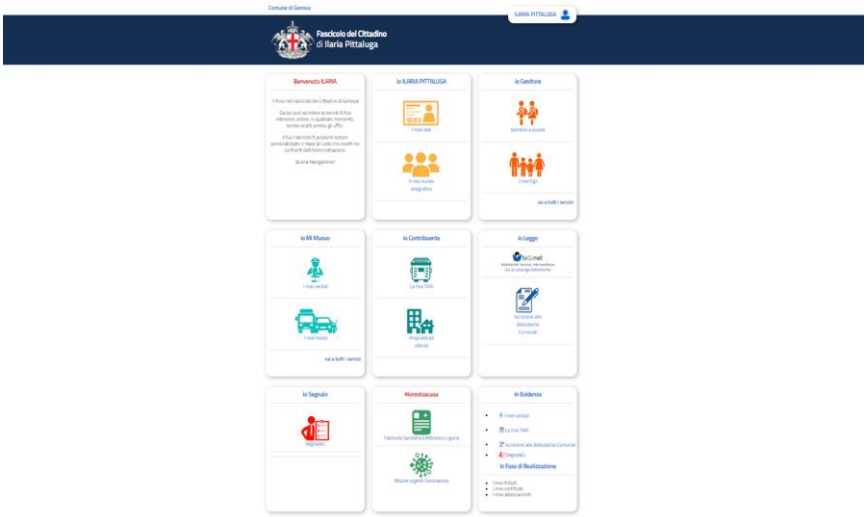
Good Practice #2 – Citizen Booklet/Folder

Location of the organisation in charge:	*Country*	*Italy*
	Region	*Liguria*
	City	*Genoa*
Main institution in charge:	*Municipality of Genoa*	

Good practice general information		
Geographical scope of the practice:	*Local*	
Location of the practice	Country	*Italy*
	Region	*Liguria*
	City	*Genoa*

Practice image:	
Title of practice:	*[22/100 characters]* Citizen Booklet/Folder

Good practice detailed information	
Short summary of the practice:	*[116/160 characters]* A platform that collects services and information to make them available to the citizens in a single point of access

Detailed information on the practice:	*[1294/1000-1500 characters]* The citizens are able to find information and documents that interest them, carry out administrative obligations, saving time and avoiding the time constraints of traditional offices. The databases are related to the following thematic areas: taxes, building and land registry, environment and territory, public works, public heritage, assistance and social support, public housing, energy and mobility. The creation of the Citizen Booklet platform includes the creation of a single point of access to services and data (Fascicolo del Cittadino) that can be used in multi-channel mode (i.e. web portal, call center, park-app). It is made up of a social folder, the debit position (PAGOPA) and the tax position. Center service – contactable through a single toll-free number and via chat – is intended as a "virtual help desk" that will work alongside the common physical branches. The aim was to (1) provide information, support and access to the services of the public body to citizens and businesses in a short time and (2) create a Big Data analysis platform (dashboards). The system is integrated with the national authentication system for digital identity (SPID) and Electronic Identity Card (CIE). The Citizen Booklet also offers new services to the citizens and the public administration.
Resources needed:	*[134/200-300 characters]* The project was financed by Structural Funds: the National Operational Programme “Città Metropolitane 2014-2020”. Resources: 887,000 €
Timescale (start/end date):	2014-2021
Evidence of success (results achieved):	*[448/300-500 characters]* The main outcome is the creation of a data analysis platform of large volumes (the data acquired from the web, from mobiles, from IoT devices and social data). The activity allows to derive data relating to both citizens/businesses and objects (schools, buildings, etc.). The system simplifies the bureaucracy from the citizen’s point of view and helps the back-office work – it also involves the dematerialization of the administrative procedures.
Challenges encountered:	*[300 characters] Please specify any challenges encountered/lessons learned during the implementation of the practice.*
Potential for learning or transfer:	*[716/500-1000 characters]* The project opens to the prospect of having access to folders related not so much to the “subjects” as to the various "objects" of the urban territory: buildings, schools, streets, etc. The different local public actors (not only the municipality but also the utilities and/or metropolitan city or the region with its subsidiaries) have the opportunity to collect DATA and information of the city and services. The platform collects and makes the different information available with an interdisciplinary logic under various topics: taxes, building and land registry, environment and territory, public works, public heritage, assistance and social support, public housing, energy and mobility, schools, library, etc.
Further information:	*Link to where further information on the good practice can be found* https://smart.comune.genova.it/sezione/fascicolo-del-cittadino
Keywords:	*Select from existing keywords* (something similar to *public e-administration, online platform*)