European Union | European Regional Development Fund

Mastering the digital transformation of business support
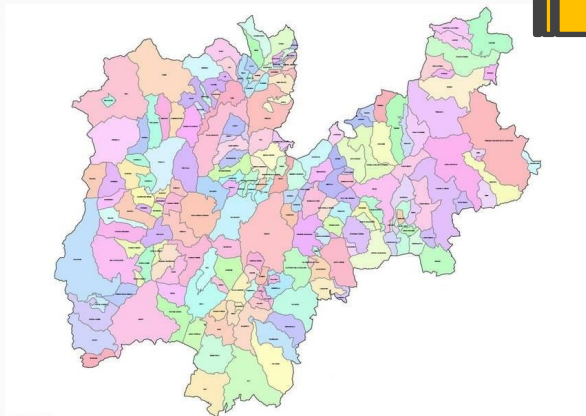
Trentino Digitale spa
Provincia autonoma Trento

Thematic workshop

27 November 2019 | Brussels

Trentino – Italy - Europe

175 Municipalities
15 Valley Districts

21 NUT2 (19 regions + 2 aut. provinces)
14 metropolitan cities
7.955 Municipalities (18.03.18)

28 EU members
272 NUTS 2 (Regions)

540K Inhabitants
GDP PPP' 17 **36100**

60M + 391K Inhabitants
GDP PPP'17   **26500**

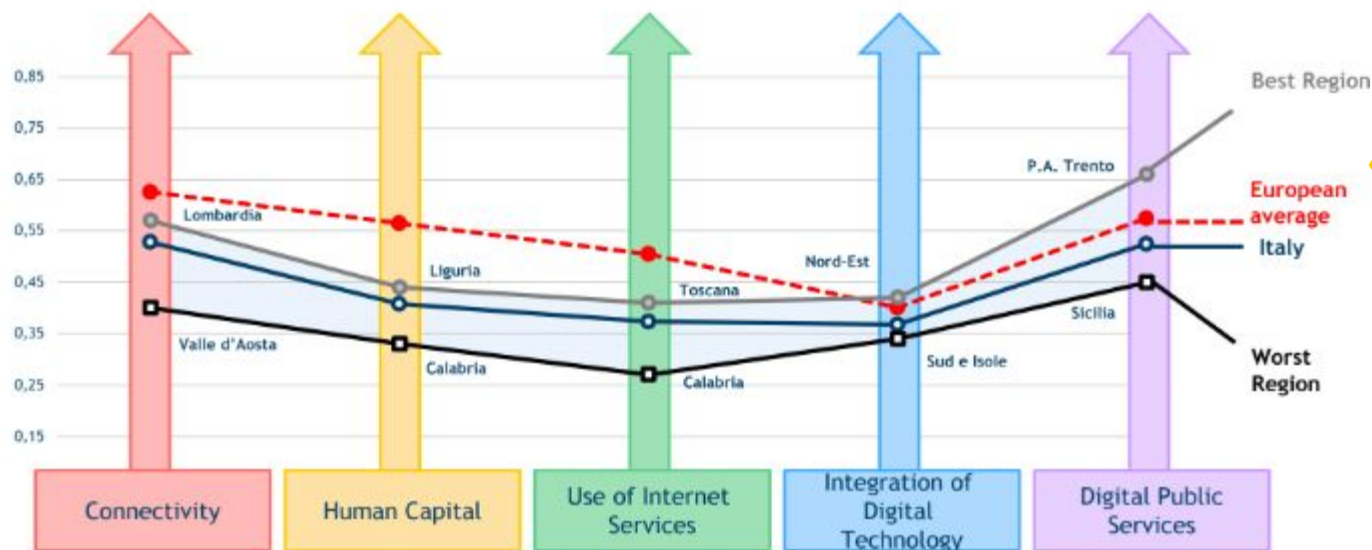**508 M + 451K inhabitants**
GDP PPP'17   **27.780**

DESI indicators

Regional DESI

In 2017 the Italian Regions have performances on DESI almost always below the European average
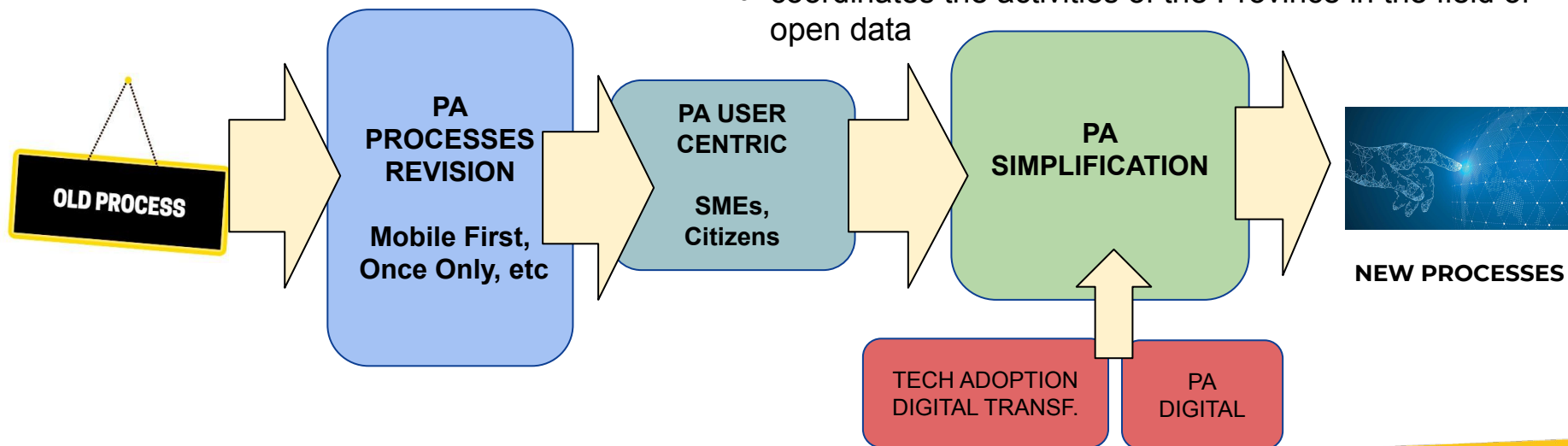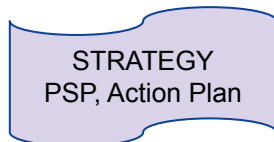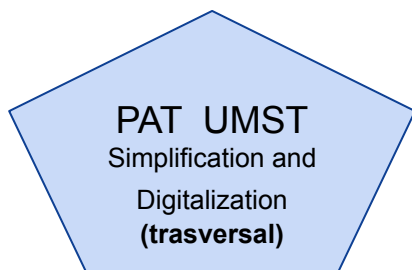
Trentino context

The themes of **simplification and digital transformation are strategic** and of pervasive importance, and the Province is a lever for a public administration that acts as an **agent of innovation** and facilitator/aggregator of relations with the other public administrations and within the public administration. A public administration with an **organization that is closer to the needs** of businesses and citizens and more effective in making all involved, both public and private.

This means reviewing administrative processes, designing and implementing high-quality and **easily accessible digital services** modeled on the needs of the recipients, introducing new organizational models **enabled by the responsible use of digital technology**, investing in the development of skills and the digital culture.

The Province has defined an **operational framework with actions for the three-year period 2020-2022**, aiming at the achievement of concrete and tangible results also through the sharing and implementation of several interventions

It is essential to frame the involved complexity - even technical - of the theme and inside the articulated relations between the province administration with the local entities of the territory that determine the digital transformation itself

(*from the* *PSP - Provincial Development Program of the Province XVI legislature*)

PAT Simplification and Digitalisation Strategic Mission Unit (

- promotes administrative simplification and reduction of bureaucratic burdens
- accordance with national and European guidelines, use of ICT policies as a tool to improve relations with citizens and businesses
- coordination of strategic initiatives regarding digital administration, dematerialisation of processes and documents and the transition to digital
- analysis and rationalization of processes, use and dissemination of technologies internally and with users
- coordinates the activities of the Province in the field of open data

PAT UMST
Simplification and
Digitalization
(trasversal)

STRATEGY
PSP, Action Plan

OLD PROCESS

PA PROCESSES REVISION

Mobile First, Once Only, etc

PA USER CENTRIC

SMEs, Citizens

PA SIMPLIFICATION

NEW PROCESSES

TECH ADOPTION DIGITAL TRANSF.

PA DIGITAL

Trentino Public Innovation System

- **Trentino Digitale Spa:** provincial in-house ICT company, under restarting both on a strategic and organizational level after the merging with Trentino Network, the public digital Trentino backbone. In addition to managing the commissioning and the governance of the projects, shared technical sites have been developed in the last year;

- **FBK:** important scientific and operational collaboration activated in 2018; common work on issues of relevance and impact including the management of the transition to the Cloud;

- **University of Trento**: some specific activities are grafted into some relevant PAT projects, including (Public Works, Distance Learning);

- **Provincial Health Agency**: close collaboration starting from 2018, joint governance of some decisive issues including the interoperability of data and data center projects;

- **Hub Innovation Trentino:** Provincial innovation Agency;

- **Trentino Sviluppo**: Provincial Development Agency;

- **Trentino Municipalities Consortium:** association of all municipalities, collaborate with Province on some common projects, diversified actions on transversal projects;

- **Municipality of Trento:** important technical collaboration on the theme of digital transformation and convergence of the entity at the PAT-FBK working table;

- **Team Italia Digitale**: (national level) under the prime minister office, active relations on various fronts in operational testing

- **AgID**: (national level) constant and operative relationship with the contact persons of the Agency and with other territorial RDTs
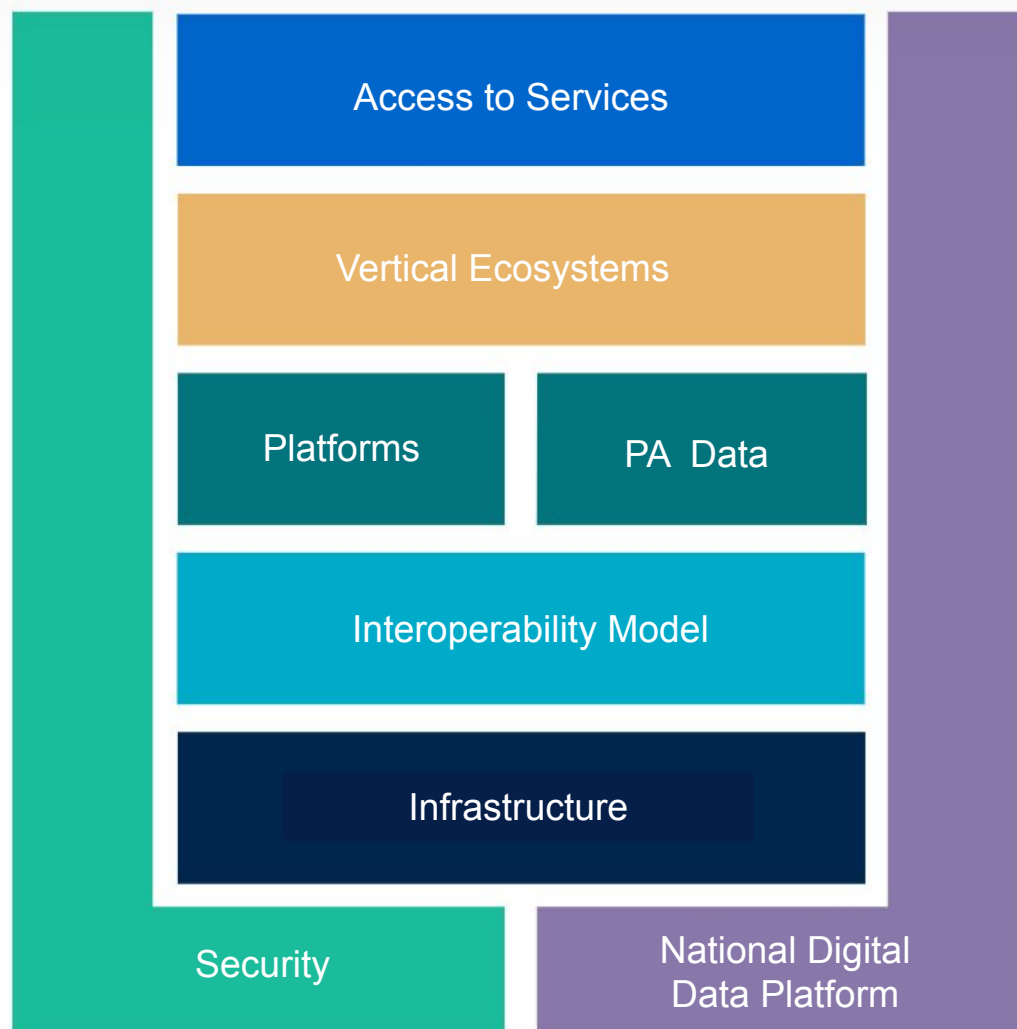
Medium-long term objectives

Described in the Strategic Area 7 (of 7) of the PSP

For an Autonomous Trentino, with public institutions accessible, qualified and able to create value for territories and with the territories

3 sub objectives:

- 7.1 - Strengthening and innovation of the Provincial autonomy to safeguard the local identity, enhancing the environmental, cultural, social and productive peculiarities
- **7.2 - An innovative, faster public administration that simplifies the relationship with citizens and businesses**
- 7.3 - A multi-level government for the protection of the territory and as a lever for local development
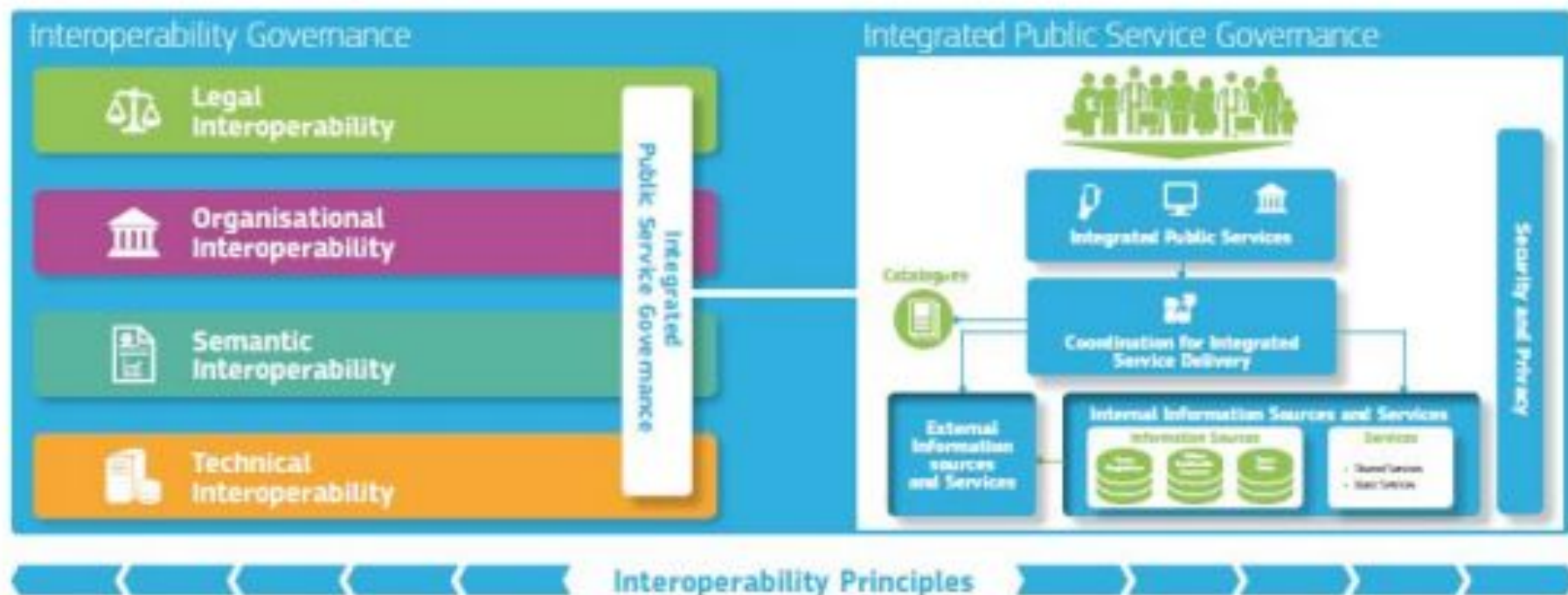
Reference Architecture Model

Interoperability Model

It is a must: video

The revised EIF Conceptual Model

Single Digital Gateway Regulation
The "killer" régulation

SDG new regulation link (Annex I, Annex II)

https://europa.eu/youreurope

7.2 An innovative, faster public administration that simplifies the relationship with citizens and businesses

- Autonomy, international relations, alliance networks,
- Integrated and consistent support for the governance of decisions
- Use of public resources as a lever for mobilization of private resources quality and certainty of the legal framework
- Value of human resources
- **Transition to digital**
- Simplification for citizens
- **Simplification for businesses**
- **Open data**

Transition to digital

- Review processes through re-engineering and digitization procedures
- Design and implement quality digital services that are easy to access and modeled on the real users/businesses needs
- Introduce new organizational models enabled by the new technology
- Invest in development of digital skills and digital culture
- Promote the logic of the single point of access
- Extend the digital grow of the territory providing enabling control and protection services for people to use the digital infrastructures
- Exploit the potential of AI and (big) Data

Simplification for businesses

- Reduce information and bureaucratic burdens through the use of self-certification and acquisition (once only principle) improving data/application interoperability and digital forms standardization.
- Mapping productive sectors to assess the interaction between the different levels of government and reduce overall PA response times.
- Rationalize or reduce, where possible, the controls on companies (proportional to the inherent risk in the activity)
- Simplification/digitalization of the complex procedures concerning manufacturing, services and building activities in the logic of the EU Single Digital Gateway (SDG).

Opendata

- Highlight and increase the value of public information assets (e.g. base registries, datasets, informations) to facilitate integration and the development of innovative services.

- Orienting opendata efforts towards genuine and effective data interoperability.

Some examples

Digital Transformation

Digital platform availability, empowerment of users

- Alignment of the **provincial digital strategy with the national** (Piano Triennale Informatica) and the European Digital Agenda

- Providing a **unique common authentication node** (SPID/CIE/eIDAS) to be used by all local and provincial PA

- Providing unique **online PA payment node** (MyPay) at provincial level

- Evolving the provincial **online services portal** towards EU Digital Single Gateway: num of services available, aggregating the other digital services, align services description to EU/national standard

- Favor the **adoption of cloud and mobile-ready** digital solutions and systems

- Favor the **onboarding in the national civil registry** (ANPR) and the overall adoption of the ANPR in the development of new services

- Endorsing specific events/activities to **improve digital awareness** of citizens and businesses in the province

Simplification for Businesses - 1

Single Register of Provincial Control Activities (RUCP)

Allows all required structures of the Province, as well as its instrumental bodies, to jointly planning the future "control activities" on businesses and to share with each other data relating to the results online.

It allows and integrated strategy that acts simultaneously on the regulatory data and on the rationalization of the institutional system, which intervenes on the techniques used to perform the control, orienting it towards a perspective of greater efficacy and efficiency and a wider transparency.lts of the checks carried out, reducing and simplifying the administrative burden over businesses

- Co-designed with businesses and PA
- Integrated with other services (Cantieri web)
- Mobile ready
- Integrated with ext base registres
  - Parix - Chambers of Commerce;
  - Accredia - quality certifications) to give extensive information about companies and their characteristics.
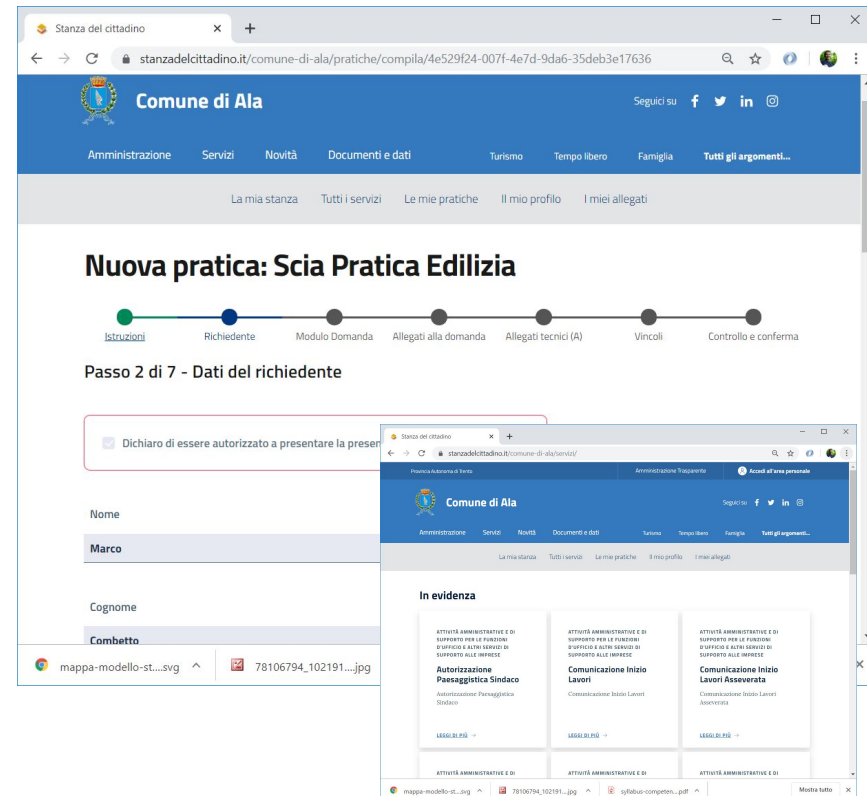
Simplification for Businesses - 2

New services: PEO Online Building Permit

- Co-designed with professionals, PA and citizens
- Supported by PaT, developed by CCT
- TN Digitale for the enabling platforms (SPID/CPS, MyPay/PagoPA).
- Early adopter of the new UX framework Bootstrap Italia

Compliance with all 5 mandatory national guidelines, beside GDPR:

- Designed with Design Italia kit
- Open source and ready for reuse
- Interoperability model guidelines
- Implemented in the cloud
- Opendata-ready

It has also some EU ISA2 corevocs implemented (CPSV-AP)

Opendata: Towards a Data Driven PA

Towards a "High Data Culture" territory

1ˢᵗ Step

Create a federated catalog with all regional eGov actors

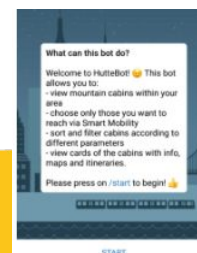Apply standards (e.g. DCAT_AP)

Be inserted in the EU OD flow

2ⁿᵈ Step

Demand of Data
Reuse of Data
Data Quality

Digital Change
Technologies
Business model
Regulations

3ᵗʰ Step

4ple Helix Engagement
Single Digital Gateway
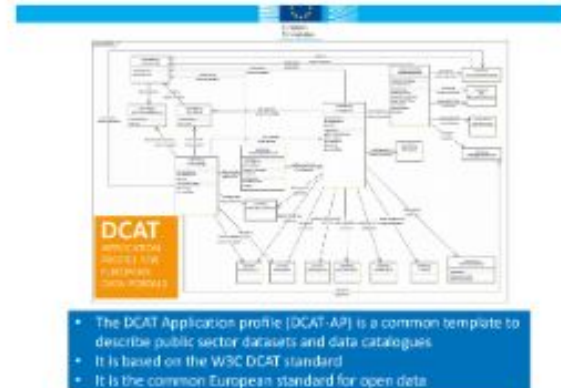Responsible Digital Innovation

Lesson learned from Opendata

As-Is

- +150 Data Portals in EU
- Different metadata
- Limited accessibility

To-Be

Pan European Data Portal
A single point of access

- The DCAT Application profile (DCAT-AP) is a common template to describe public sector datasets and data catalogues
- It is based on the W3C DCAT standard
- It is the common European standard for open data

https://www.cmimarseille.org/sites/default/files/newsite/library/files/en/Promoting%20Semantic%20Interoperability%20in%20Europe%20%26%20Open%20Data.pdf

As-Is

To-Be
service
Pan European Data Portal
A single point of access

A first step on this has been made by PaT with the modeling of 150 public services in the CPSV-AP standard (and used in the ODHB 2019 event)

Describe Public Service with standards

Contributi per l'organizzazione di eventi culturali straordinari

	PSURI	Name	Description	Has Competent Authority	Keyword	Sector	Thematic Area	Type	Language	Status	% Grouped By	Requires	Related
						The CPSV-AP v2.1 recommends to use as controlled vocabulary the List of NACE codes in inglese: http://ec.europa.eu/competition/mergers/cases/index/nace_all.html	https://publications.europa.eu/en/web/eu-vocabularies/at-concept-scheme/-/resource/authority/data-thematic	Vedi file pdf in MATERIALI DI LAVORO - codici COFOG https://www.istat.it/	https://publications.europa.eu/en/web/eu-vocabularies/at-concept-scheme/			Eventuali servizi da richiedere prima di questo	Eventuali servizi collegati
p_TN_402		Contributi per l'organizzazione di eventi culturali straordinari	I soggetti culturali privati (imprese, società, enti culturali, associazioni) possono chiedere un contributo per organizzare manifestazioni culturali di interesse provinciale a carattere straordinario. Sono considerati eventi straordinari: - le iniziative innovative, sperimentali o svolte in via straordinaria e non ripetibile; - le iniziative non prevedibili o non programmabili al momento della scadenza delle domande di contributo ordinario	Provincia Autonoma di Trento - Servizio attività culturali	cultura, contributi, manifestazioni	R90.0	EDUC	08.2.1	http://publications.europa.eu/resource	attivo	BE_3.1.1, BE_3.1.2		p_TN_396, p_TN_397, p_TN_398, p_TN_399,
p_TN_595		Abilitazioni relative ai prodotti fitosanitari	I soggetti interessati possono richiedere il rilascio o il rinnovo del certificato di abilitazione all'acquisto, all'utilizzo e alla vendita dei prodotti fitosanitari e di abilitazione all'esercizio dell'attività di consulenza sull'impiego degli stessi.	Provincia Autonoma di Trento - Servizio agricoltura	certi abilit prod fito								

```
<rdf:RDF
    xmlns:rdf="http://www.w3.org/1999/02/22-rdf-syntax-ns#"
    xmlns:schema="https://schema.org/"
    xmlns:cpsv="http://purl.org/vocab/cpsv#"
    xmlns:locn="http://www.w3.org/ns/locn#"
    xmlns:cv="http://data.europa.eu/m8g/"
    xmlns:rdfs="http://www.w3.org/2000/01/rdf-schema#"
    xmlns:dct="http://purl.org/dc/terms/"
    xmlns:adms="http://www.w3.org/ns/adms#"
    xmlns:eli="http://data.europa.eu/eli/ontology#"
    xmlns:skos="http://www.w3.org/2004/02/skos/core#"
    xmlns:dcat="http://www.w3.org/ns/dcat#"
    xmlns:foaf="http://xmlns.com/foaf/0.1/"
    xmlns:xsd="http://www.w3.org/2001/XMLSchema#" >
<rdf:Description rdf:about="http://www.provincia.tn.it/ev/3723fb8f-cef5-45e9-8356-e8d568f3341a">
    <dct:title xml:lang="it">Per iniziative con spesa ammissibile superiore a 200.000,00 euro, modalità di promozione d
    <dct:identifier>ev/3723fb8f-cef5-45e9-8356-e8d568f3341a</dct:identifier>
    <rdf:type rdf:resource="http://data.europa.eu/m8g/Evidence"/>
</rdf:Description>
<rdf:Description rdf:about="http://www.provincia.tn.it/lr/DGP-2012-896">
    <dct:identifier>lr/DGP-2012-896</dct:identifier>
    <eli:description xml:lang="it">Deliberazione della Giunta provinciale n. 896 dell' 11 maggio 2012</eli:description>
    <rdf:type rdf:resource="http://data.europa.eu/eli/ontology#LegalResource"/>
</rdf:Description>
<rdf:Description rdf:about="http://www.provincia.tn.it/hcp/CP_E03K9O">
    <schema:telephone>0461497233</schema:telephone>
    <schema:faxNumber>0461497252</schema:faxNumber>
    <schema:email>dip.istruzionecultura@provincia.tn.it</schema:email>
    <dct:identifier>hcp/CP_E03K9O</dct:identifier>
    <rdf:type rdf:resource="https://schema.org/ContactPoint"/>
</rdf:Description>
<rdf:Description rdf:about="http://www.provincia.tn.it/lr/DGP-2016-1008">
    <dct:identifier>lr/DGP-2016-1008</dct:identifier>
    <eli:description xml:lang="it">Deliberazione della Giunta provinciale n. 1008 del 13 giugno 2016</eli:description>
    <rdf:type rdf:resource="http://data.europa.eu/eli/ontology#LegalResource"/>
</rdf:Description>
<rdf:Description rdf:about="http://www.provincia.tn.it/lr/DGP-2015-2144">
```

ODHB 2018-2019

Co-creation of digital services through chatbots and opendata

The solvers tell the PA under the gaze of the company tutors with who they worked

The PA explains its proceedings to young solvers

The company tutor works with the solve

Final Remarks

- Simplification and digitalization must go together, transversally

- Anticipate policies instead of follow them

- Involve all helixes – Make together with the businesses and PA!

- Regional Aggregation/Facilitator role is crucial and helpful

Trentino advantages (maybe) are:

- Province of Trento is a small territories, easier to establish the 4-ple helix involving all actors

- Historically is a community oriented territory

EU is supporting this and INTERREG Europe helps

OSIRIS
Interreg Europe

European Union
European Regional
Development Fund

https://www.interregeurope.eu/osiris/

Mastering Digital Transformation for Businesses Support