



Public Sector Innovation

What makes it different?

Introduction

What is the public sector

Three examples of “framework innovation”

1 - Make sense of existing data

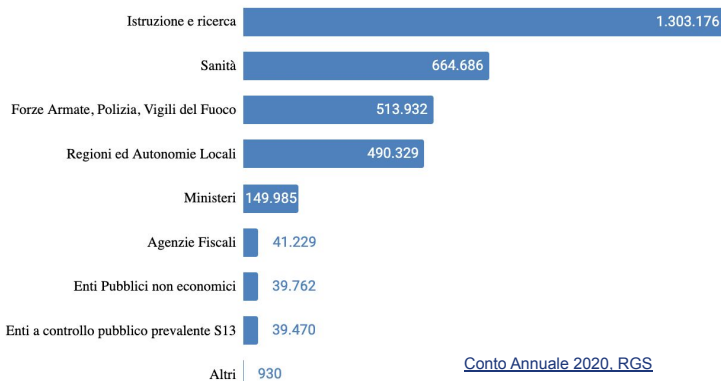
2 - Share relevant data among services

3 - Support a continuous innovation cycle

What is the public sector?

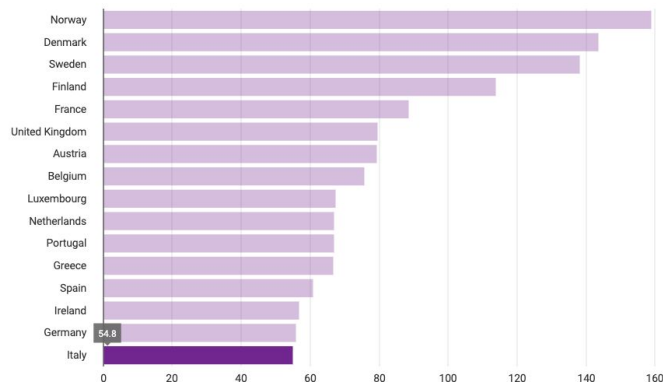
Generally referred as a single body, it comprises a variety of institutions each with their own peculiarity, both nationally and internationally.

Number of Employees by Institutional type, Italy, 2020



[Conto Annuale 2020, RGS](#)

Employment in public administration per 1,000 inhabitants, in 2015.

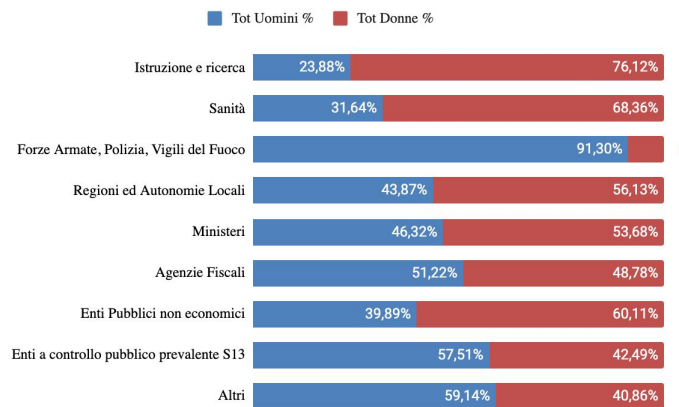


By EDJN Edit and publish this visual

Source: [France Stratégie](#)

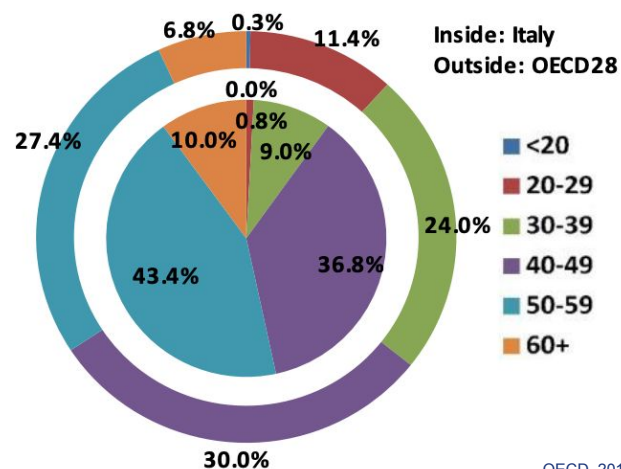
Who works for the public sector?

Very much gender-balanced across sectors



[Conto Annuale 2020, RGS](#)

A serious problem of aging, which is being tackled



[OECD, 2012](#)



Multi-level Governance is standard business

European Union

Sets Directives and Regulations that inform and guide the national legislative process. Some regulations are directly applicable.

National

Parliament, Ministers and all other national bodies that instruct how public duties should be carried out.

Regional

There are “sectors” where regional governments have more autonomy.

Local

Municipalities have cross-sectoral responsibilities and can be the point of contact between different institutions on a local level

20%

Contribution of “General government final consumption expenditure”
on Italian GDP in 2020. *It is a lot!*

Public innovation is complicated, but can have a huge impact

Framework mindset is essential to navigate its complexity



Make sense of existing data

RGS Integrated Accounting System



The screenshot displays the SIOPE web interface. At the top, the SIOPE logo is visible. Below it, the interface is divided into two main sections: 'Ricerca ente' (Entity Search) and 'Prospetto' (Forecast/View).

Ricerca ente section:

- ITALIA**: A map of Italy with regions highlighted in green.
- Comparto**: A dropdown menu with 'Regioni e province' selected.
- Sottocomparto**: A dropdown menu with 'REGIONI E PROVIN' selected.
- Circonscrizione**: A dropdown menu.
- Regione**: A dropdown menu.
- Provincia**: A dropdown menu.
- Ente**: A text input field with a 'Cerca' button next to it.
- Reset campi**: A link to reset the search filters.

Prospetto section:

- Periodicità**: A dropdown menu with 'TRIMESTRALE' selected.
- Trimestre**: A dropdown menu with '1' selected and '(aaaa)' as a placeholder.
- Tipo prospetto**: A dropdown menu with 'INCASSI', 'PAGAMENTI', and 'INDICATORI' as options.
- Ricerca**: A blue button to execute the search.

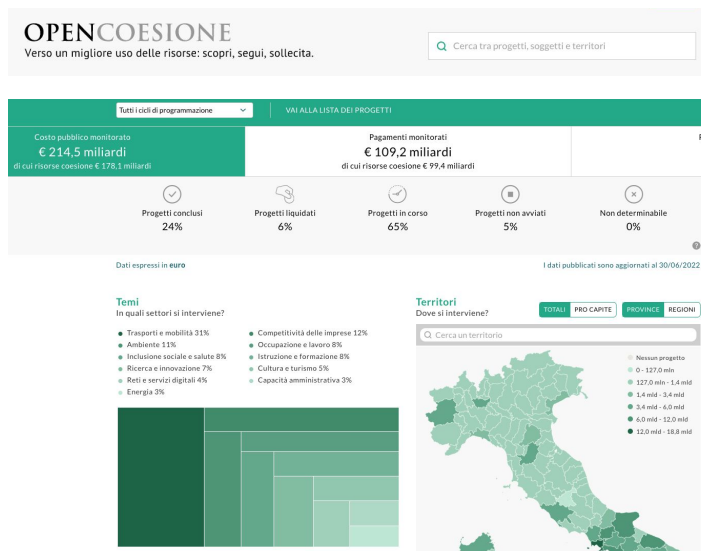
The SIOPE (Information System on the operations of public bodies), is a system of electronic collection of receipts and payments made by the treasurers of all public administrations, which arises from the collaboration between the General Accounting Office of the State, the Bank of Italy and ISTAT. Began in 2002.

Over 22.000 different public bodies have been integrated.

NATIONAL

ENFORCED

Cohesion Policy Funding Portal



OpenCoesione is the open government initiative on cohesion policies in Italy. The portal easily accessible data on planned resources and expenses, locations, thematic areas, programmers and implementers, implementation times and payments of individual projects. Everyone can thus assess how resources are used with respect to the needs of the territories.

NATIONAL

NOT ENFORCED

Share relevant data among services



Enabling Platforms



spod Sistema Pubblico
di Identità Digitale



ANPR - National Register of the Resident Population



Rome, 17 January 2022 - With the Sicilian municipality of San Teodoro, the path to bring all Italian municipalities into the National Register of the Resident Population (ANPR) has been completed. From today, Italians living in the 7,903 municipalities of the country and those abroad registered with AIRE can verify and request the correction of their personal data, print certificates and use the services available easily and safely.

NATIONAL

NOT ENFORCED

PagoPA - Payment System



PagoPA is the payment system of public administrations and managers of public services in Italy, managed by the homonymous public company.

Originally mandatory platform for all public administrations. In 2021 the Antitrust Authority ruled against its introduction as the only payment channel to the public administration

NATIONAL

ENFORCED

Spid - Public Digital Identity System



The Public Digital Identity System (SPID) is the key to simple, fast and secure access to the digital services of local and central administrations.

The SPID system is based on the SAML2 protocol

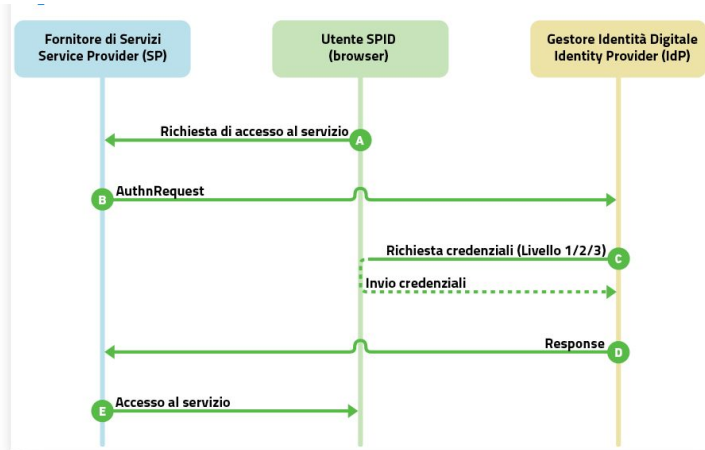
SPID also allows access to public services of the member states of the European Union and of companies or traders who have chosen it as an identification tool (EU eIDAS Regulation)



EUROPEAN

NOT ENFORCED

Spid - Public Digital Identity System



4 main actors:

- Citizens
- Identity Providers
- Service Providers
- Attribute Authority (soon)

The service is co-managed by private and public bodies:

- great opportunity to foster innovation
- risk of “project capture” by special interests

Support a continuous innovation cycle



Team Trasformazione Digitale



TEAM PER LA
TRASFORMAZIONE
DIGITALE

The Digital Transformation Team was born to build the “operating system” of the country, a series of fundamental components on top of which we can build simpler and more efficient services for the citizens, the Public Administration and businesses, through innovative digital products.

The Commissioner’s Team was established on September 16, 2016 with an initial two-year mandate, up to September 16, 2018 under the guidance of Diego Piacentini.

NATIONAL

ENFORCED



Arsenal - Cross-organizational innovation center



A voluntary consortium of 13 Veneto hospitals, configured as a Veneto competence center for eHealth. It pursues the improvement of health processes and assistance offered to citizens with a view to inter-company collaboration.

The consortium gathers experiences and skills of eHealth, heritage of each member company, carrying out a permanent research activity for innovation and the design of new solutions, entrusted to a team of young experts.

REGIONAL

NOT ENFORCED

Strengthen an internal innovation network

Agenti del cambiamento, INPS



Big public bodies do have the necessary resources to start innovation processes internally.

Oftentimes innovation happens at the edge of the organisation, the center should have the tools to intercept it.

Multi-disciplinary approach is key.

Diversity makes the difference!

Guide Digitali, Regione Emilia-Romagna



REGIONAL/LOCAL

VOLUNTARY

Structural elements



PEOPLE

- competence balance
- IT skills gap
- better remuneration and career growth opportunities



COMPANY CULTURE

- risk averse environment
- bureaucratic
- value-driven
- long-term approach



ORGANISATION

- Cross-disciplinary projects
- Friction between formal organisation and “innovative” initiatives - change management

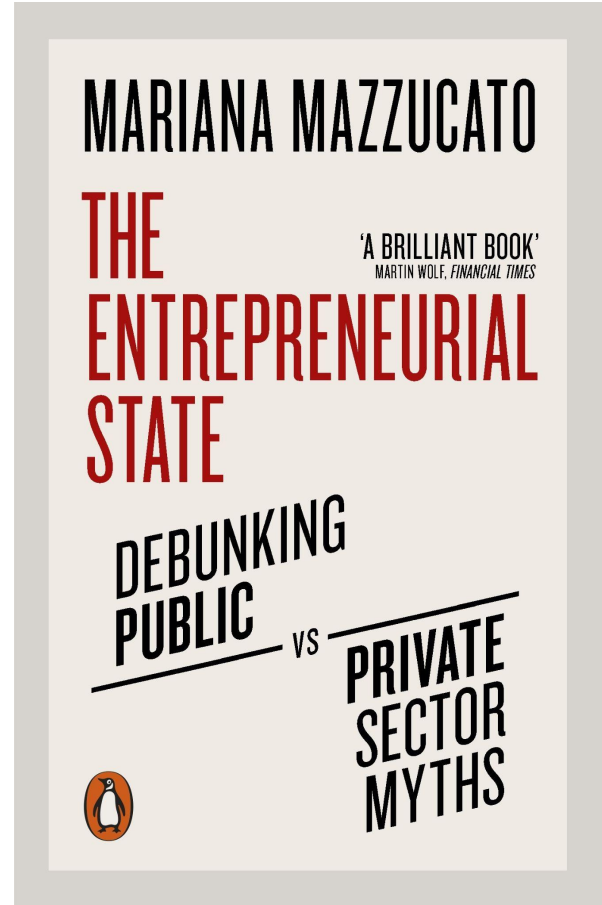


**IIPP - Institute of Innovation and
Public Policy, UCL, London**



Suggested book ->

...and festival in Berlin ↓





Grazie!

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