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

# Deployment of “pagoPA”, the online payment system of the Italian Public Administration

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Roma



# Agenda

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# About pagoPA

PagoPA is a **digital platform developed by Italian Digital Agency (AgID)** that allows citizens to **make payments towards Public Administration easily and safely.**

**Roma Capitale** has developed an **own IT solution to manage the payments of its citizens through the pagoPA platform.**

Subsequently Roma Capitale has activated a specific project to:



- 1. deploy the IT solution to the Local Administrations of the Metropolitan Area** in order to provide the free access to an innovative and agile platform;
- 2. create a co-planning network to support Local Administrations to standardize systems and services provided to citizens.**

# Goals to achieve

The project has the following objectives:

01

Standardize and digitize the payment process

02

Reduce the digital divide between Entities of the Public Administration

03

Create an "Innovation Community" based on "institutional solidarity"

04

Ensure safety of systems and transparency in commission costs for citizens



05

Improve reconciliation and regularization of revenues processes

# Project specifications



## Institutional Solidarity

Roma Capitale offers a **specific support** to Local Administrations:

-  technical and organizational resources
-  availability of funds to support the start-up phase of the project




## Project Organization

Roma Capitale has defined a **clear project organization** focused on:

-  dedicated project management team to support all phases of the project
-  establishment of interdisciplinary working groups

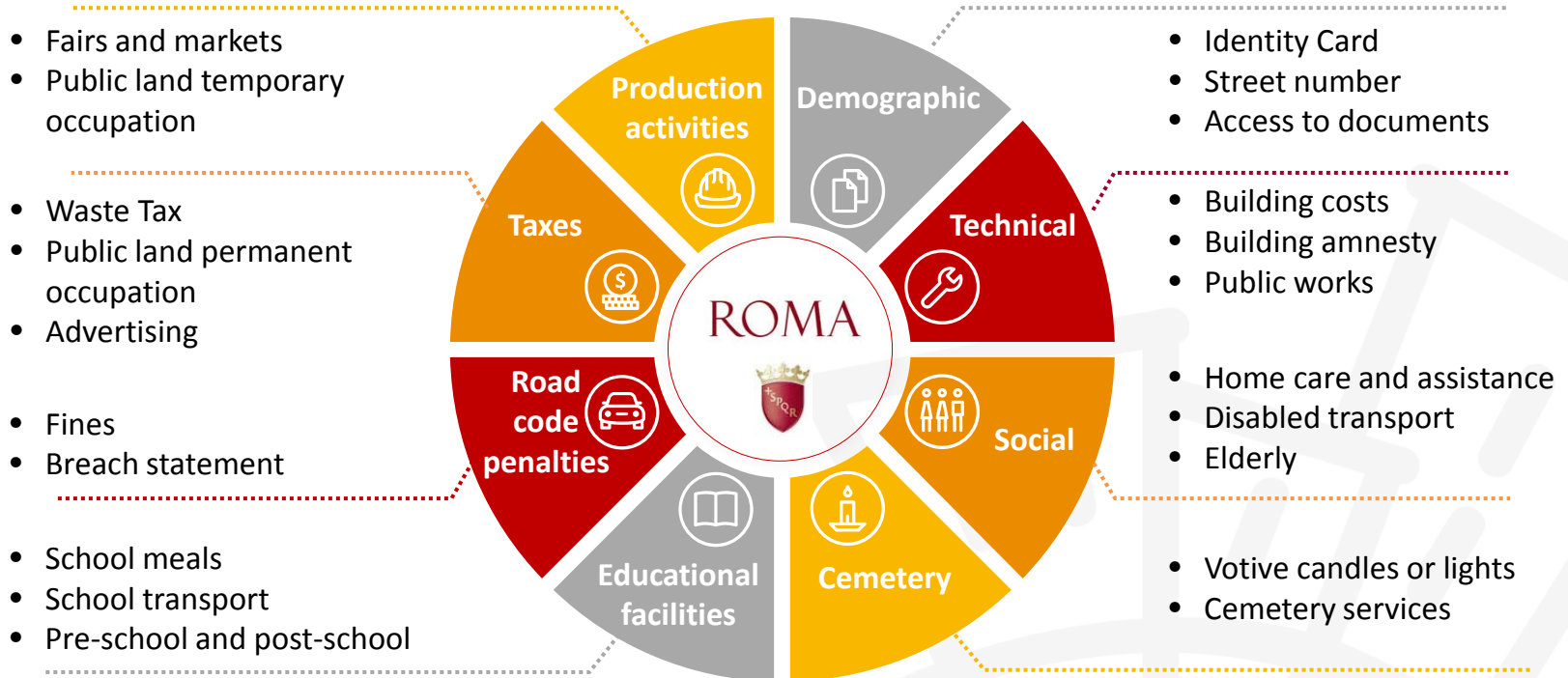
## Sustainable Deployment Model

Roma Capitale has defined an **operational model** based on:

-  Care for the specific needs of each Local Administration
-  Commitment of private suppliers as local partners
-  Sharing of skills, competencies and technical solutions

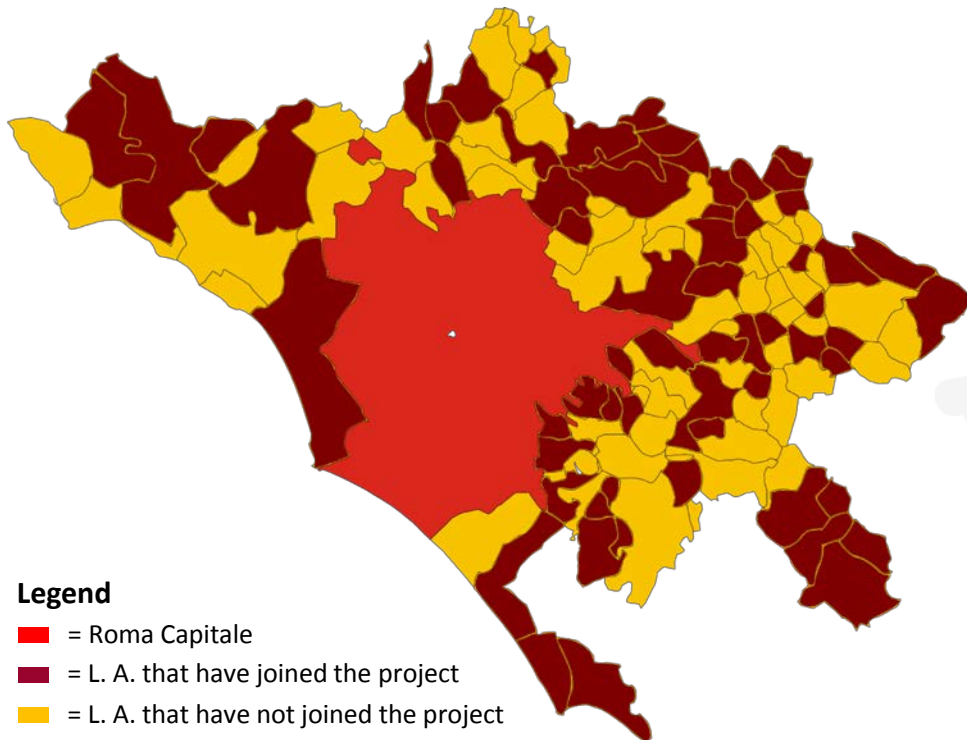
# Payments provided

The platform of Roma Capitale support all payments in the following areas:



# Metropolitan area of Rome

**63** Local Administrations who joined the project represent 52,5% of total



## Distribution of population

Cluster	Group	# L. A.
1	Citizens more than 15.000	13
2	Citizens included between 5.000 and 15.000	15
3	Citizen included between 1.000 and 5.000	18
4	Citizens less than 1.000	17
<b>Total</b>	<b>about 700.000 citizens</b>	<b>63</b>



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# Thank you for your kind attention

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