

COMUNE DI
FIRENZE



Sharing solutions for
better regional policies



“Mastering the digital transformation of business support”

Brussels, 2019, November 27

Municipality of Florence

FLORENTINE GOOD PRACTICE

***Telematic one stop shop
qualified by the
coordination function and
legal support***

Coordination and normative support

In the private sphere it would be called “Research and development office”; in the Public Administration, in the field of economic activities, it is something more ... much more! SKILLS PROFESSIONALISM QUALITY

Tool of efficiency, effectiveness, economic efficiency, homogeneity, legitimacy of administrative action

Warranty of the simplification of procedures, of fulfillments ... of economic activities liberalization processes, of the raising of territorial competitiveness, quick adjustment body to the standards required by Regulation 2018/1724 / EU towards the single digital gateway

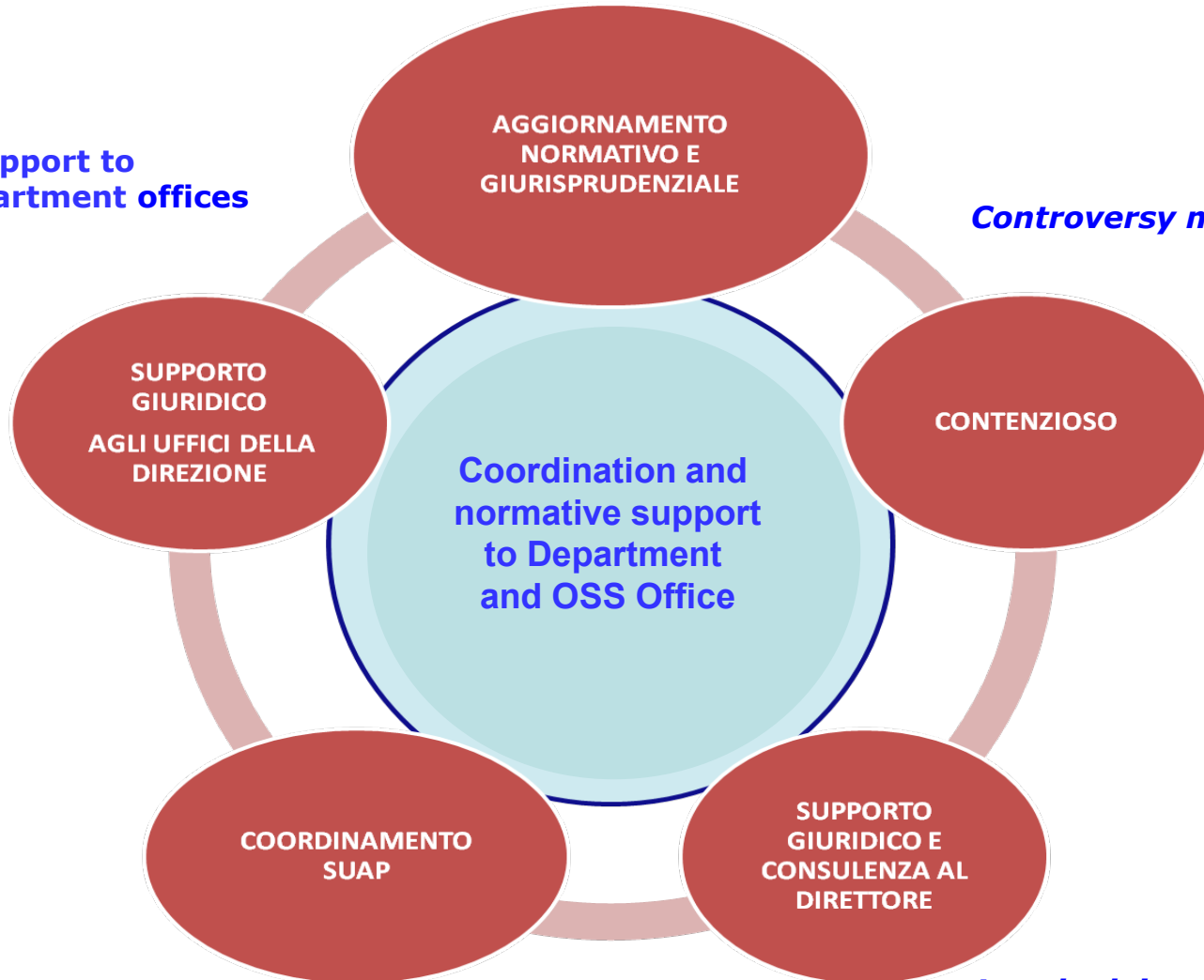


Coordination and normative support to Department and OSS Office

Normative and policymaking update

***legal support to
Economic Department offices***

Controversy management



One Stop Shop coordination

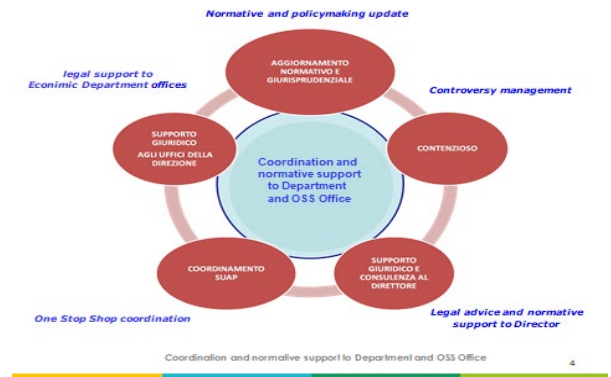
Legal advice and normative support to Director

Coordination and normative support to Department and OSS Office

FUNDAMENTAL FUNCTIONS OF COORDINATION AND NORMATIVE SUPPORT

Going a little further in detail, such a center of competence is called in any case to ensure:

- regulatory and jurisprudential monitoring and consequent updating of the reference structures;
- legal support in the branches of law listed above, as well as in matters relating to the Single-Business-Office (SUAP), compliance and procedures relating to individual economic activities attributable to the scope of the SUAP itself and related proceedings, first and second degree, to regulatory activities and, now, to control activities;
- homogeneity of the operating procedures and procedures, as well as the interpretation of the regulations governing economic activities;
- determination of the information content relating to the formalities and procedures to be published on the institutional reference portal and preparation of the forms (static and dynamic);
- identification of the measures necessary to guarantee the transparency of the administrative action and the streamlined procedures;
- overseeing the measures of privacy and the right of access with respect to what is contained and published in the databases;
- interaction with the level of planning and planning for the purpose of adjusting the system to regulatory developments, the evolution of the current system components, the creation of new functionalities and the management of information systems interfaces;
- continuous training;
- prevention and management of litigation.





OTHER FUNCTIONS OF COORDINATION AND NORMATIVE SUPPORT

One Stop Shop
Productive
activities
(SUAP)

One Stop
Shop Building
(SUE)

Other shops

Release in
the
institutional
web site

Certified
e-mail and
web portal

The only
representative
in the services
conference

Participation to
sovra-municipal
coordinations

OSS, on the basis of the organizative model adopted, can anyway expand its own competences to the ones here represented. The potentiality of expansion, beginning from being the single point of contact, can be, in any case, unlimited

(∞)

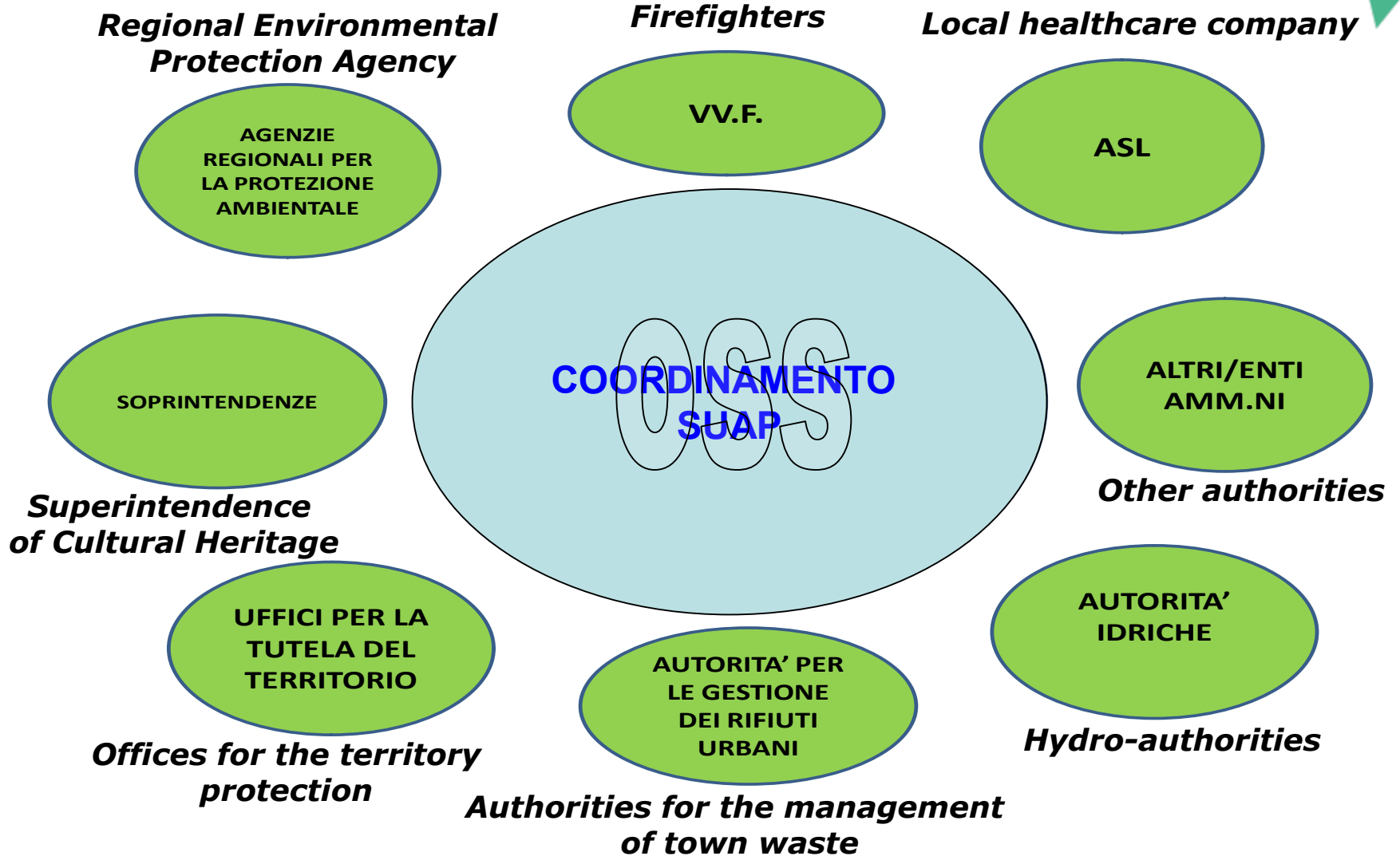


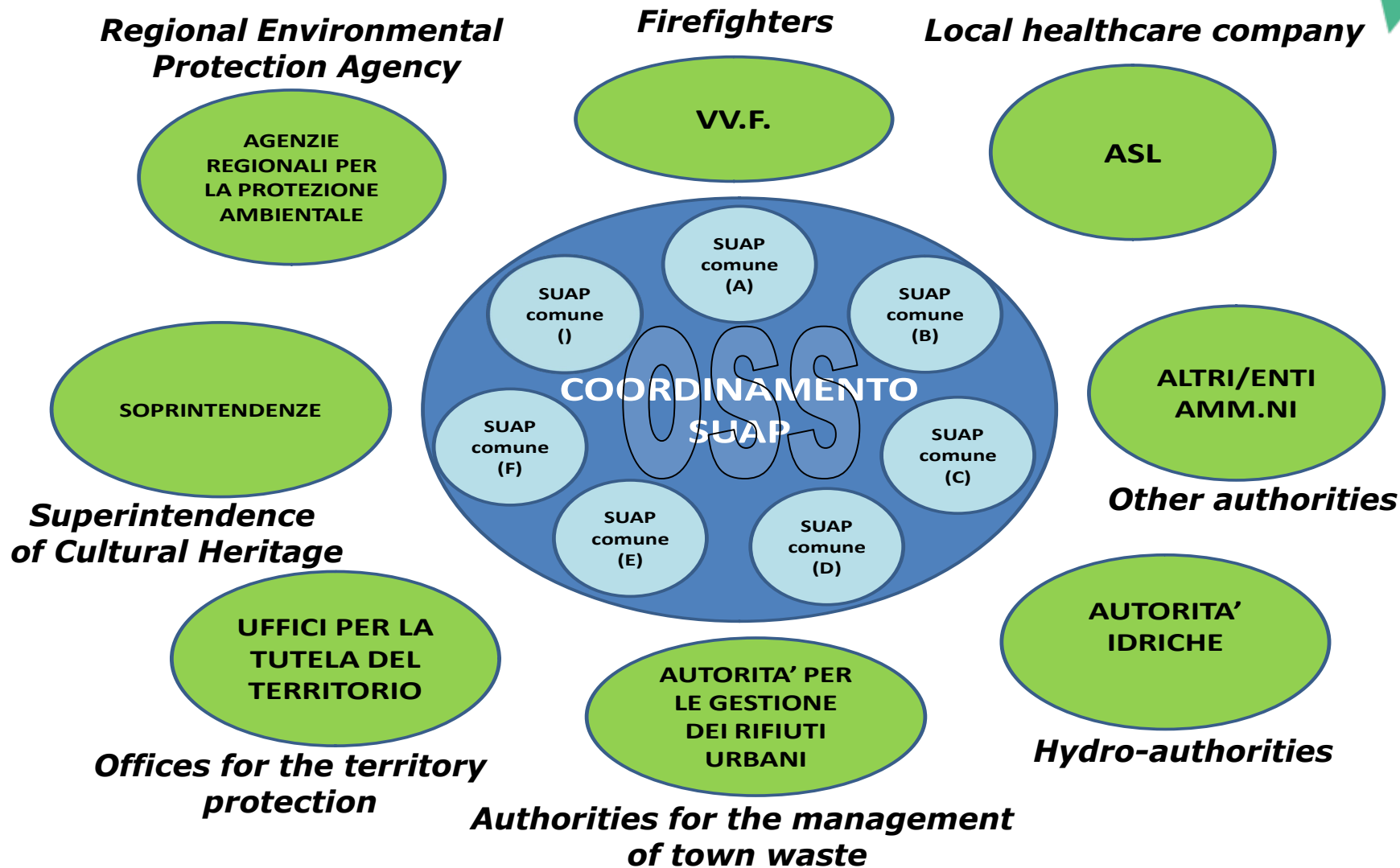
Study and
follow up

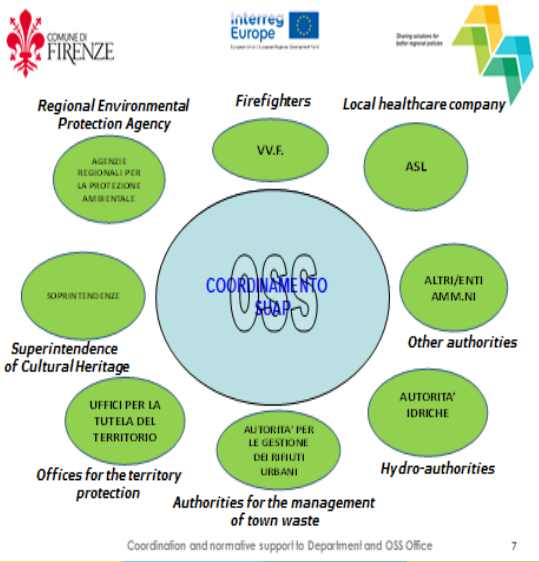
Administrative
controls

Support to
Interdiction
measures

Administrative
penalty



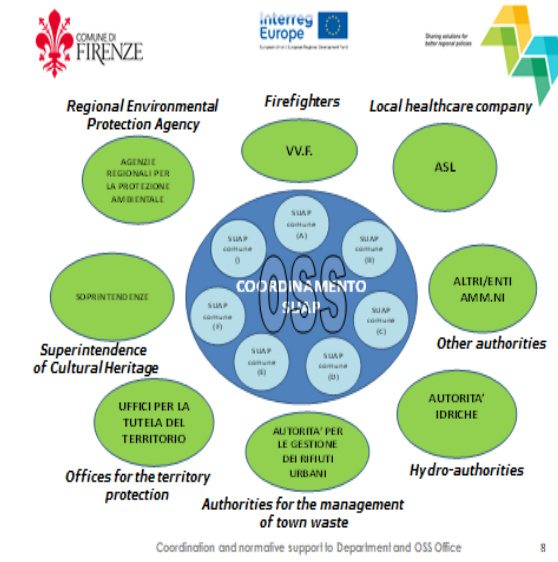




Coordination and normative support to Department and OSS Office 7

OSS Municipal Coordination

OSS Municipal Coordination



Coordination and normative support to Department and OSS Office 8

The physiological interlocution of OSS with third Entities and Offices, at a single municipal level, can reproduce itself at any sovramunicipal level (territorial, regional, national, european). This possible evolution makes even more necessary one elevation of quality, of competence and professionalism of Coordination.

regional platform

(it's the model of sovracomunal OSS, in use in the Municipality of Florence, based on a unique system of acceptance of the practices at a regional level)



STAR

Municipality x

Municipality of
Florence
2017

Municipality y

The ONE STOP SHOP is only telematic

***certified e-mail
domain port***

***certified e-mail
IT portal***

REGULATION (EU) 2018/1724 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 2 October 2018 establishing a single digital gateway to provide access to information, to procedures and to assistance and problem-solving services and amending Regulation (EU) No 1024/2012



single digital gateway

OSS model we have drawn is the one more suitable to adopt the innovations of this Regulation