



COMUNE DI GENOVA

The Digital Folder of the Citizen of Genoa



Workshop 2:

Data visualization: A way of effectively engaging with our citizens
and across public and private sector

The Folder as part of the country information system

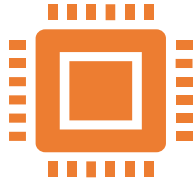
The focus of the project is to make data and services available to citizens in order to be:

- Mobile friendly
- Useful and effective
- Simple to use
- Implementable over time with scalable, secure, highly reliable architectures based on application interfaces exposed to those who want to use them (interoperability)

Maximum attention to the citizen:

making available to the citizen services and data developed by the various vertical sectoral projects, in a single access point and in multi-channel mode

Necessary interventions for the provision of digital services



Use of national enabling platforms:

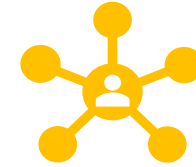
They allow services to exist and be used without having to repeat technological investments

- SPID
- CIE
- PAGOPA
- ANPR

They are fundamental pieces without which we cannot think of efficient digital services



Great attention to data, through the use of data naming ontologies



Deployment of an architectural model based on interoperability

The dossier as an opportunity to make the various existing systems and ecosystems interoperable

The Digital Folder of the Citizen of Genoa - Objectives



Through strong authentication (CIE / SPID) citizens will be able to access their folder and have all their data, services and information available



Personal information of the entire family, enrollments in school services, payments and deadlines for taxes and for municipal services, management of their reports, making an appointment to access the municipal offices, requesting and printing an identity certificate independently, ...



All information and services in a safe, personal and continuously updated place



IN CONTINUOUS EVOLUTION

Characteristics of the Digital Folder



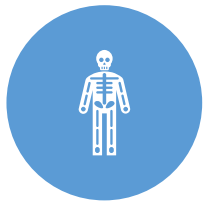
Mobile first, because all digitized information is also accessible from mobile devices



Transparent, because it makes data relating to its administrative processes available to the citizen



Simple, because it is possible to consult the data stored in one place with a click



Safe, because being able to access requires a strong authentication profile (SPID / CIE)



In continuous **evolution**, because periodically the citizen will have new services and contents available.

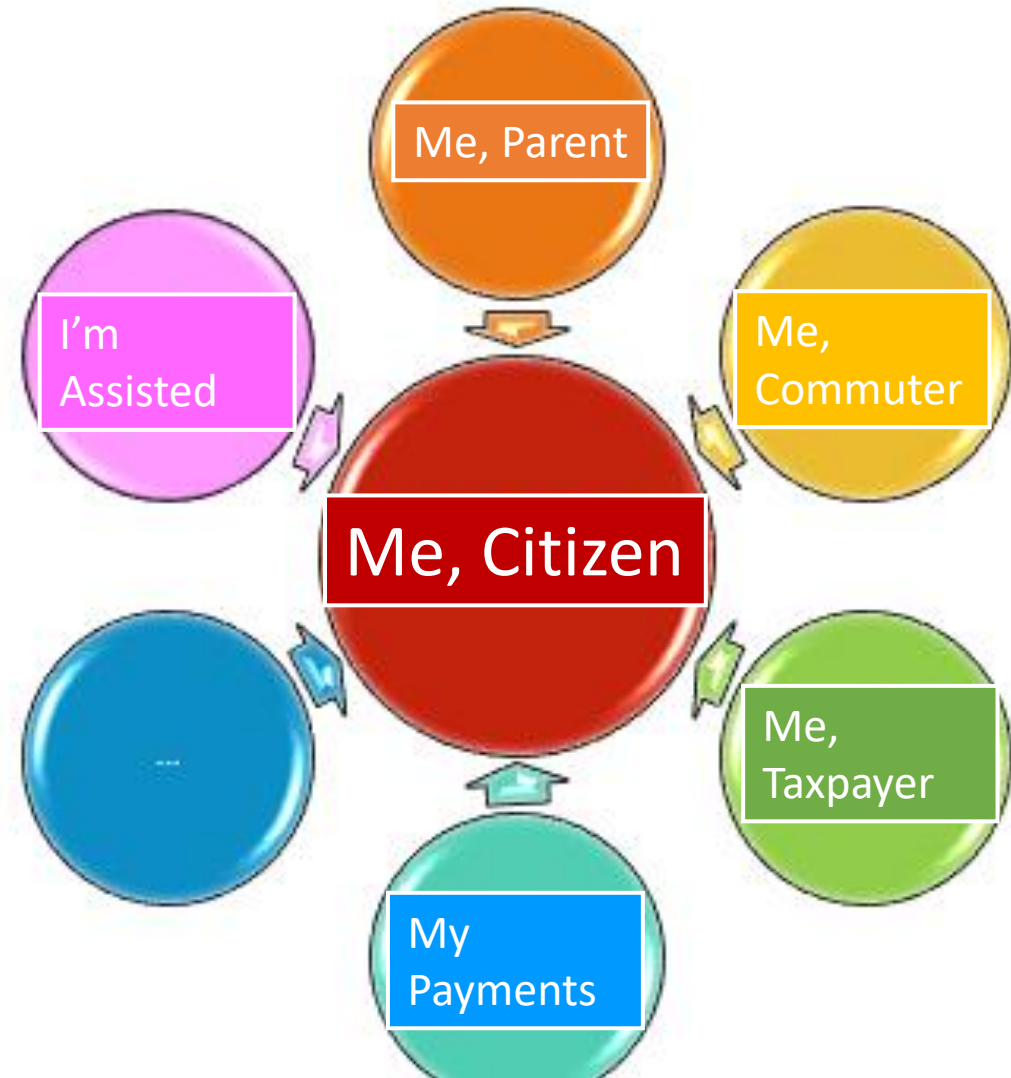
The "evolving" structure of the Folder

- The organization of the Folder does not start from the services that the institution makes available to the citizen but is designed starting from the **roles** that the citizen plays towards the administration, from its concrete life experience
- Addressing the whole range of citizen life experiences en masse would be too ambitious



Modular structure

Incremental sub-dossiers



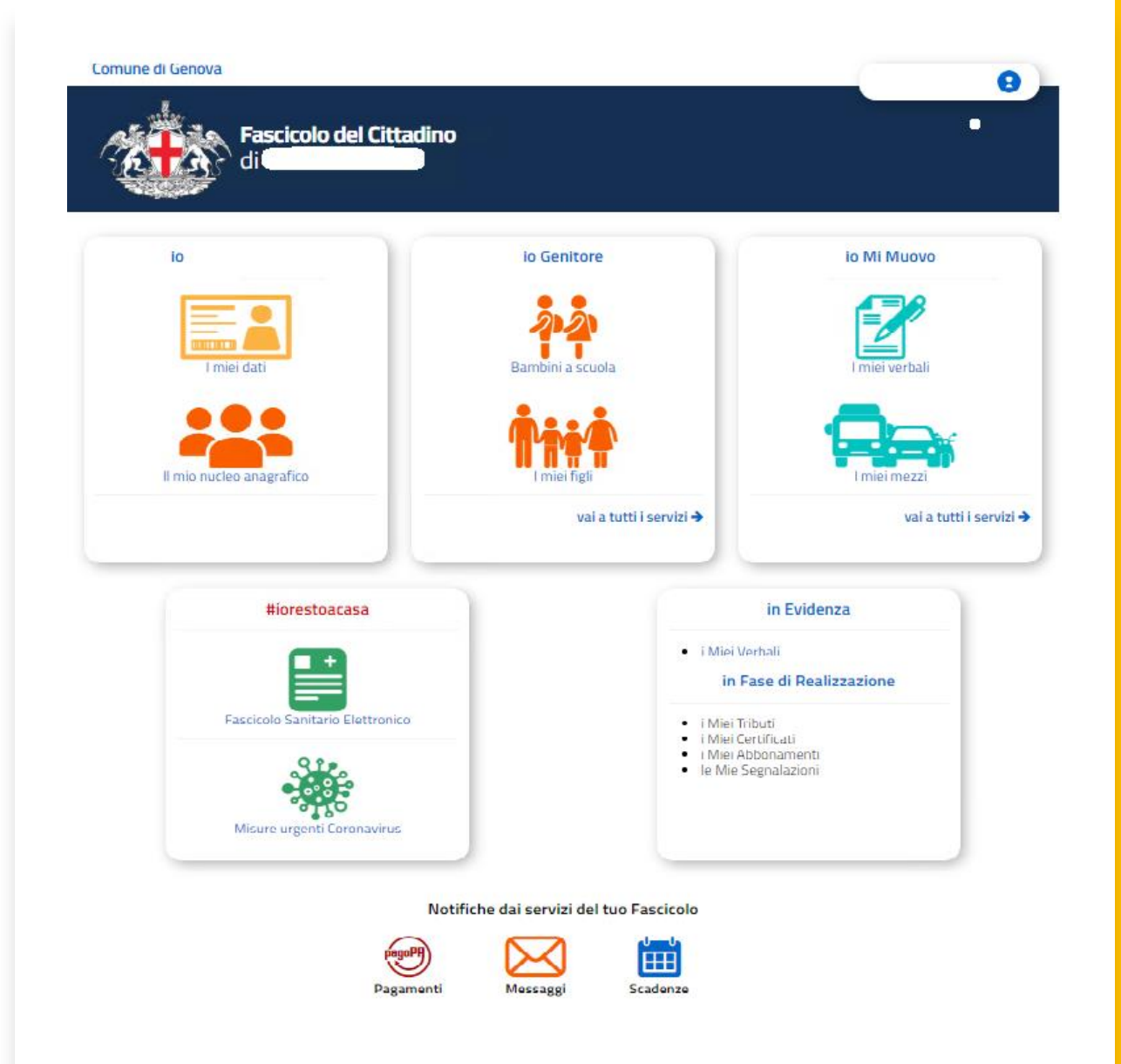
The subsections

- Me, Citizen
- Me, Parent
- Me, Commuter
- Me, Taxpayer
- My Payments
- Me, Reporter
- Me and my life
- I'm Assisted
- My appointments with the municipality (virtual corner)
- ...



The designed subFolders

- View your data (identity card, residence permit, election data, cadastral data). Request online certificates directly online.
- View your family data
- View data about your children's educational services and **subscribe to Child Services**
- Manage data about your **vehicles** and pay your fines
- Pay **Tari, IMU newsagents, school's Services, fines with pagoPA**



The construction path of the Folder



Master Data Management



Architecture Interoperability



The processes: from online services to the Folder



The communication

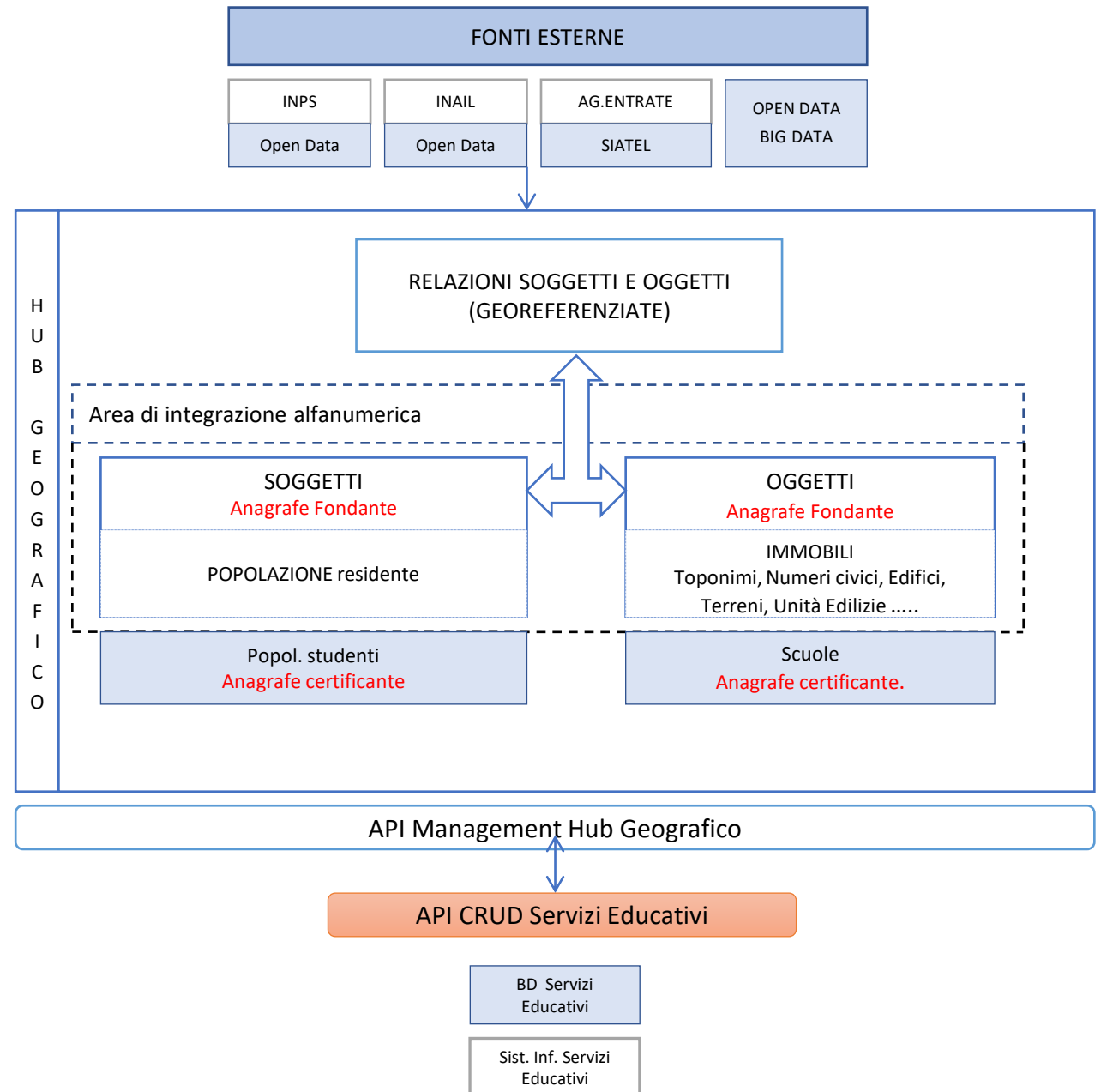


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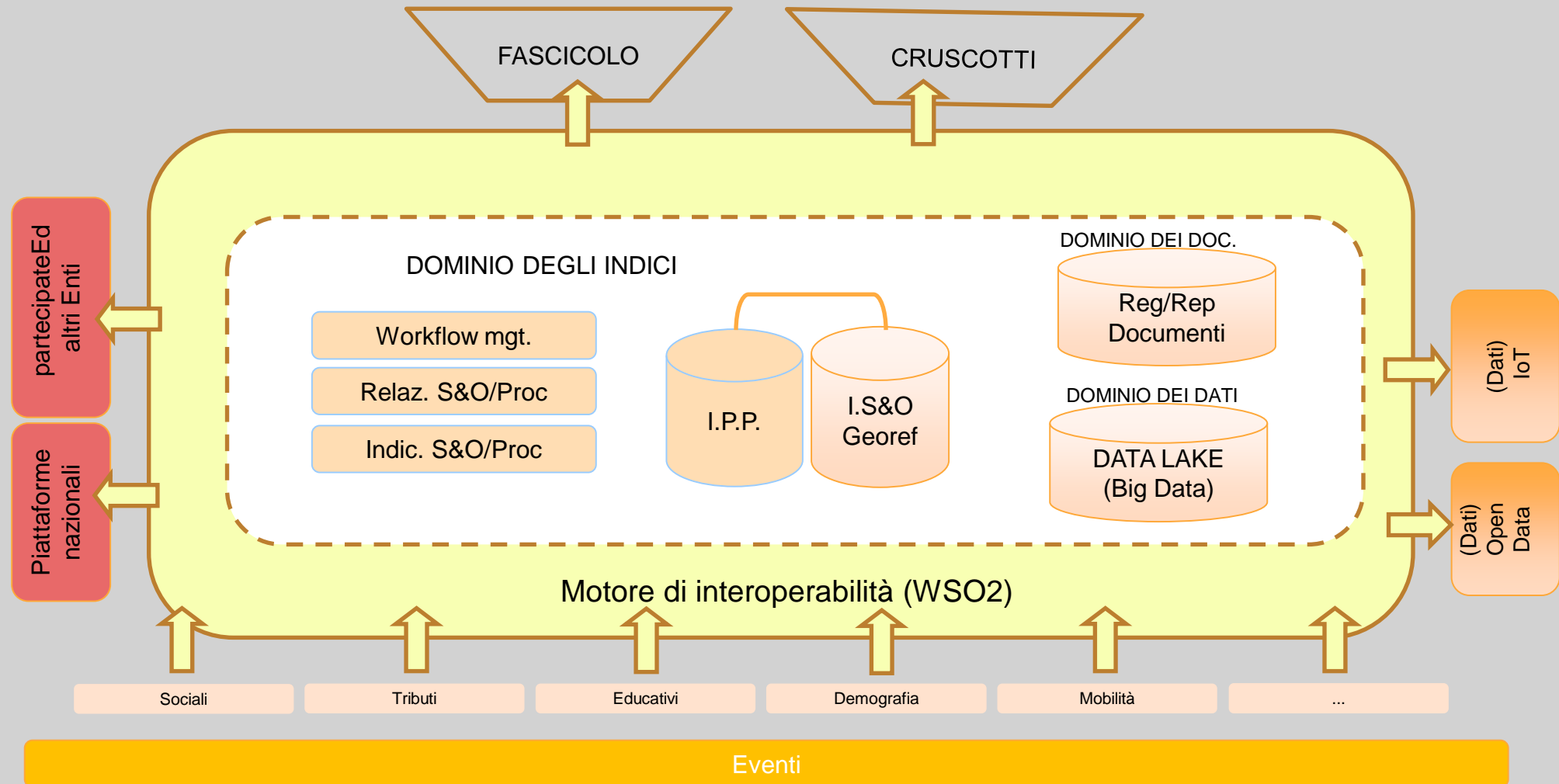
MDM

With the assessment activity, we identified:

- the founding registries, the certifying ones and the specific databases involved
- the processes that intervene through the applications and involve modifications to the databases



Architecture Interoperability



INFRASTRUTTURE IMMATERIALI

ENABLING PLATFORMS

CIE

SPID

PagoPA

FatturaPA

ANPR

NoiPA

PA DATA

National
databases

Open data

Controlled vocabulars

Interoperability with intangible national infrastructures

The communication in the digital folder

Study of the dossier mockup so that it takes into account the following aspects:

- Simple navigability (the parent does not have to know all the procedures behind an action and must be guided as in a path in stages)
- Transparency message to families
- Understandable to all (info graphics)
- Multilingualism option (ita-eng)
- Notification system



Collaborations

Italian Department for Digital Transformation

AGID

Liguria Region

Investee companies (AMT, AMIU, Genova
Parcheeggi...)

Other metropolitan cities (Milan, Venice, Bologna,
Reggio Calabria ...)

...



Thank you!

Municipality di Genoa



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