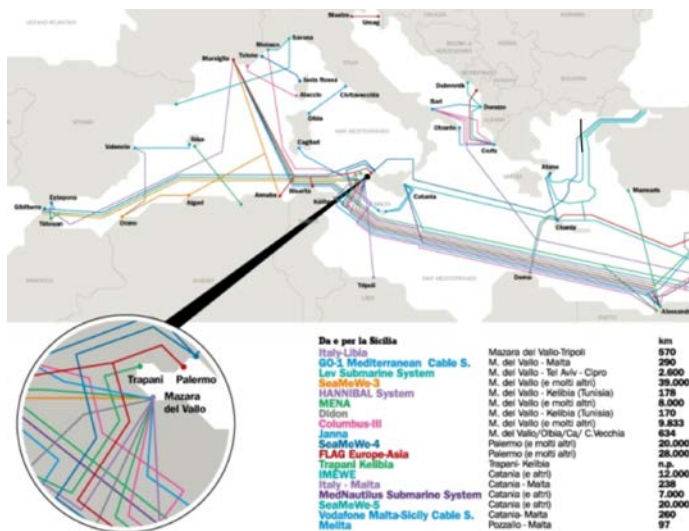




Region of Sicily

# Digital Agenda

*An opportunity to make Sicily more competitive*



## Table of contents

|  |    |
|--|----|
| 1. Foreword.....   | 3  |
| 2. Pan-regional programme scenario .....   | 5  |
| 2.1 European Digital Agenda .....  | 5  |
| 2.2 Italian Digital Agenda .....   | 5  |
| 2.3 Plan for ICT in the Public Administration.....                                 | 6  |
| 2.4 S3, Intelligent Strategy in Sicily .....                                       | 7  |
| 3 Strategic Pan-regional Technical-Logical Model.....                              | 7  |
| 4. The current regional scenario .....   | 11 |
| 4.1. Current configuration of ICT Governance in the Sicilian Region.....           | 11 |
| 4.2. Current configuration of the ICT Technical Model in the Sicilian Region ..... | 12 |
| 5. The strategic plan for the digital transition.....                              | 12 |
| 5.1 Regional Governance .....  | 12 |
| 5.2 In-house IT company.....   | 15 |
| 6. Areas of Intervention and Macro areas of the three-year ICT Plan.....           | 15 |
| 7. Project areas.....  | 18 |

## 1. Foreword

The digital strategy is a great opportunity for a strategic exposure of Sicily, its enterprises, its public administration and its citizens for inclusive, intelligent and sustainable growth. The objective of the Digital Agenda is to optimise the potential of information and communication technologies to foster innovation, economic growth and competitiveness.

The digital strategy of the Sicilian Region aims to guarantee its citizens and businesses, including through the use of information technology and communication, the right to access all data, documents and services of interest to them in a digital mode, and to ensure the simplification of access to personal services, reducing the need for physical access to public offices, encouraging implementation of open administration and data reuse.

Every Sicilian and every company that has its headquarters or operates in the Region, in order to be included and active, will have to be able to acquire digital skills and make better use of the material infrastructures and intangible assets to implement this Agenda. From this perspective, digital innovation becomes a public investment that constitutes an essential structural reform of the Region. The digital market thus becomes instrumental to the construction of the digital society: while being realised, it becomes an essential tool to ensure sustainable development, combining investment in knowledge and social inclusion. There is, in fact, a new frontier of social rights in the *Knowledge Based Society* that becomes an opportunity for growth for companies with delayed development characterized by territorial and economic marginality, including insular conditions, like in the case of Sicily.

The economic-social gap that Sicily is suffering from is reflected in the "digital" divide "that concerns the IT and communication infrastructures; among the objectives of the Agenda there is support for digital literacy and the dissemination of fast and cheap access to electronic connections and interoperability, ensuring the fundamental right to digital inclusion of the Sicilians.

It is therefore not a matter of collecting a series of interventions and investments in the ICT sector, related to the mere redefining of the paradigm of the Digital Agenda, but rather of delineating one integrated system of measures that, using the financial and instrumental resources available, as well as the potential deriving from the interconnection linked to the particular geographical position, is a way of innovation to pursue the Region's digital strategy, in the wake of the European and national programming instruments.

Geography and history have made Sicily a unique region of the Mediterranean. The specific location of global interconnections (internet backbones) restates and transforms this centrality into opportunities. It will be up to the Sicilians to make the most of the opportunities that lie ahead rationalizing the investment of available resources and making them efficient, but, above all, facing the challenge of overcoming the frontier of development and growth.

In October 2017, the previous Regional Government approved the document "Digital Agenda" that included precise initiatives reproducing the model adopted over time in the Sicilian Region and defined "*spending first*", i.e. to spend money first and foremost.

The troubled experience of the information society in Sicily has been marked by a euphoria of spending, while forgetting to integrate the initiatives and their overall functionality, compared to an e-gov context (digital administration) aimed at an open-gov (open administration).

Beyond the merit of individual initiatives, some implementing of a national strategy, such as the UWB (Ultra-Wide Band) project, the Digital Agenda Document presented no overall strategy based on operational objectives that allow us to identify a clear path for planning in the ICT sector for the Public Administration consistent with the S3.Sicilia that identifies in the "digital transition" the correlation paradigm between e-gov and open-gov which for over 15 years has been communicated and not implemented correctly in the Sicilian Region.

The purpose of this document **replacing** the previously adopted Digital Agenda is to make the **2018 -2022 strategy of the Government of Musumeci** readable and finalised with a view to reduce the gap (egov /open-gov) above all in the Sicilian Region in coherence with the national and European strategy in the profound belief that the Sicilian Region is, at the same time, a growth and a slowing down factor and, if not correctly managed, will inevitably determine the success or failure of economic policies on the Sicilian territory, including in the context of digital innovation.

Both the Programmatic Declarations and the Economic and Financial Document submitted to the Sicilian Regional Assembly reproduce the Government programme presented to the voters, who see the full digitalization of the processes of the Administration (digital first) and the re-use of the information (no silos) as key performance factors for a real and effective modernization of the Region, not for the sake of itself but for the users.

The goal is ambitious, complex and articulated, but has the advantage that, once it is set, defined in more detail and even partially implemented in a medium-term time frame with an integrated vision, it is irreversible both in the direct (modernization of the Sicilian Region) and indirect sense (impact on both the IT market and on the Research and Innovation sectors).

## 2. Pan-regional programme scenario

### 2.1 European Digital Agenda

The Europe 2020 strategy sets the goals for growth in the Union to be achieved by 2020. One of the seven key initiatives is the European Digital Agenda which aims to exploit the potential of information and communication technologies to foster innovation, economic growth and social progress as a whole.

The key points of the Agenda are as follows:

- promoting high-speed and super high-speed Internet accessible to all at low cost by investing in broadband networks and next-generation networks (NGN);
- building the single digital market: creating open access to legal online content by simplifying release procedures and copyright management, on the one hand, and licensing cross-border and reviewing the directives on the use of information in the public sector, on the other hand. To increase users' trust in payments and protection of confidentiality, the EU data protection and regulatory framework will be amended and an online code will be published that clearly summarizes the rights of digital users. This the code will also cover the legislation on contracts and the resolution of the online disputes at European level;
- improving the interoperability of devices, databases, services and networks by defining standards to be used;
- increasing trust and cyber security: fighting cybercrime and online child pornography, measures for network and information security, fighting against cyber attacks;
- investing more in research and development of ICT, increasing the resources of individuals and doubling the use of public resources;
- improving computer literacy and digital skills;
- enhancing the use of technology for environmental protection, digital inclusion, the management of population aging through the introduction of electronic health systems and telemedicine, improving transport systems (intelligent systems), etc.

### 2.2 Italian Digital Agenda

Italy has developed its own national strategy on the basis of the objectives and actions drawn up at European level, identifying the priorities and methods of intervention, as well as the actions to be carried out and measured on the basis of indicators, in line with the *scoreboards* identified by the European Digital Agenda.

The Italian Digital Agenda, therefore, represents a set of actions and norms for the national development of digital technologies and networks, social innovation and the digital economy.

The Agenda identifies the following priority areas of intervention.

#### 1. Digital identity:

- single digital document (electronic identity card and medical card)
- National Register of Resident Population (ANPR);
- continuous census of the population and of the dwellings and national archive of the streets and the house numbers;
- digital domicile of the citizen and mandatory use of Certified Electronic Mail (PEC) for businesses.

#### 2. Digital administration and Open Data:

- transmission of documents by electronic means, contracts of the Public Administration and digital archiving of notary deeds;
- automated transmission of sickness certificates in the public sector;
- measures for transport system innovation;
- open data and digital inclusion.

#### 3. Services and innovations to promote digital education:

- national register of students and other measures in the education sector;
- digital books and educational centres.

#### 4. Digital health:

- Electronic Health Record (EHR) and surveillance systems in the health sector;
- medical prescription and digital medical record.

#### 5. Eliminating the digital divide and electronic money:

- interventions for the diffusion of digital technologies;
- electronic payments.

#### 6. Digital justice:

- stationery tickets, electronic communications and notifications.

Further actions are planned to promote smart communities and innovative start-ups (reducing charges for start-ups and supporting internationalization, simplification of liquidation processes, certification of incubators, etc.).

The following measures are also envisaged: provisions to encourage the creation of new infrastructure; urgent measures for productive activities, infrastructure and transport, and local public services; Desk Italia: the Unique Desk for the Attraction of Foreign Investment.

With the decree of 21 June 2013, n.69 containing "Urgent provisions for the revival of the economy" through a simplification of the governance for AgID (Agency for Digital Italy), it is directly brought back to the Presidency of the Council of Ministers with a "Government Commissioner for the implementation of the Digital Agenda".

In particular, the Italian Digital Agenda gives new impetus to the spread of free Wi-Fi, to the Plan for the rationalization of the data processing centres of the PA (data centre consolidation) and to the "Electronic Health Record (ESF)".

### 2.3 Plan for ICT in the Public Administration

The "policy mix" of the Italian Digital Agenda, over the years, has last evolved with the "Three-Year Plan for ICT in the Public Administration 2017-2019" (hereinafter the "Plan"), prepared by the Agency for Digital Italy (AGID) which outlines a series of actions that the

central and local public administrations must put in place to achieve the objectives of the strategy and the expected cost savings. The Plan was preceded by the Circular AGID no. 2 of 24 June 2016, "Method of acquisition of ICT goods and services pending the definition of the 'Three-year plan for information technology in public administration' provided for by the provisions of Article, paragraph 513 and following the law of 28 December 2015, n.208 (2016 Stability Law) ".

The Plan respects and consolidates the provisions of other strategic documents issued over the previous years, i.e. the "Ultra Wide Band National Plan" and the "Strategy for Digital Growth 2014-2020". The implementation of the Plan is based on a model of evolution of the information systems of the PA, according to defined timing and skills, to achieve the assets envisaged in the "Strategy for the Digital Growth 2014-2020 ", based on the principle of "digital first" ("digital first") with a view to provide services to citizens and businesses based on the primary use of processes and digital technologies.

In the Plan there is also a fundamental reference to the need for a substantial revision of the planning, management and delivery of public services on the network, which includes the adoption of interoperable multi-level structures, to overcome the "silos" approach usually adopted by the public administration.

#### **2.4 S3, Intelligent Strategy in Sicily**

The Sicilian Region, in line with the context outlined by the community and national strategic principles, has included a specific section concerning the Digital Agenda within the document "Regional Innovation Strategy for Smart Specialization" (S3 Sicily 2014-2020) which plays a strategic role for the smart, sustainable and inclusive development of the region. In fact, the diffusion of new technologies and innovative applications connected to them contributes to achieving ambitious growth targets related to an improvement in the productivity of companies, to the efficiency of public administration and to conditions of greater social inclusion in terms of wider opportunities for participation in benefits of the knowledge society.

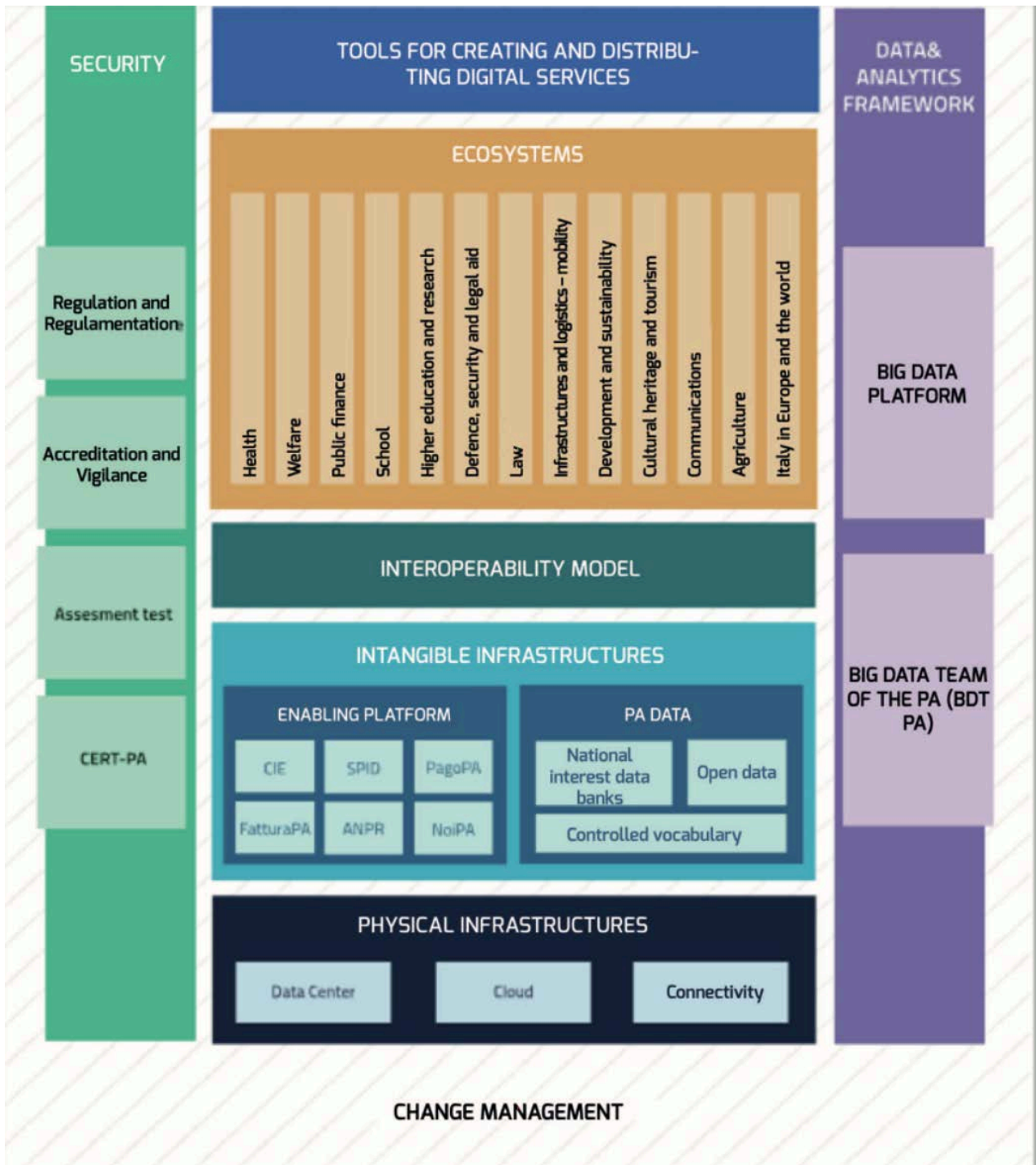
ICT represents the "technological support" prevalent in various thematic areas of specialization Smart (Smart Cities and Communities, social innovation, cultural heritage, tourism and natural heritage, energy, etc.).

With the council resolution no. 375 of 8/11/2016, the document S3 Sicily 2014-2020 was approved: it contains a chapter concerning the Digital Agenda with precise objectives (Missions) oriented towards: infrastructure upgrading, digital citizenship, digital growth, empowerment of digital health.

### **3 Strategic regional Technical-Logical Model**

The schematic representation of the regional strategy is shown in the following figure:





### Physical infrastructures

The strategic assets are:

- Broadband and/or Ultra Wide across the territory (black, gray and white areas, the latter both urban and rural)
- The rationalization and strengthening of the Data Centres of the Sicilian Region (PSN)
- To privilege storing in "cloud", i.e. the scalability of the computing power and not of the physical capacity to host data, in order to allow the rationalization of the entire P.A. Sicilian in terms of growth capacity without having to maintain or implement new data centres.



### **Intangible infrastructures**

The intangible infrastructures are the interventions aimed at creating permanent and standardized networks and technological and/or organizational relationships between institutional and possible private subjects, to favour the accessibility of public services and functions. The enabling platforms resulting from these interventions are, therefore, solutions that offer fundamental, transversal functionalities and are reusable in individual projects, creating uniformed methods of delivery. Some of them are addressed to citizens and businesses (SPID, CIE, PagoPA, electronic invoicing). Other platforms are addressed mainly to the PA but equally to enablers, such as the National Population Register resident (ANPR). Public Administration data (National data bases, open data and controlled vocabularies), together with the mechanisms and platforms created to offer services, constitute the main digital assets of the PA.

The databases of national interest, i.e. reliable databases, homogeneous by type and content, relevant for the performance of the institutional functions of Public Administrations and for analytical purposes. They constitute the backbone of public information assets, to be rendered available to all public administrations, facilitating the exchange of data and avoiding asking the citizen or the enterprise for information several times (once only principle); open data.

They involve a process aimed at making public administration data freely usable, reusable and redistributable, by anyone and for any purpose, including commercial, as long as they are not subject to any particular restrictions (e.g.: state secret, secret statistic, restrictions on the protection of personal data defined by the Privacy Authority); controlled vocabularies and data models, which constitute a common and shared way to organize codes and recurrent nomenclatures in a standardized manner (controlled vocabularies) and one exhaustive and rigorous conceptualization within a given domain (ontology or model of shared data).

### **Interoperability models**

The model enables the development of new applications for P.A. users, ensuring dialogue within individual ecosystems and between one ecosystem and another. The model regulates the use of the components of the intangible infrastructures, regulating the modalities of sharing and publication, and governs the ways in which data flows are sent to the Data & Analytics Framework. The technical rules ensure, in compliance with the right to privacy, access Public Administration data, including by the third parties.

### **Ecosystems**

A digital ecosystem is a group of functional units between which information flows and there are processes established and attributed to a specific area that may concern public administration, businesses, citizens or otherwise. A digital ecosystem is an open system interconnected with other ecosystems. Ecosystems are based on shared rules, common guidelines, protocols of communication, enabling platforms and other useful tools to facilitate interoperability and coordination.

### **Systems of access to services**

New service access systems (portals, apps, communities, etc.) use an approach through which they aim to develop solutions (products or services) focused on people's needs and requirements. The user of the service is no longer intended solely as an end user but, in a more general way, as a person who brings with him all his own personal experience. What changes is also the output of the process: we no longer speak only about the final product / service, but about the design of the total user experience of that product / service.

The model has obvious reflections on three contour guidelines, but is paramount for the success of the whole strategy:

## Security

The evolution of IT risk scenarios, the new threats coming from cyber-space and the increasingly numerous attacks, which see the public bodies as the main targets responsible for the management of critical data for the community, is the framework for which the Sicilian Region has a need to adopt the most advanced design solutions in the field of ICT Systems Security Information, to support institutional, administrative and regional government activities, but especially with the objective of evolving the regional Data Centre into a **Strategic Pole at the National level**.

For this purpose the classic approach based on complete and consolidated management procedures is combined, at a strategic and operational level, with the emphasis on a new technological process to support data protection, in accordance with the provisions of the Government and the national and Community legislation on cyber protection and cyber security.

From the operational point of view, to support the management in the implementation activities, design, coordination, addressing and continuous monitoring of information security, the Region has defined the following objectives, to be implemented with a view to manage cyber risks security, data protection and resilience of technological infrastructures to support services delivered with a specific focus on the safety of critical systems (e.g. those supporting the services with health data):

- Definition and focusing of the perimeter of operational intervention and implementation plans projects of the ICT Security of the Region in accordance with Cyber Security;
- System for storing sensitive data (sensitive data storage);
- Application of security services for the prevention and management of IT incidents in the analysis of the vulnerabilities of information systems (vulnerability assessment and penetration testing);
- Digital identity recognition systems (secure access via SPID, registration to CUP)
- Creation at the regional level of a Territorial Centre of Competence on Cyber Security with the implementation of a **SOC - Security Operation Centre** - and a CERT - Computer Emergency
- Response Team / CSIRT - Computer Security Incident Response Team - able to operate in the context of the structure outlined at the national level for cyber security (DPCM of 17 February 2017 on "addresses for national cyber security and information security"), adopting the most advanced operational models in terms of Cyber Intelligence, in order to maximize preventive and reactive capacity for effective incident management, cyber attacks and threats to the infrastructures of the Region;
- Activation of project interventions for full compliance with regulations, with particular reference to: national regulation on privacy and community GDPR (Legislative Decree no. 196/03 and EU regulation 2016/679 of 27/4/2016), European directive NIS on cyber security (EU directive 2016/1148 of 6/7/2016), Code of Digital Administration (Legislative Decree 82/2005) and the minimum ICT security measures for the Public Administration of 2017 (PCM Direction 1/8/2015);
- Implementation of a model of Governance and Risk Management of IT Security adapted to the new threat scenario, which also concerns the involvement of decision makers in the criteria of risk acceptance and in the integration of IT Risk management into the overall Risk Management process of the Regional Administration;

- Activation of programmes for the implementation of technological measures and solutions and state-of-the-art safety devices in relation to the extension of the surface of attack (workstations, accessible and potentially vulnerable systems) and techniques attack, with a vertical investigation on the Ransomware phenomenon and related recent attacks;
- Development of a training / awareness programme at all levels of the regional organization, customized for the different types of users (officials /administrative / technical / administrative and governmental / ICT personnel / Management and Assessment personnel).

### **Data and Analytics Framework**

The Data & Analytics Framework (DAF) is part of the activities aimed at enhancing the national public information heritage. It aims to develop and simplify public relations data interoperability between P.A., standardize and promote the dissemination of open data, optimize the processes of data analysis and knowledge generation. The idea is to open up the world of public administration to the benefits offered by modern platforms for the management and analysis of big data.

### **Change management**

Modelling, administrative and legislative review of processes, training and communication, monitoring of the changes.

## **4. The current regional scenario**

### **4.1. Current configuration of ICT Governance in the Sicilian Region**

The Sicilian Region has pioneered the issue of Governance already with the Regional Law n. 10/1999 art. 56 at the Department Budget and Treasury providing for the institution and coordination of regional information systems and the Sicilian public administration flanked by a technical commission responsible for the technical address function - though not functional – of information system proposals.

The norm tended to replicate, without success, the budget system - united with each regional department, in all other non-accounting systems that have developed precisely with the "silos" approach, not united either on an infrastructural or an interoperable basis.

Subsequently, with the provision of art. 78 of L.r. 6 / 2001, the Region has tried to transfer to a system & services integrator chosen through a public tender with the mission to achieve an integrated system both in terms of infrastructures and applications with significant investments that did not fully reach their purpose (today Sicily Digital in house).

Following a new legislative amendment introduced with art. 35 of L.r. 9/2013, the Coordination of Information Systems was elevated from the intermediate structure of the Budget Department to the rank of Special Office, and, with the Law 16/2017, equated to the Department to respond to the regulatory requirements foreseen by the art. 17 of the CAD (responsible for the digital transition). This was not enough to give efficiency to the system. The reason lies in the modest perception in the following 15 years of the real importance of clear and defined governance.

## 4.2. Current configuration of the ICT Technical Model in the Sicilian Region

It is evident that the technical implementation framework perfectly reflects both the resistance to change (both internal and external), the downsizing of effective roles in the Sicilian Region and the dispersion of initiatives without a real capacity for interoperability.

Many CEDs, many overlapping applications and few processes digitized according to the philosophy of the open-gov resulted in the following:

- Only less than half of the Departments and Offices of the Region are presided over by the
- In-House company with related EDCs located throughout the metropolitan area and, to a greater extent, on all the whole territory of the region;
- The in-house company has never taken off, partly due to the lack of a firm will to put it at the centre of the implementation processes of the ICT sector, resulting in:
  - Centralization of spending activity substantially on the Office to avoid the drift of the "spending first" that characterized the previous decade.
  - The maintenance activity promiscuously assured by the personnel of the Departments of the Office, including those in charge of the in-house company
  - Permanence of an "on demand" and not planned approach to digital innovation.
- Partial and non-exhaustive, precise punctuality of the framework of the digital infrastructures, of the application systems and even of the overall needs.

## 5. The strategic plan for the digital transition

### 5.1. Regional Governance

The current legislative framework makes it possible to consolidate the following functional structure of the units. Acts from the Office for the coordination of regional information systems and the IT activity of the Region, those of the Regional Public Administrations, from Digital Sicily and by the Departments are approved by resolution of the Regional Council following the proposal of the Councilor for Economy, who takes care of the execution of the resolutions of the Board approving plans and programmes as far as they are concerned, periodically reporting to the Board and exercising the functions guidance and coordination and control on the achievement of the objectives of the Office to coordinate the activity of the regional information systems, the IT activity of the Region and of the Regional Public Administrations, placed in the perusal of the same Councilor in accordance with art. 29 of the regional law n. 3 of 2016.

|  |   |  |   |                       |
|--|---|--|---|-----------------------|
| <b>R<br/>E<br/>L<br/>A<br/>T<br/>I<br/>O</b> | <b>Departments &amp; Offices</b>                    | Technical census   | Requirements  | Administrative census |
|  | <b>Regional Authority for Technology Innovation</b> | Assessment   | Assessment  | Assessment            |
|  |   | Preparation of the Triennial and Annual Plan of Digital Innovation |   |                       |
|  |   |  | Preparation of the Triennial and Annual PA Plan for the transition to Digital |                       |

|  |                                |   |  |  |
|--|--------------------------------|---|--|--|
| <b>N<br/>S<br/>H<br/>I<br/>P<br/>S<br/><br/>&amp;<br/><br/>P<br/>L<br/>A<br/>N<br/>S</b> | <b>SICILIA DIGITALE</b>        | Preparation of the Triennial and Annual Plan for the conduct and development of the Informatic Activities of the R.S. and Integrated Digital Platform |  |  |
|  | <b>DEPARTMENT F.P.</b>         |   | Implementation of Internal Training                                  |  |
|  | <b>DEPARTMENT Training</b>     |   | Implementation of external training<br>PRA update                    |  |
|  | <b>Certification Authority</b> |   | PRA update   |  |
|  | <b>General Secretariat</b>     |   | Coordination of the Administrative Transition for Digital Innovation |  |

The Information Systems Coordination Office takes the name of Regional Authority for Technological Innovation in application of L.r. 10/1999 art. 56, of the art. 35 of L.r. 9/2013, of the art. 7 paragraph 3 of Law no.15 / 2017 and of art. 17 of the Digital Administration Code. The Office reorganizes its structure by re-proposing a new function chart that ensures the following functional structure:

|  |  |   |                         |  |
|--|--|---|-------------------------|--|
| <b>A<br/>U<br/>T<br/>H<br/>O<br/>R<br/>I<br/>T<br/>Y</b> | General Affairs<br>Staff Unit,<br>Management<br>Control and Legal<br>Affairs |   |                         |  |
|  | <b>PLANNING AND CONTROL</b>  |   |                         |  |
|  | Economic Planning Area<br>Monitoring and Control                             | Programming of regional, state and U.E funds, monitoring of implementation and controls by the system |                         |  |
|  | Financial Coordination Area  | Implementation of financial interventions, accounting, administrative obligations                     |                         |  |
|  | Digital Innovation   | Digital Innovation  | Commission Coordination |  |

|  |   |  |  |   |
|--|---|--|--|---|
|  | Coordination Area   | Coordination Area Technical Directives, Systems Supervision, Technical Monitoring of Interventions / Innovation, Guidelines, Strategy, Triennial Plan and Annual Development Plan, ICT Census, Needs Plan, Technical Secretariat of the Technical Coordination Committee, Reference point for AGID   | Commission for the Coordination of Information Systems and Infrastructures of the Sicilian Region. | The commission is constituted by Decree of the Councilor for the Economy that establishes its composition. Integrated, as regards the Digital Health by 3 components designated by the Health Councilor |
|  | Innovation Coordination of P.A. Area                                    | Directives, Support to the S.G. and F.P. and PRA for administrative innovation for digital in P.A. , Recognition of procedures, analysis for digital innovation for the preparation of the Triennial Plan, the Annual Plan, Preparation of the Training Plan and for the Activities of Dissemination and Communication, Technical Secretariat of CODIPA for the Digital Transition | CODIPA   |   |
|  | IMPLEMENTATION AND VERIFICATION   |  | Implementing body  |   |
|  | Control Service for Infrastructure Management                           | Control Management and maintenance of Material and Intangible Infrastructures  | SICILIA DIGITALE   |   |
|  | Control Service for Information Systems Management of the Regional P.A. | Control on Management and Maintenance of the Information Systems, evolving Maintenance Development and Updates   | SICILIA DIGITALE   |   |
|  | Control Service for regional ICT initiatives                            | Control on Implementation of Infrastructures and Information Systems for Digitisation in Sicily  | Regional and Local Entities  | Other Implementing Bodies   |

Within the strategic model for the implementation of the strategies identified by AGID in the Triennial Plan 2017-2019 for Computer Science in the Public Administration, the ARID intends to abandon definitively the already mentioned role of Digital Sicily integrator and to proceed, by 31 May 2018, with one massive activity of assessing, at Sicilia Digitale, the departments and offices of the Administration, in order to prepare the first three-year Digital Transition Plan by 30 September 2018, which ensures:

- Data centre and cloud indications;
- Indications relating to connectivity;
- Indications relating to the data of the Public Administration;
- Indications on enabling platforms and strategic projects;
- Indications on the "new" model of interoperability, which envisages a transition from the current application cooperation to the future cooperation with an API-based approach.
- Indications on "safety", according to which the PA must comply with the technical regulations for ICT security prepared by AgID and issued by the Public Function.

The objective is to accurately frame the real needs in order to tentatively complete the digitization of administrative procedures for the provision of services and data for citizens within a physical infrastructure that is stable and coherent with infrastructure identified intangible assets.

The areas of operation will be the Sicilian Region (Digital Region) and the Regional Healthcare (Digital Health).

## 5.2 In-house IT company

Sicilia Digitale is the in-house company of the Sicilian Region and has as its objective the development of all the IT activities of the regional administrations, in accordance with art. 78 law reg. n. 6 of 3.5.2001 and s.m.i.

From a strategic point of view (see attachment "Digital Region", an integral part of this document) with respect to the digital transition, Digital Sicily:

- Designs, implements and manages the Integrated Digital Platform (PDI) and all its operations component systems as identified in the service contract with the Regional Administration. The PDI defines and implements the application cooperation mechanisms aimed both at the "regulated" federation of Information Systems that are located within regional organizations ecosystems that form the Data Warehouse and the Regional Open Data System. The PDI is the enabling technology infrastructure for the exercise of citizenship rights and for the implementation of the open administration model.
- Defines the technical rules for all application cooperation and access to regional information systems services that must communicate and exchange relevant data with the Integrated Digital Platform, supporting the decision-making processes of governance and monitoring activities.
- Provides technical consulting services to regional structures regarding application structures and technologies in relation to the information systems of the same, both in terms of first realization and functional expansion, as well as with reference to their unification within the Integrated Digital Platform in terms of application cooperation and access to platform services.
- Operates the IT systems entrusted to the Company through the contract of service.
- Operates the regional datacentre, the future PSNS, proposes and then implements the Plan of Interconnection between regional structures ensuring technical security of data and systems.

## 6. Areas of Intervention and Macro areas of the three-year ICT Plan



The Sicilian Region, in the logic of transposing the guidelines of the Plan and in coherence with the mission planned in S3 Sicily 2014-2020, intends to implement the initiatives outlined in the aspects identified by the macro areas of the three-year AgID Plan and described in the table.

| Macro areas of the Three-Year Plan | Mission S3                 | Actions to be prioritised   | Funding instrument        |
|------------------------------------|----------------------------|---|---------------------------|
| Physical Infrastructures           | 1— Digital Infrastructure  | <ul style="list-style-type: none"> <li>- Broadband e Ultra Broadband</li> <li>- Strategic National Pole</li> <li>- Implementation of Regional Cloud</li> <li>- Wifi</li> <li>- Regional Telephone System VOip</li> <li>- RTRS in SPC/RAN</li> </ul> | PO FESR – APQ – own funds |
| Intangible Infrastructures         | 1- Digital Infrastructure  | <ul style="list-style-type: none"> <li>- SPID</li> <li>- PagoPA</li> <li>- FatturaPA</li> <li>- OpenData</li> <li>- Other enabling national platforms</li> </ul>  | PO FESR                   |
| Interoperability Model             | 1 - Digital Infrastructure | Implementation of systems in application interaction between Regional Information Systems, among other PP.AA, and third parties using the interoperability model and the technical rules defined by AGID.   | PO FESR                   |

|  |  |   |  |
|--|--|---|--|
| Ecosystems   | <p>2 - Digital citizenship<br/> 3 - Skills and digital inclusion<br/> 6- Digital health</p>  | <p>HEALTH:</p> <ul style="list-style-type: none"> <li>- Electronic Medical Record (Patient Summary)</li> <li>- Electronic Health Record - Report management system</li> <li>- SovraCUP</li> </ul> <p>DIGITAL REGION</p> <ul style="list-style-type: none"> <li>- Digitization of Cultural Heritage</li> <li>- Administrative Procedure Management System - BPM</li> </ul> | <p>PO FESR – PON SANITA’ – FSR – own funds</p> |
| Tools for the generation and diffusion of digital services | <p>3 - Skills and digital inclusion<br/> 4 - Growth, knowledge economy, Start up, Research &amp; Innovation<br/> 5 - Widespread intelligence in cities and internal areas (social innovation, Smart Cities &amp; Communities, info-mobility)</p> | <ul style="list-style-type: none"> <li>- Promotion of the use of open source</li> <li>- Definition of guidelines for the development of applications and services</li> <li>- Use of API</li> <li>- Regional Portals</li> </ul>  | <p>PO FESR – PO FSE</p>                        |
| Security   | <p>1 - Digital Infrastructure</p>  | <ul style="list-style-type: none"> <li>- Definition of security profiles of the ICT components of the Region</li> <li>- Prevention and treatment of computer security incidents</li> <li>- Safety assessments and verifications</li> <li>- Full implementation of the eIDAS Regulation</li> </ul>   |  |

|                            |                            |   |                                       |
|----------------------------|----------------------------|---|---------------------------------------|
| Data & Analytics Framework | 1 - Digital Infrastructure | <ul style="list-style-type: none"> <li>- Enhancement of the IT assets of the PA <ul style="list-style-type: none"> <li>- DSS</li> </ul> </li> <li>- Business Intelligence</li> <li>- Use of the AGID DAF model</li> </ul> |                                       |
| Change Management          |                            | Structuring of the governance processes of actions for the digital transition of the region - monitoring of transition processes and tools to support the redefinition of the organizational model and processes          | PO FESR - PO FSE – regional resources |

In order not to jeopardize the immediate start of some of the above coherent initiatives and in full compliance with the Strategic Model described above, exclusively for the year 2018, will be launched the priority projects referred to in the attachment (to date planned) that ARID will authorize pending the adoption of the Triennial Plan and the subsequent Digital Sicily Implementing Plan.

## 7. Project areas

**7.1. DIGITAL REGION (attached)**

**7.2. DIGITAL HEALTH (attached)**