

"E-Government in Italy"

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Great changes are taking place in Italy in the relationship between citizens, suppliers and Public Administration. In order to ease the administrative function the Italian PA is progressively evolving towards a decentralized model (devolution). In fact, one of the major goals of the e-government plan is a reform of the PA by means of innovation services, transparent government actions and citizens participation in the decision making processes.

According to several important results achieved we can say that the first digitalized phase of public administration has ended and that it involved basic infrastructure development, greater spreading of information technology, the introduction of new service supply channels to citizens and a new e-procurement legislative framework. The next goal will be fully mature online services, with a high level of interaction among them, and a complete and widespread public services evolution. The Italian government has also started new actions aimed at fostering the use of e-government services.