



ROMA 



**UNIONE EUROPEA**  
Fondi Strutturali e di Investimento Europei

# Digital Citizen Platform as an innovative solution

*Digital Transition Officer*  
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Roma



# Agenda

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- 2 How Roma Capitale interacts with citizens
- 3 How Roma Capitale will interact with citizens
- 4 Goals to achieve
- 5 IT architecture



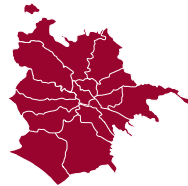
# About Roma Capitale: Facts & Figures

As one of the most beautiful and frequently visited cities of the world, the city of Rome claims an **extraordinary cultural and artistic heritage**, thanks to which a **massive flow of tourists** is recorded every year.

By being the **largest local public administration in Italy**, Roma Capitale is an **extremely complex reality**. The administration is responsible for a wide range of various services (e.g. waste collection, local tax compliance, public housing, etc.).



**~3 Million**  
Residents



**1,285 km<sup>2</sup>**  
Surface area



**20**  
Departments



**15**  
Municipalities

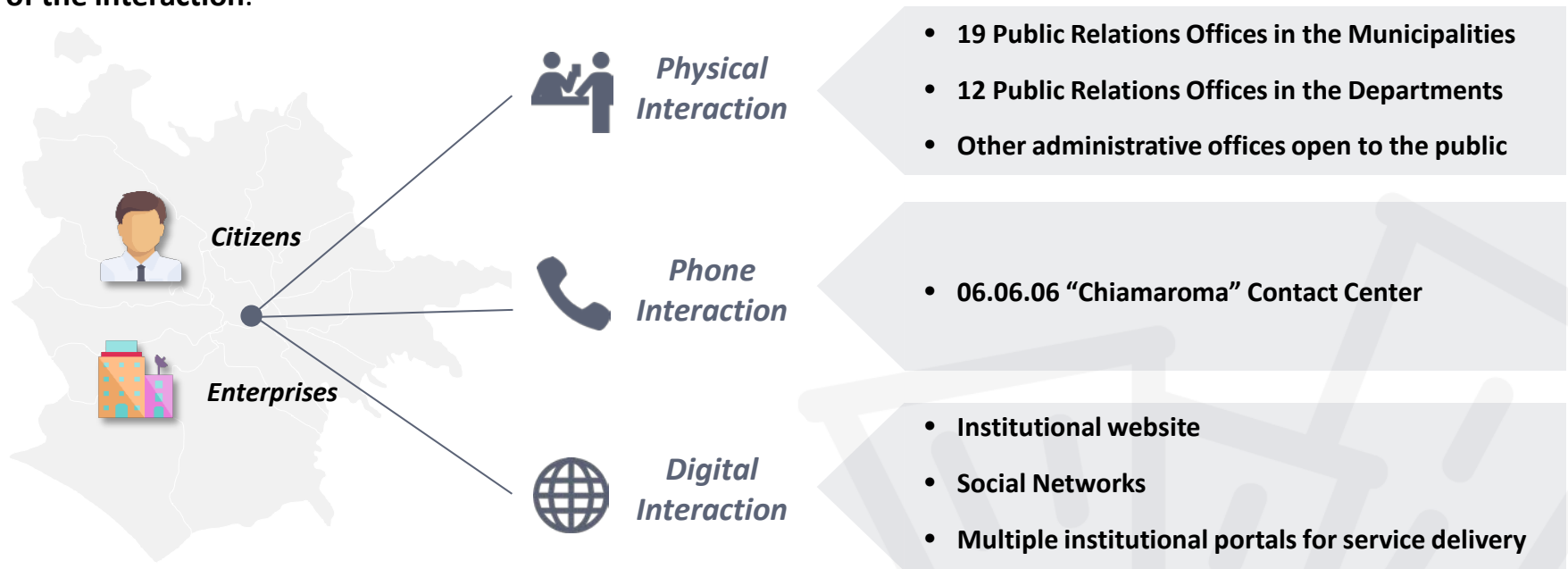


**over 60.000**  
Employees

Roma Capitale has **constant and frequent interactions** with a broad variety of stakeholders, such as citizens, tourists and enterprises.

# How Roma Capitale interacts with citizens

Interactions between Roma Capitale and its citizens take place through **multiple touchpoints**, clustered by the **nature of the interaction**.



**Touchpoints heterogeneity** as well as **other traditional intrinsic elements** of Italian public administrations (e.g. geographical fragmentation, diversified territorial competences, etc.) can **negatively impact** on the interaction between the city and its citizens.

# How Roma Capitale will interact with citizens

Considering the **growing demand for innovative IT tools**, Roma Capitale decided to customize and implement **Digital Citizen Platform (DCP)** platform in order to ensure a single point for access to the **most frequently used services**.

## Priority

### EDUCATION

*(Nursery, Scholarship, Textbooks, School meals, Enrollments, School transport, etc.)*



### TAXES

*(Local tax on properties, waste tax, tourist tax, Fines and penalties, etc.)*



### REPORTS AND COMPLAINTS

*(Natural disaster, Waste collections, Viability, Infrastructures, Animals, etc.)*



## Future developments

Urban planning



Public security



Documents



Culture



Personal certificates



Transports



Tourism



Sport



Infrastructures



Social services



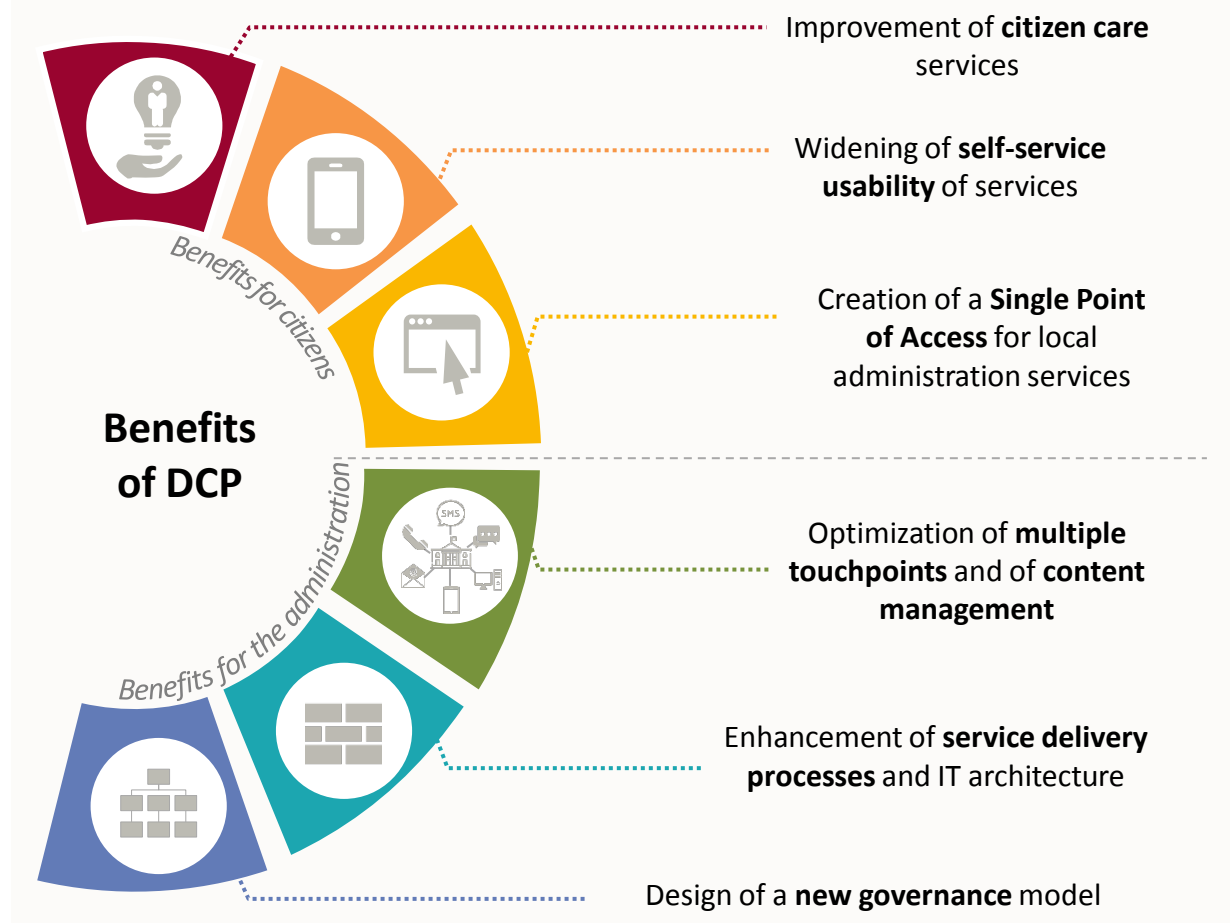
Economic Development



# Goals to achieve

The DCP aims at **increasing efficiency and effectiveness of interactions with citizens** as well as monitoring the level of services provided.

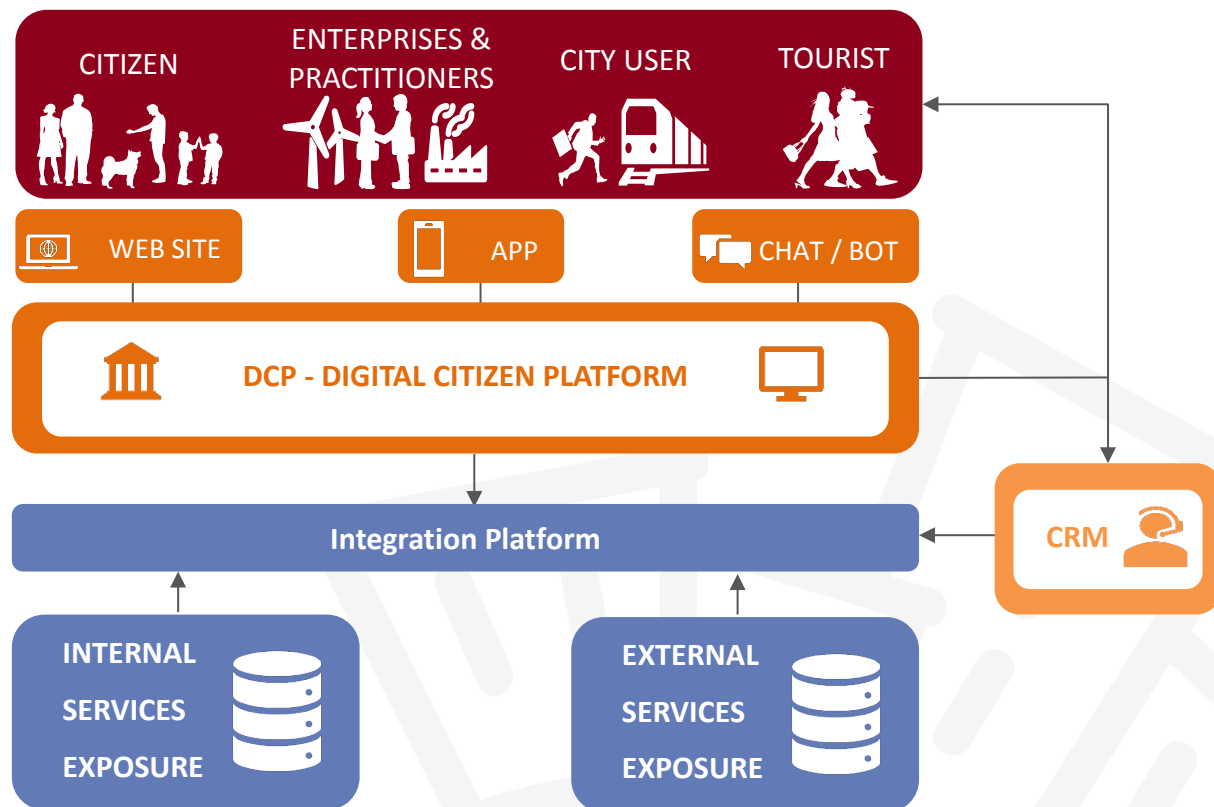
Roma Capitale is implementing a **citizen-centric solution** will significantly contribute to **simplify the relations with citizens and to increase the value of services, reducing the cost of contacts.**



# IT architecture

The **Digital Citizen Platform (DCP)**, based on MyPortal services, fosters the **digital transformation** of Roma Capitale:

- ✓ Allows the interoperability of heterogeneous systems through the adoption of **reference standards** and highly **reducing impacts** on actual services;
- ✓ Ensures a **centralized management** of the life cycle of internal and external services;
- ✓ Offers a **constant and punctual monitoring** of services with the possibility to define operating thresholds (i.e. **SLA, KPI**).





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# Thank you for your kind attention

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