

STATISTICHE

UNDERSTANDING VENETO IN FIGURES AND DIAGRAMS

FLASH

The promotion of new technology is a great opportunity for social and economic development and improving people's quality of life, as well as being a tool for supporting enterprise competitiveness and increasing the efficiency of public services.

In the European landscape, Italy remains a country of low digital performance: according to the *Digital Economy and Society Index (DESI)*, it achieved a 2016 score of just 0.40 on a scale of 0 to 1, where the higher the score, the better the digital performance. This places Italy below the European average (EU-28 0.52, in 25th place, ahead of just Bulgaria, Greece and Romania. However, over the past year, it has recorded above-average progress within the EU-28. The European Digital Agenda sets a series of strategic objectives, with varying deadlines, to promote digital development. Like Italy, Veneto did not achieve the European objectives established for 2015 relating to digital inclusion, the creation of a single digital market and the diffusion of online public services. Delays have also been observed in progress towards the infrastructural goals set for 2020: high-speed broadband, at least 30 Megabit per second (Mbps), for

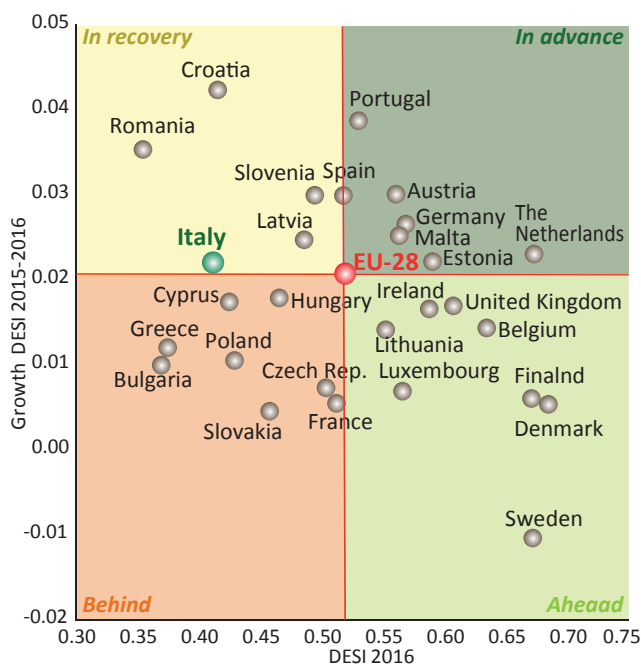
IN SYNC WITH THE DIGITAL NETWORK

everyone and ultra high-speed broadband for 50% of internet users. Nonetheless, compared with the national average, the region displays overall superior performance and is picking up speed to overcome the remaining shortfalls.

In 2015, regular internet users in Veneto made up 68% of the population (63% nationally), a significant increase on the previous year (+7 percentage points), indicating an encouraging positive trend that, should it maintain the same intensity, could lead to the target of 75% being achieved within two years. The level of digitisation and citizen interaction of Public Administration (P.A.) is also improving at a higher than national average rate. However, the development of the infrastructural network for ultra wideband has fallen behind; increased public and private investment is envisaged for the coming years, in order to bring it in line with European standards.

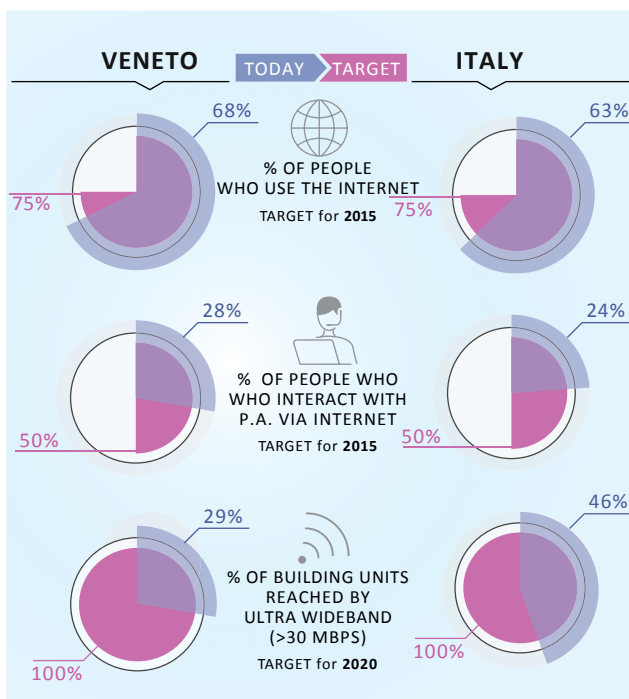
ITALY LAGGING BUT MAKING A RECOVERY IN DIGITAL DEVELOPMENT...

Digital Economy and Society Index (DESI): synthetic indicator of digital performance in EU-28 countries.
Year 2016 and variation 2015-2016 (*)



...PICKING UP SPEED IN VENETO TOO

European Digital Agenda: some objectives



(*) The DESI synthetic indicator values range from 0 to 1, where the higher the score, the better the digital performance of the country.

Source: Veneto Region Statistical Office processing on European Commission, Eurostat and Infratel data

Up to today, Italy demonstrates severe delays in terms of digital infrastructure. Italians surf the web at an average speed of 8.2 Mbps, a performance that is inferior to nearly all other European countries and many areas of the world. The world rankings show South Korea in first place, with 29 Mbps, followed by Norway (21.3 Mbps) and Sweden (20.6 Mbps).

Today in the Veneto Region, 25.2% of building units are reached by services with speeds of between 30 and 100 Mbps and 4.1% by services with speeds exceeding 100 Mbps.

However, the "digital revival" has begun: according to the results of the latest public consultation by Infratel,

based on future investments in ultra wideband by private operators, a significant improvement is forecast by the end of 2018. These investments will be accompanied by public investments in areas where private operators are not interested in investing. To this end, almost Euro 400 million has been allocated for the creation of a "future-proof" network infrastructure, capable of bringing at least 30 Mbps coverage to 100% of these areas and, in municipalities with more

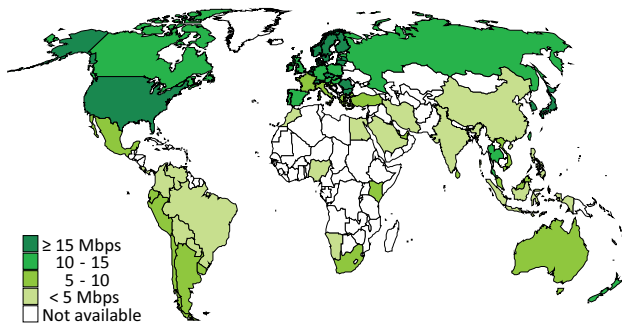
than 2,500 building units, at least 100 Mbps to 70% of the population, involving a total of 1.6 million Veneto residents.

A stable and fast connection allows optimum use of that offered by the internet: streaming, high-quality images, rapid program downloads, etc. But who are the internet users and what do they do online? Whilst almost all of the very young use the internet regularly, similar to their European contemporaries, with an increase in age, internet use becomes less regular. Compared to other EU countries, there are differences in the type of services used: whereas communication and information activities are very widespread in Italy, use of the internet for transactions, such as internet banking and shopping is not as prevalent.

A FUTURE-PROOF NETWORK

ITALY IS RUNNING SLOWLY...

Average internet network connection speed (Mbps)
Year 2016

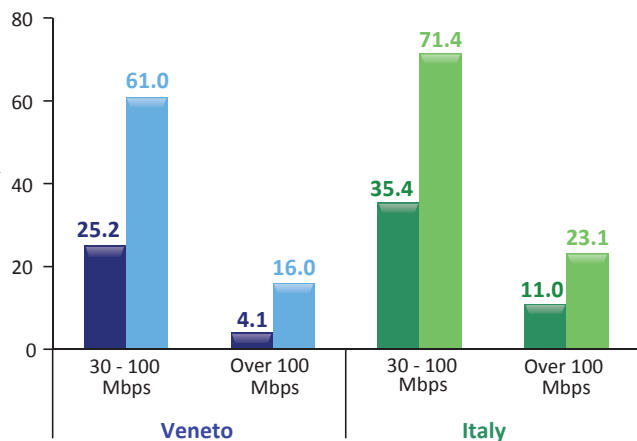


...BUT THE DIGITAL REVIVAL HAS BEGUN

Percentage of houses reached by ultra wideband

Private investments

■ 2016 ■ 2018 forecast



IDENTIKIT OF VENETO INTERNET USERS

Percentage of people who use the internet regularly
Year 2014

	Veneto	EU-28
<i>Regular internet users</i>		
Total	61	75
Men	65	77
Very young (16-19 years)	90	96
55-64 years	42	59
<i>Internet activity</i>		
Finding information	88	67
Communication (email)	83	87
Social activity	65	58
Internet banking	46	57
Online shopping	30	53

Public investments in Veneto

around € 400 million

of which

€ 315,810,955 in national resources

and

€ 83.6 million in regional investments

€ 43.6 million from the FEASR fund

€ 40.0 million from the FESR fund

Research and new technology are the drivers of development for businesses: digitisation, accompanied by the extension of broadband and ultra wideband, provide significant increases in added value and productivity. Currently, 95.4% of Veneto businesses (94.4% nationally) are connected to broadband and the extension of ultra wideband could provide Veneto with an increase in added value of between 10.1% and 12%.

E-commerce is the primary driver of development; however, to date, no European country has reached the target set for online sales and only a few meet the online purchasing target. In Veneto, among enterprises with more than 10 operators, 20% buy online and 5% sell online for a total of over 1% of total purchases/sales, in line with the national average but below the European average.

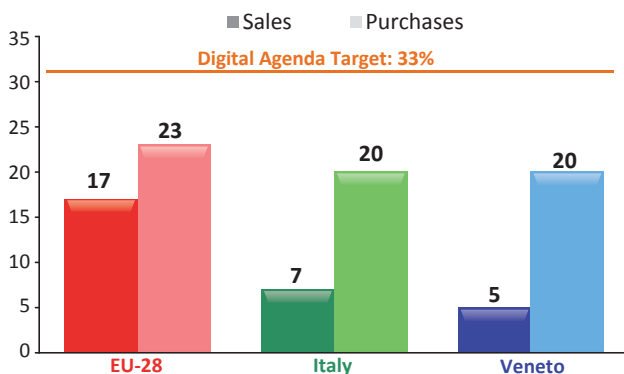
INNOVATION: THE RECIPE FOR COMPETITIVE ENTERPRISE

Even the agricultural sector looks towards digital modernization. In Veneto, 5.4% of all agricultural enterprises are computerized (3.8% nationally): the manager of these enterprises is younger than average (49 years old as compared to the overall average age of 61), manages a larger than average farm (agricultural land area of over 29 hectares, 4 times the regional average) and produces annual income of 6 times the national average (over Euro 300,000 of average Standard Output). All areas of agricultural expertise display increased, though different forms of profitability.

The introduction of new technology means, above all, the opportunity of making cultural changes to the world of enterprise, introducing innovations to processes and organisational models, releasing new energy. Alongside existing regulated, yet poorly exploited instruments, such as teleworking, Italy is also seeing the diffusion of 'smart working': a more flexible and mobile way of working, free from the constraints of workplace or timetable, allowing people more autonomy but also increased responsibility with regard to results. According to the Smart Working Observatory of the Politecnico di Milan School of Management, 2016 is a revolutionary year for smart working in Italy: 30% of large enterprises try it out, involving 7% of office workers and managers, with positive effects for the worker and for the company in terms of productivity.

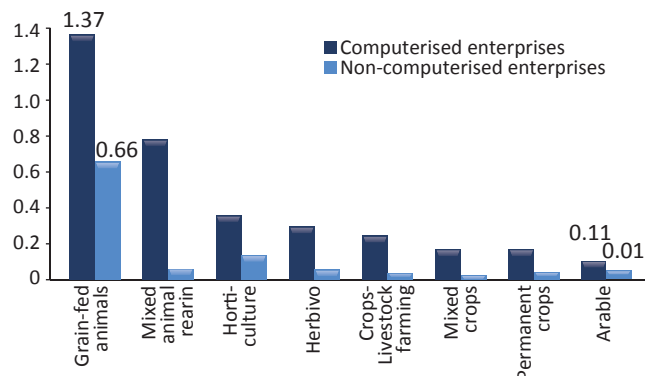
E-COMMERCE, DRIVER OF DEVELOPMENT

Percentage of enterprises with at least 10 operators who sell/buy online for a total of over 1% of overall sales/purchases- Anno 2015 (*)



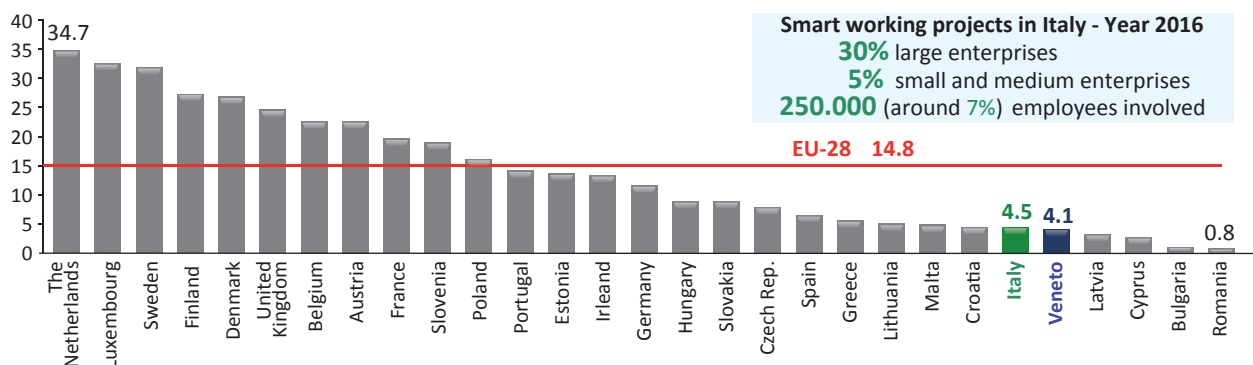
EVEN AGRICULTURAL ENTERPRISES ARE UNDERGOING MODERNISATION

Average Standard Output (in millions of euro) of agricultural enterprises according to specialist area. Veneto - Year 2010



TOWARDS "SMART" WORKING, AN OPPORTUNITY FOR BOTH WORKER AND ENTERPRISE

Percentage employed that work from home. Veneto and EU-28 countries - Year 2015



Smart working projects in Italy - Year 2016

30% large enterprises
5% small and medium enterprises
250.000 (around 7%) employees involved

(*) Veneto data refers to 2014

Source: Veneto Region Statistical Office processing on Eurostat and Istat data and the Smart Working Observatory of the School of Management of the Politecnico di Milano

E-Government services improve the services to citizens and businesses, facilitate participation, promote open and transparent administration and contribute to reducing the costs of P.A.

The dematerialization of P.A. does not reach equivalent levels in the different European countries, as is demonstrated by a study of the European Commission on the diffusion of e-Government practices. Italy falls under the "Progressive" category, i.e. countries which have invested in the innovation of digital services in P.A. but which still have work to do to eliminate the barriers preventing its full use.

Italy is currently working on a series of P.A. digitisation programmes, via several projects, including SPID, the Public Digital Identity System, a privileged tool of online access to P.A. services for citizens and enterprises for simplified and faster interaction, and ANPR, the National Resident Population Register, which will become a single reference for P.A. and managers of public services. Public services are increasingly available online, including in Veneto, with certain areas of national excellence, such as online payments and the quality of digital health services.

WORK IN PROGRESS FOR DIGITISED P.A.

As part of the regional Electronic Healthcare File, the regional authorities are focusing their efforts on putting into effect a new vision called "Sanità Km Zero" (Distance-free Healthcare).

On the one hand, it focuses on the digitisation of certain public services to make them available at all times and in all places; on

the other hand, it focuses on bringing health services closer for individuals with particular health conditions. Today, 60% of medical reports are downloaded via internet, whilst digital prescriptions count for around 88% of pharmacy prescriptions and 74% of specialist prescriptions, with savings of over Euro 3 million a year for the Veneto health system.

There is also a notable uptake of online consultation services, which allow doctors in outlying hospitals to undertake remote consultations with larger hospitals, reducing patient transfers.

Finally, there are another two important projects: "ECO pharmacies", which allow patients to use their smartphones or healthcare card to pick up prescription drugs, and "Beyond the CUP (central booking service)", which enables patients to book specialist appointments directly with their GPs

E-GOVERNMENT: ITALY IDENTIFIED AS PROGRESSIVE

Groups of EU-28 countries with similar e-Government profiles - Year 2015

Neophytes	High Potentials	Progressive	Builders	Mature
Croatia Slovakia Romania	Greece Ireland Luxemb. France Hungary United Kingdom	Austria Germany Bulgaria Czech Rep. Italy Latvia Poland Slovenia	Belgium Cyprus Estonia Spain Malta Lithuania Portugal	Denmark Finland The Netherlands Sweden

DIGITAL SERVICES TO BE CLOSER TO THE PUBLIC

Indicators on the progress of P.A. digitisation

SPID	Venice 1st city in Italy to sign up in April 2016
PAGOPA	Veneto top Italian region for number of online payments to P.A. (45,000 in the first 3 months of 2016)
ANPR	Venice among the 26 pilot municipalities
ONLINE CIVIL TRIALS	Documents filed in the Venice District in 2014: in the 2nd semester, +235% as compared to the 1st semester (+103% nationally)

DISTANCE-FREE HEALTHCARE

Regional Electronic Healthcare File - Year 2015

Medical reports downloaded via internet
60% of reports
Savings: € 56.4 million
 in 3 years for the Veneto healthcare system
€ 120 million
 a year for Veneto residents

Digital prescriptions
88.3% of pharmacy prescriptions
74.4% specialist appointment prescriptions
Savings: 3.245 milioni di euro
 a year for the healthcare system

Neurosurgeon online consultations
3,216 every year
Savings: 84% fewer patient transfers
 from one hospital to another

Source: Veneto Region Statistical Office processing on AgID, European Commission, Arsenà.IT Consortium and Justice Ministry data



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