

# Innovative Local E-Government through the PEOPLE Project

**Roberto De Vivo**

*PEOPLE Project, Italy*

**Marco Magnani**

*PEOPLE Project, Italy*

## INTRODUCTION

PEOPLE, one of the most important e-government projects in Italy, was created in 2002, when it was ranked first among almost 400 projects submitted to the Italian government according to its Piano di Azione per l'E-Government, literally, E-Government Action Plan, that is, the program to which the Italian government allocated around •120 million to finance various projects on e-government development. The financial contribution for each project did not exceed 50% of its total expected budget.

The name of the project is the acronym for Progetto Enti Online Portali Locali E-Government, literally, Project Public Bodies Online Portals E-Government.

The purpose of PEOPLE is “to innovate and to simplify the relationships between Local Public Administrations and citizens” through the online delivery of almost all the services provided by local bodies, leading to the fulfilment of 95% of individual and company requests. The project seeks to create a multichannel network system with a Web portal as the main method of access and interaction.

## BACKGROUND

PEOPLE is supported by 55 Italian local authorities from 12 different regions. This group includes both metropolitan areas, like Rome and Florence, as well as small municipalities. The developers of the project therefore had to create a model that was sufficiently abstract to fit all the different contexts, irrespective of local legislation or regulation.

The total population administrated by PEOPLE amounts to 7.5 million, almost 13% of the entire Italian population.

The main reason these administrations were involved in the realization of PEOPLE is the high level of organizational and technological capabilities required. These bodies are the most dynamic in the country and represent best practices as concerns service innovation. This makes

PEOPLE a sort of laboratory in which the most innovative Italian local authorities are sharing their experiences and their know-how. To this end, the PEOPLE administrations are organized in a federal model, in which every single municipality has the opportunity to participate in the creation of each single service. The choice is to preserve and enhance cultural diversity by creating a set of solutions based on a common structure and on a shared standardized platform.

The model is equally participated in by every single local authority and is built on the exchange and integration of information; the goal is to promote the sharing of services and solutions that may have been produced locally before the project started or created ad hoc. However, those solutions must be the same for each single participant and for each citizen who wants to use the solution proposed by the project. Consequently, an extremely high level of coordination is needed to make this model work, and this is one of the most critical points that PEOPLE had to face. In order to overcome this problem, the PEOPLE staff created an original management organization based on an efficient, high-tech communication system.

*Figure 1. The areas involved in PEOPLE (Progetto PEOPLE)*



Table 1. The local government authorities involved in PEOPLE (Source: Progetto PEOPLE)

Local Government Administration	Citizens	Region
Comune di Ancona	100,409	Marche
Comune di Bari	347,106	Puglia
Comune di Bologna	378,356	Emilia Romagna
Comune di Bolzano - Stadtgemeinde Bozen	97,317	Trentino Alto Adige
Comune di Brescia	195,442	Lombardia
Comune di Carpi	62,104	Emilia Romagna
Comune di Cesena	90,851	Emilia Romagna
Comune di Cremona	71,321	Lombardia
Comune di Falconara Marittima	28,307	Marche
Comune di Firenze	374,000	Toscana
Comune di Genova	627,599	Liguria
Comune di Jesi	39,238	Marche
Comune di Mantova	48,341	Lombardia
Comune di Modena	176,965	Emilia Romagna
Comune di Paterno Dugnano	45,661	Lombardia
Comune di Parma	170,541	Emilia Romagna
Comune di Pesaro	90,000	Marche
Comune di Piacenza	95,594	Emilia Romagna
Comune di Ravenna	140,933	Emilia Romagna
Comune di Reggio Calabria	179,412	Reggio Calabria
Comune di Reggio Emilia	148,517	Emilia Romagna
Comune di Roma	2,665,000	Lazio
Comune di San Benedetto del Tronto	45,368	Marche
Comune di Sesto San Giovanni	81,482	Lombardia
Comune di Siena	54,344	Toscana
Comune di Trapani	69,700	Sicilia
Comune di Venezia	274,168	Veneto
Comune di Verona	258,372	Veneto
Comune di Vigevano	59,302	Lombardia
Comune di Malo	12,366	Veneto
Comune di Schio	37,662	Veneto
Comune di Tiene	21,107	Veneto
Comune di Santorso	5,305	Veneto
Comune di Torrelvicino	5,516	Veneto
comune di Valdagno	27,136	Veneto
Comune di Arzignano	23,454	Veneto
Comune di Chiampo	12,251	Veneto
Comune di Marostica	12,823	Veneto
Comune di Pianezze	1,839	Veneto
Comune di Nove	4,901	Veneto
Comune di Schiavon	2,339	Veneto
Comune di Marano Vicentino	8,902	Veneto
Comune di Villaverla	5,384	Veneto
Provincia di Bologna	926,744	Emilia Romagna
Unione di Comuni "Caserta Sud-Ovest"	139,534	Campania

## THE SERVICES PROVIDED

PEOPLE will provide a wide range of services concerning every single life event, as defined by the Italian government. Once the project is completed, there will be around 180 services divided in five groups:

- local tax services,
- grant and authorization services,
- geographic information-system services,

- social and welfare services, and
- register-office services.

Besides these, an efficient online payment service and a reliable registration and authorization system have been created.

Some general services are also planned, such as online ticket reservation and sale for events like exhibitions or concerts, virtual community services, and online document access.

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