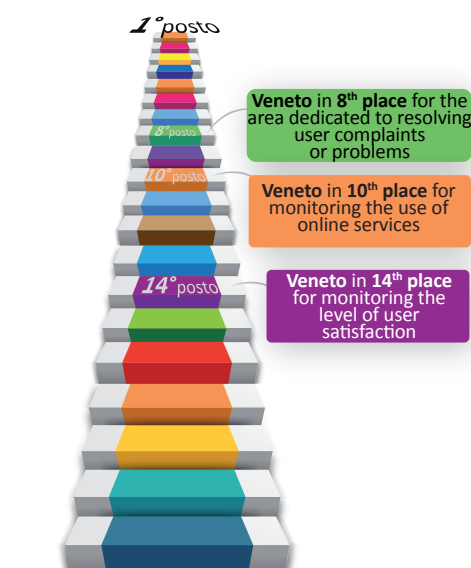
% of municipalities who have encountered obstacles in the use of ICT according to type of obstacle (*). Year 2015



(*) Le Amministrazioni potevano indicare i principali tre ostacoli

VENETO MUST WORK ON TOOLS DEDICATED TO IMPROVING ONLINE SERVICES

Veneto regional ranking for use of tools to improve online services. Year 2015



Source: Veneto Region Statistical Office processing of ISTAT data