

# Benchmark as a tool for policies definition

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**teniamoci in contatto**

PIANO TELEMATICO DELL'EMILIA-ROMAGNA 2007/2009



# Benefits of benchmark

- **Measuring is necessary**, not to make rankings of winners and losers, but to assess ICT adoption **over time**.
  - ICT uptake needs to reach a threshold before it can impact on productivity and that there is a time-lag between investment and impact. This makes measurement across time and across regions even more urgent.
- Benchmarking provides comparable statistical data. **It is not evaluation**, but provides a basis for evaluation
- Data are a basic fact on which to found analysis of the policies, strength and weaknesses and possibly readdress them.

# How to use benchmark....the experience of the “Understand” consortium

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- **To support policy makers and regional stakeholders**

A sound methodology and comparable indicators enabled to sort out strength and weaknesses on ICT in the territory for all regions participating in the effort.

- **To produce policies and action plans**

Most of the partners used Understand data to decide on actions to foster the development of the Information society in their territory e.g. ICT Plans in RER, Vasternorland, Yorkshire

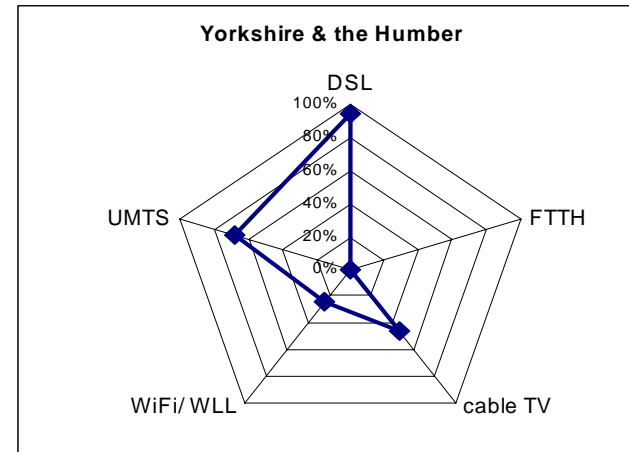
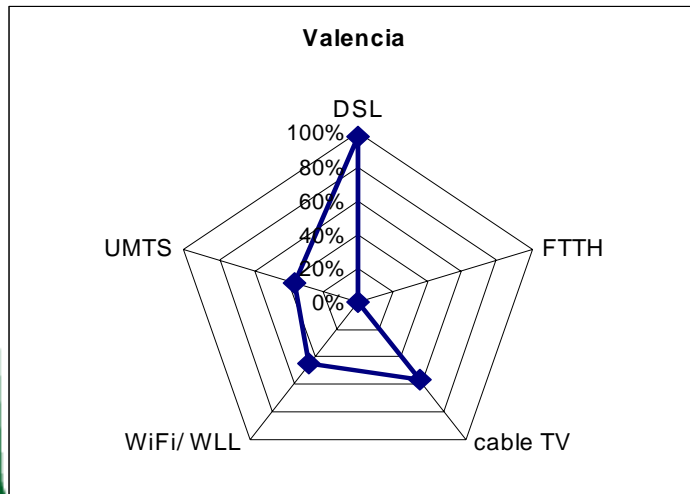
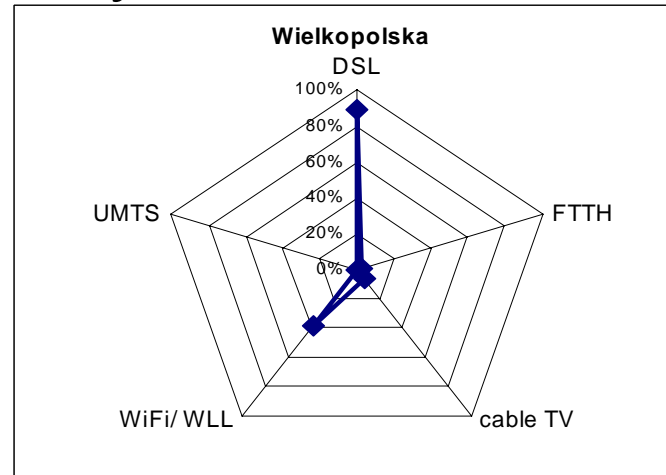
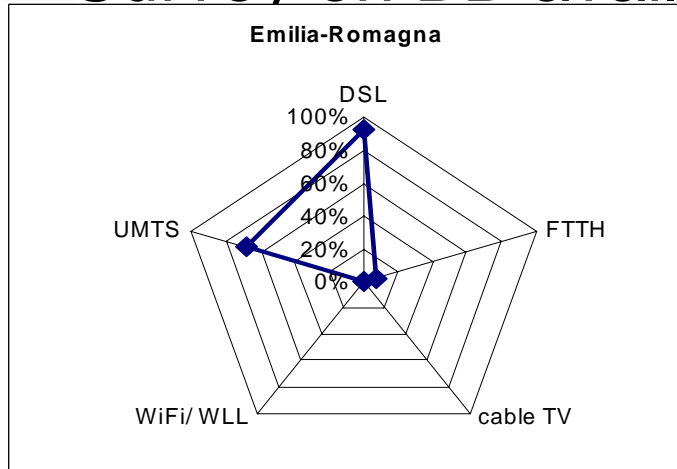
- **To derive suggestions from the comparison of our own situation with other European regions**

Comparison with other regions led us to ask ourselves **why** results differed, **what** was a priority /value in our programme and **where** was the value in other strategies

# Emilia-Romagna: benchmark and the new Ict programme (2007-2009)

4

## Survey on BB availability

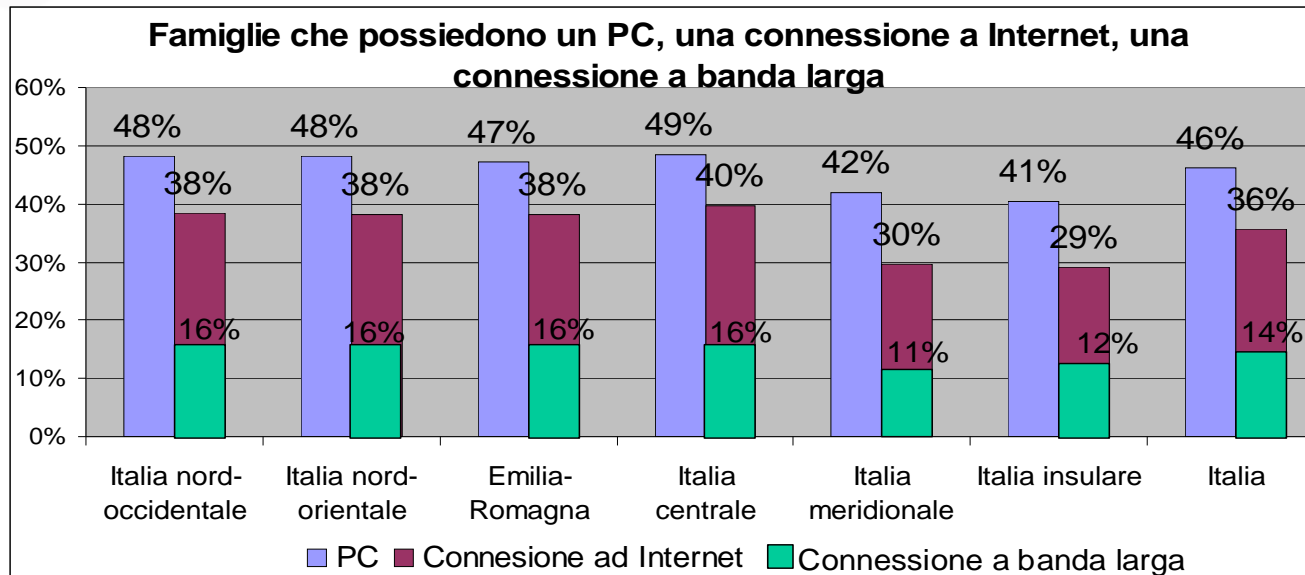


**Integrating FO with other technologies**

**Definition of a Minimum Level of Communication guaranteed to all**

# Emilia-Romagna: benchmark and the new Ict programme (2007-2009)-2

## adoption from citizens (data 2006)

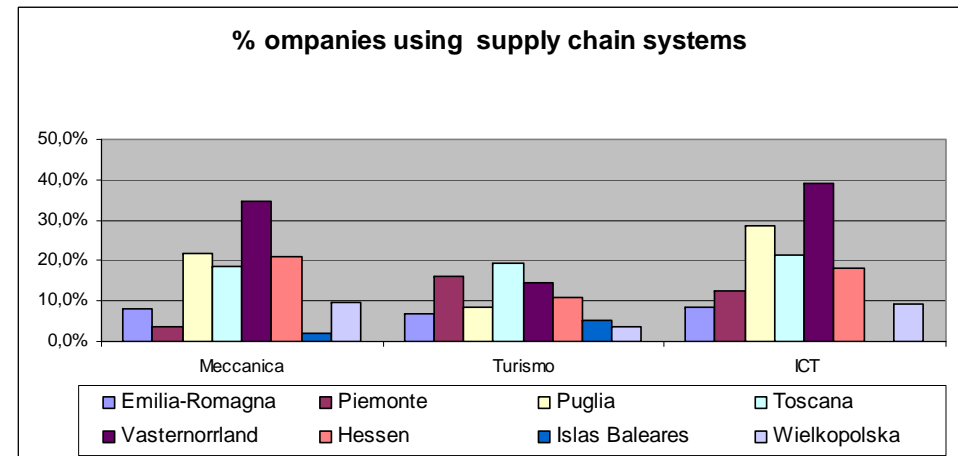
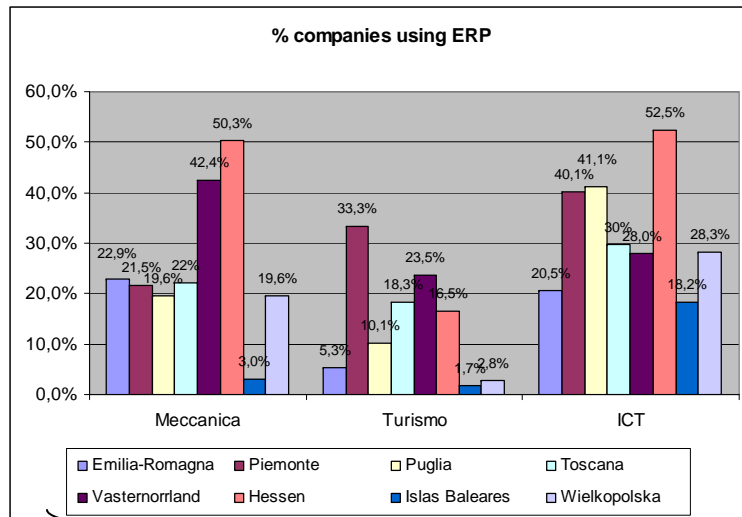


**“e-citizen” initiative: support to internet and e govadoption aimed at elderly, women, unemployed**

	Group	% Internet: users (average vauke 38%)
Gender	Male	43%
	Female	33%
Age	6 /15	44%
	16/24	76%
	25 /44 anni	58%
	45 /64 anni	34%
	Over 64	2%
Education	Primari or none	8%
	Lower ed	35%
	Higher education	62%
	University degre	79%

# Emilia-Romagna: benchmark and the new Ict programme (2007-2009)-3

adoption from enterprises (data 2005)



*The Challenge is the KNOWLEDGE DIVIDE: technologies and infrastructure are there, but awareness of its use and potentials are missing.*

**“OPTA “initiative: awareness raising initiative towards specific industrial sectors via the presentation of best practices.  
Road show. Match making**

# Emilia-Romagna: benchmark and the new Ict programme (2007-2009)-4

% of municipalities / LA that uses

	VALENCIA	HESSEN	APULIA	WIELKOPOLSKA	EMILIA-ROMAGNA	YORKSHIRE AND THE HUMBER	WALES
Electronic document handling system	45,8%	29,0%	17,1%	12,3%	30,6%	92,9%	83,0%
Electronic case administration	19,1%	16,4%	8,8%	15,9%	10,1%	78,6%	67,0%

% of municipalities that encourage joined up service delivery with other public agencies by sharing:

	VALENCIA	HESSEN	APULIA	WIELKOPOLSKA	EMILIA-ROMAGNA	YORKSHIRE AND THE HUMBER	WALES
service delivery information	29,7%	12,6%	20,6%	14,5%	34,0%	92,9%	83,0%
front desk facilities	15,3%	6,0%	28,8%	10,1%	34,3%	64,3%	8,0%
call centre facilities	3,8%	0,5%	4,8%	7,2%	3,4%	35,7%	0,0%
a private network or extranet	4,7%	6,6%	12,1%	5,8%	36,6%	64,3%	58,0%
access to databases	23,7%	7,1%	16,7%	13,8%	32,5%	71,4%	42,0%

**Interoperability** is the key word in the almost 70 projects developed in the Plan

# Emilia-Romagna...benchmarking locally

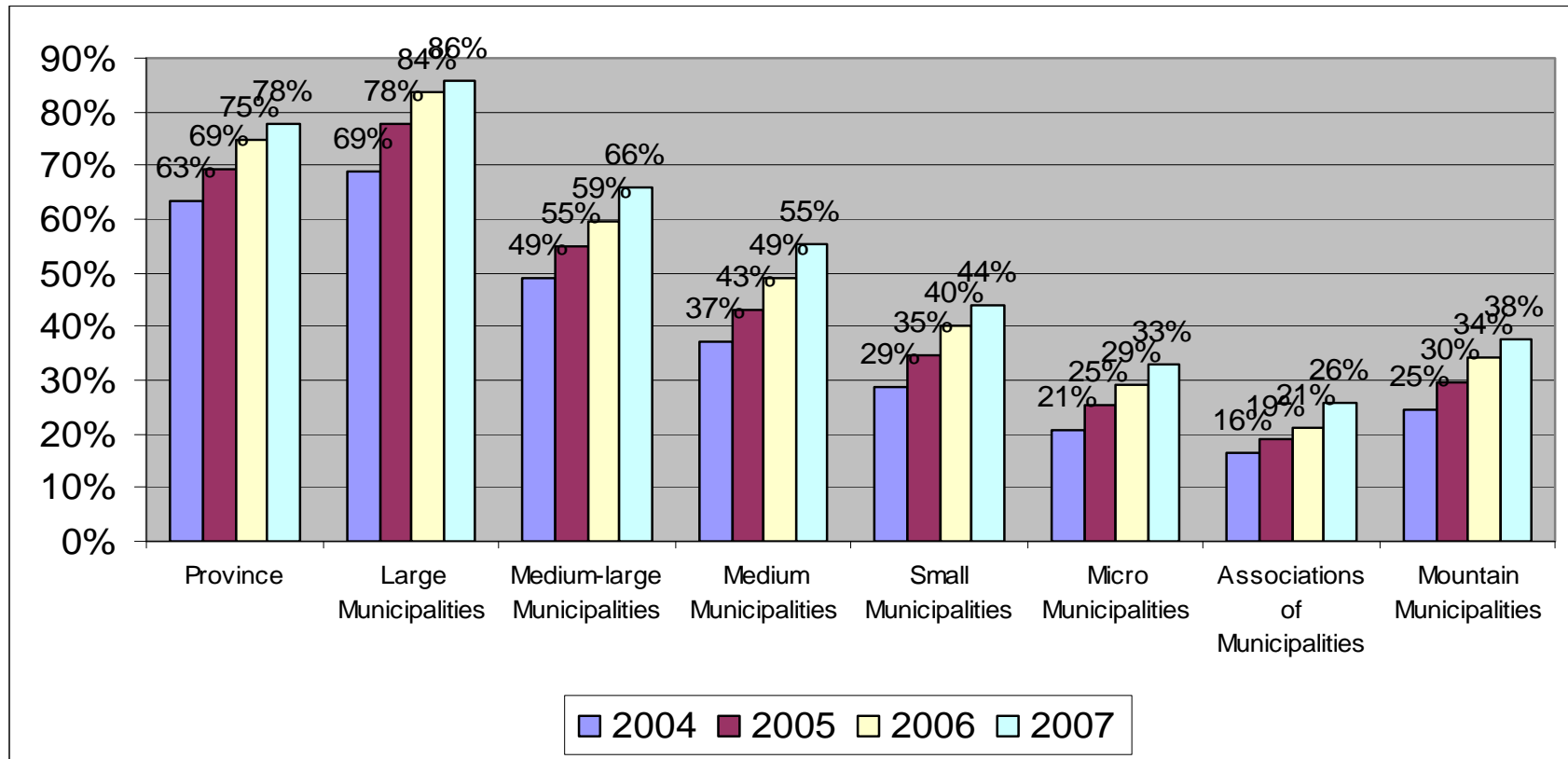
- **Measuring quality of the on line PA:** Since 2003 the Regional Government has measured yearly **the quality of websites** of Local Public Administrations and the **features of most popular e-government services** on line offered by Public Administrations (24), University (5), Health Authorities and Hospitals (17) and Chambers of Commerce (9) (*reference method.:e-Europe*).
- Quality of web sites have been measured through batteries of indicators for each of the following issues: transparency, e-democracy, multilingual approach, user oriented content organization, availability of special virtual offices, accessibility, usability, multichannel delivery
- Measured service features are: interactivity (according to e-europe framework), procedure completeness, service completeness, user centricity, accessibility, usability, multichannel delivery

An initiative has been started on **co-design** and a **Thematic community** was started to tackle lacks in quality/ user friendliness



# Emilia-Romagna...benchmarking locally

Quality average per institution typology



# Emilia-Romagna...benchmarking locally

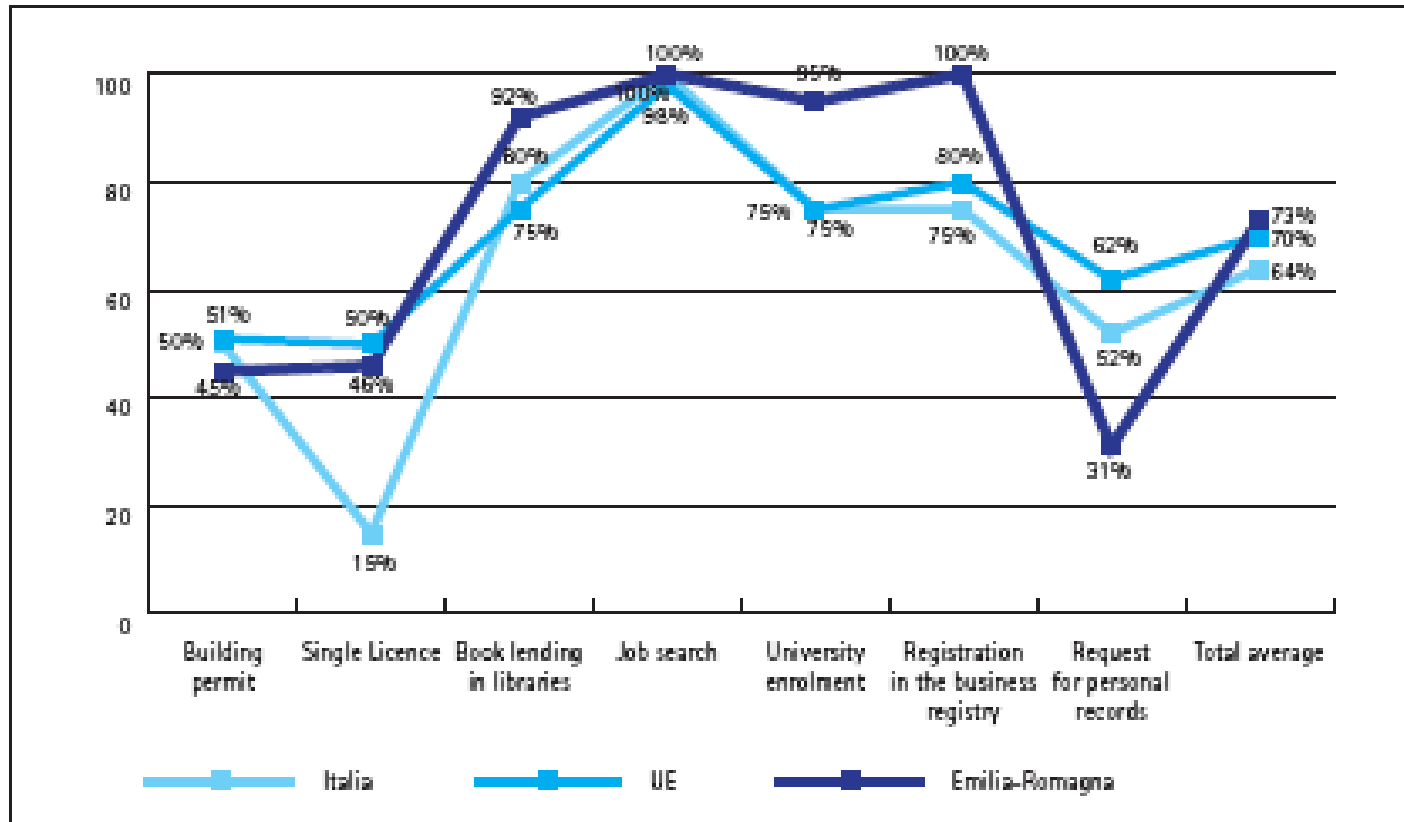


Chart 7 - Comparison of the Regional average with Europe's and Italy's on 9 comparable services with the eEurope benchmarking

# Benchmark: a work in progress

*A new focus*



- *Transformative government:*
  - *need to define a set of indicators*
  - *start from the analysis of best practices to understand concrete cases of TG*
  
- *Web 2.0: from adoption to production.*
  - *the focus of the analysis moves from services to information? Data availability?*
  - *Citizens as producers*



*A new government*

# Thank you

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