

# Information Technology for Quality in Public Administration

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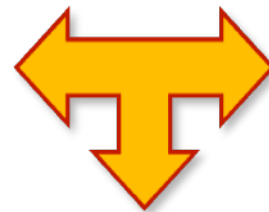




# Scenario

## GLOBALISATION

Economic  
Financial  
Informative



## Transition

from the age of industry  
to the age of knowledge

- Increased competitiveness
- Lower labour costs
- Duty to innovate



# European context

## Integration steps

- **1993** - European Common Market - Maastricht Treaty
- **1997 - 2007** - Schengen Agreements
- **2002** - Monetary Union
- **?** - Political Union: Constitution's approval process

## Enlargement steps

- **1986** - Spain, Portugal
- **1995** - Austria, Sweden, Finland
- **2004** - "Big Bang"
- **2007** - Romania, Bulgaria
- **?** - Croatia, Turkey
- ...Russia?



# FVG: socio-economic framework

- Inhabitants: 1,207,870, included foreigners: 60,134 (4.97%)
- Recognized minority languages: Friulian, Slovenian, German
- Average per capita income: Euro 23,081.6 (7<sup>th</sup> place in Italy)
- Active enterprises: 102,378
- In the IT sector: 1,771 (equal to 1.7% - 2<sup>nd</sup> place in Italy)
- Working population involved in R&D: 1.51% (5<sup>th</sup> place in Italy)

Sources: Eurostat 2004, Censis 2005, Istat 2005

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Forecast Prometeia 2006 elaborated on POSAS 2006 figures by Servizio statistica FVG



## **FVG: geopolitical position**

Significant benefits deriving from the Region's position as:

- situated in the North-East of Italy
- Italian bordering with Austria and Slovenia  
(in the EU since 2004)
- faced to the Adriatic sea, logistics ideal platform for  
trade with PECO and Asia
- near the Balkans



# **FVG: competitive advantages**

- Geopolitical position
- Multicultural society
- Quality of life
- Research institutes

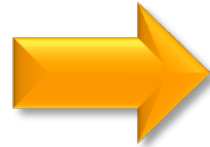


## Provinces: territorial vocation

- Trieste: City of Science
- Pordenone: City of Industry
- Gorizia: City of Integration
- Udine: City of Innovation



**Increased  
competitiveness**



**PA enters the  
competition by:**

- making available current assets
  - Human resources
  - Knowledge-based resources
  - Financial resources
  - Material resources
  - Administrative resources
- improving the effectiveness and efficiency of administrative resources
- serving as a model of competitiveness



## Human Resources

- Support to Higher Education Institutes (Universities, Business Schools, Higher Education Centres)
- Promotion of enrolment to scientific faculties
- Re-qualification and continued professional training
- Citizenship income to help the re-insertion in the labour market (Regional Law 6/2006)
- Support of actions for IT literacy (Regional law 8/2006)



## Knowledge based Resources

- Support the production of knowledge to Universities and Research Centres
- Facilitate procedures for patent registration
- Increase net access, simplifying transfer of technologies and knowledge
- Promotion of interaction between research and companies
- Spread and promotion of Innovation Culture



## Financial Resources

- Financing of Venture capital companies through the Friulia Holding
- Financial support to research activities carried out by Universities, Research Institutes and companies (Regional Law 26/2005)
- Selective reduction of the Regional Business Tax (IRAP)
- Financial support to the companies promoting the “project-based” system instead of general financing (Regional Law 4/2005)



## Material Resources

- Development of the infrastructure network for technologies and knowledge transfer
- Development of infrastructures for transport and electric energy (production, management, transmission)
- Telecommunication infrastructures development (Mercurio FVG)



# Administrative Resources (1)

## to inform

- Internet web site + fvg.tv
- Computerization of: Laws, Acts, Official Journal (BUR)
- Use of Minority languages

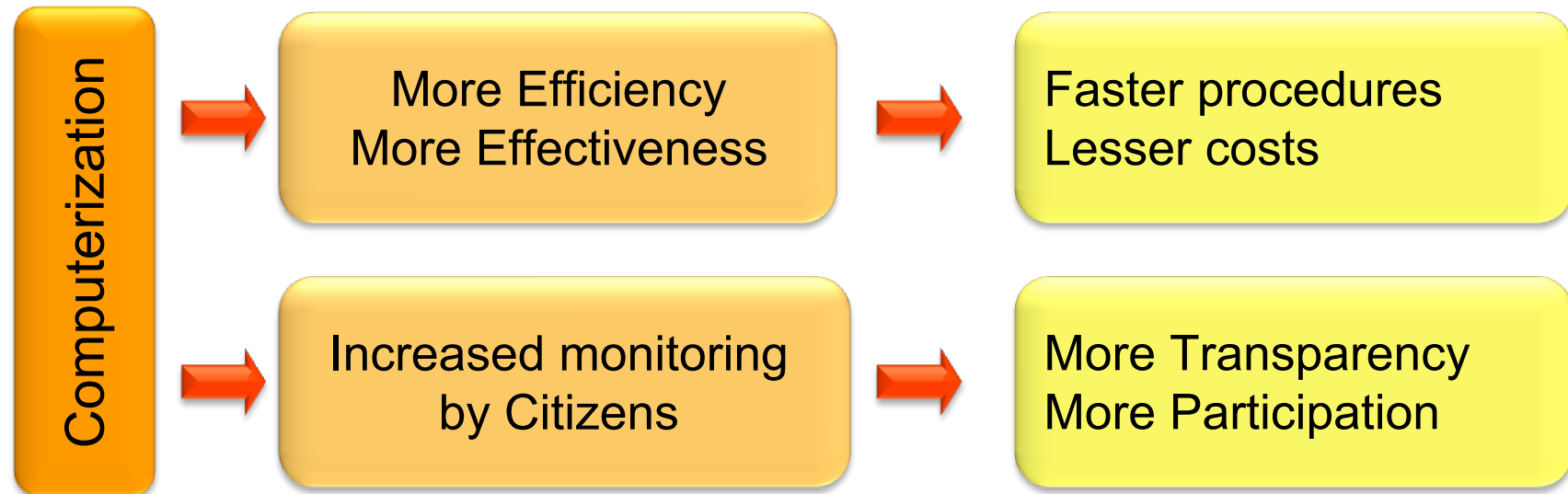
## to manage

- Electronic signature
- 1,180,000 microchip health Cards (CRS)
- Support and promotion of computerization of public services offered by: Regional Health Service and Local Authorities
- RUPAR: Intranet system connecting all Local Authorities
- Trasparente: a site for citizen's participation
- Service for procedures Quality and Simplification
- Insiel SpA: the regional IT society



## Administrative Resources (2)

PA as a model of competitiveness



**Less Bureaucracy = More Democracy**