



**Application documents
European Public Sector Award**

Applicant: COMUNITA' MONTANA CATRIA E NERONE
61043 - CAGLI (PU) - REGIONE MARCHE
ITALY

Please return by mail or e-mail until July 15th, 2007:

Bertelsmann Stiftung
Project Office EPSA
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Dear applicant,

We are delighted to learn of your interest in the EPSA and eagerly await your application. Please read this information carefully before you start to fill out the application documents.

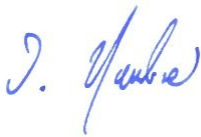
- Please submit your application in one of the three **competition languages: German, English or French**. Please have your application, including the relevant enclosures, **translated** accordingly.
- Please answer all the questions **briefly and clearly**. Quality comes before quantity. Avoid incomplete or unclear information.
- Please note that your application **may not exceed ten pages!**
- Supplement your information with **enclosures** wherever you regard them as necessary and useful. Please **number** the enclosures, and when answering the relevant questions refer to the enclosure's serial number.
- For every application we will send a **confirmation of receipt**.
- Only the experts, the jury and the EPSA office have access to your information, which, needless to say, we will treat **confidentially**.
- If incorrect information is given, the experts and the jury reserve the right to revise their appraisals at any time.

If you have any queries, please do not hesitate to contact us:

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We wish you the best of luck!
Your EPSA office



Oliver Haubner
Coordinator EPSA

1. Contact address and general information

Organisation: Comunità Montana del Catria e Nerone Zona D1

Contact person

Family name: Guerra

First name: Lucio

Title: Surveyor

Function: Responsible for "Centro Servizi Associati" - Technical area

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Is your organisation a member of the European Group of Public Administration (EGPA)?

yes no

If so, since when?

Have you already taken part in a competition with the project described here or a similar project? yes no

If so, what competition and with what result?

1) EuroP.A. Salone delle autonomie locali 2005 - 1st award IQU "Innovation and Urban Quality" - Technologies topic area (<http://www.euro-pa.it/premi05/iqu/graduatorie.htm>)

2) FORUM PA 2006 - Award for "Sfide 2006: the territorial innovation policies" initiative (<http://www.forumpa.it/forumpa2006/tuttoforumpa/iniziativa-sfide.html>)

3) FORMEZ Open Days Sviluppo Locale 2007 - Best practice in "Innovation of public sector, Capacity building, basic services and territorial cooperation" session

Please also provide us with the following **general information**, if applicable, about your authority/organisation:

Number of employees
in your organisation: 17
Population: 20,000
Higher authority: President
Subordinate authority (-ies): Members of the executive board and of the council
Other:

Administrative level:

- Federal Government
- Land/Canton
- Region
- District
- Town/Municipality
- Other

Administrative area:

- Social security, health, employment
- Organisation, human resources, IT
- General services for citizens/customers
- Police, public safety and order
- Administration of justice
- Taxes, finance, customs
- Public utilities, transport, construction
- Environment, nature, energy
- Education, research
- Culture
- Other

2. Details of the application

Title of the project:

Servizi INVOLLO (INternet VOip LOcal services)

Brief description: (only three or four sentences, please)

The project lines took their starting point from the necessity of closing the digital divide of internal and mountains areas, not only as regards connectivity for effective access to digital and information technology, but also as regards skills and resources able to give an impulse to the technological innovation through which going out of the isolation. The model adopted is a model which takes into account both the economic sustainability in the time, keeping a strict control on the financial impact of the project, and the possibility of reusing or repeating the experience in other realities. For this purpose we have turned to skills internal to our public administration and other local professional figures that wanted to invest in their territory. Therefore, from the Townet wireless network infrastructure to the development of municipal back-office softwares and on-line services for citizens, enterprises and technicians (in particular surveyors, architects and engineers), we have been able to offer cost-consciousness high-tech products and solutions, totally in Application Service Provider, thus cutting down complexities and costs of old specialized systems, and maintaining up-to-date services, 24 x 7 technical support, physical and electronic security and in-built support for administration continuity and flexible working.

Geographical scope: The project develops in the territory of the "Comunità Montana del Catria e Nerone Zona D1", at the slopes of the Catria and Nerone mountains, in the province of Pesaro and Urbino, part of the Marche region, with a territorial extension of 511.40 Km² and 20,000 citizens, resident in the comuni of Acqualagna, Apecchio, Cagli, Cantiano and Piobbico.

Starting and finishing dates: The project started during year 2000 and is actually in progress.

Budget: 350,000 € for investments in 6 years; 60,000 €/year for management.

3. Starting situation and goal of the project

What is the project's starting position, i.e. what problem does it tackle?

Comuni with poor endowment and technological knowledge and with legacy ("antiquated") systems that ran on obsolete and usually slow hardware, and that were hard to maintain, improve, and expand. Community with a scarce availability of internet access and services and poor knowledge about information technologies, thus resulting in a strong digital divide that leads to poor countries, suffering greater economic downfall, which cannot compete in present-day global economy.

What are the project's goals?

The goal, in a certain manner ambitious, which we have pursued since the beginning of this experience, is that every local administrations and their citizens, with passing of the time, can use innovative data and information processing tools more and more, thus reducing the existing digital gap with rich urban areas, and having the same opportunities of those areas that have simple access to digital technology as regards job, education, economic competitiveness and growth.

Who benefits from it most?

Up to now, comuni have obtained the most important benefits, recording remarkable improvements in the daily management of internal procedures, with a sustainable economic investment. Moreover, technicians, companies and citizens can now use a wide range of on-line services, that improving the relationship and the transparency with the administration.

Enclosures

4. Main activities and measures

What are the most important steps and activities?

- ** Year 2000 - "Nuovo Catasto - Banca Dati Territoriale - Centro Servizi Informativi" (new cadastre - territorial database) project
- ** Year 2003 - "S.I.T. Sistema Informativo Territoriale" project (Geographic Information System for capturing, storing, analyzing and managing data and associated attributes which are spatially referenced to the territory of the comuni participating in the project)
- ** Year 2004 - Installation and activation of S.I.T., and on-line integration of data relative to cadastre, register, payment and office and territorial planning offices - see <http://sit.cmcatrinerone.pu.it/cmc>
- ** Years 2005-2006-2007 - Project for cadastral and tributary verification according to the italian "Finanziaria 2005" law (art. 336)
- ** Year 2006 - Direct implementation of municipal back-office softwares for managing the "Sportello Unico per l'Edilizia" (EdilGis@SUE, construction) and the "Sportello Unico per le Attività Produttive" (EdilGis@SUAP, production activities), and of the "Servizio di Trasparenza Amministrativa" (administrative transparency) for citizens, technicians and enterprises - see <http://sue.c2i.it>, <http://suap.c2i.it> and <http://suap.c2i.it>
- ** Year 2006 - Activation of the "Portale dei Servizi al Cittadino" (web portal) with 83 on-line services available for citizens - see <http://servizi.cmcatrinerone.pu.it>
- ** Years 2006-2007 - Distribution of "CNS - Carta Nazionale dei Servizi - Carta Raffaello" (smart card for digital identification, used principally for authenticating and for digital signature), in collaboration with Regione Marche administration, to about 650 citizens - see <http://www.cartaraffaello.it>
- ** Year 2006-2007 - Implementation and activation of wireless network for public and private broad band connectivity and VOIP telephony (actually about 150 private users) - <http://www.esaway.it>

What methods and instruments are used?

Involvement and wide participation of the comuni in the choice of the main objectives to obtain, definition of clear and shared purposes, and sharing of the IT solutions to use. Associated organisation and management of the services formalised by means of participated Agreements and Regulations.

What partners are integrated into it?

- Comuni of Acqualagna, Apecchio, Cagli, Cantiano and Piobbico
- IT Company "Consorzio Gruppo Esc" (Perugia)
- IT Company "Città in Internet" (Perugia)
- Computer engineer Fabio Rombaldoni (Acqualagna, province of Pesaro and Urbino)
- IT Company "Retematica" (Acqualagna, province of Pesaro and Urbino)
- IT Company "Mondoesa Umbria S.R.L." (Gubbio, province of Perugia)

Enclosures

Figure1.jpg - Portale dei Servizi al Cittadino

Figure2.jpg - CNS - Carta Nazionale dei Servizi - Carta Raffaello

Figure3.jpg - EdilGis@SUE - Sportello Unico per l'Edilizia

Figure4.jpg - EdilGis@SUAP - Sportello Unico per le Attività Produttive

Figure5.jpg - Servizio di Trasparenza Amministrativa

Figure6.jpg - Sistema Informativo Territoriale

Figure7.jpg - Wireless network for public and private broad band connectivity and VOIP telephony

Figure8.jpg - CST - Centro Servizi Associati - Activities and services

5. Problems and trial solutions

What problems arose/arise during implementation?

Finding of funds and economic assets for the initial investments. Deployment and post implementation of applications and services with on-going developments owing to particular requirements of customization.

How do you solve problems?

From the economic point of view, by means of fundings from Marche region administration and comuni. From the technical point of view, following and coming greet the requirements of the public servants involved in the project and meeting their requirements immediately, without raising problems due to a lack of functionality.

How is the project organised?

The associated services organizational tool is the management regulation which defines roles, responsibilities and competences of each administration. The Comunità Montana is the project leader organisation and the comuni perform support activities.

Is the project organisation proving its worth?

The organisational modality proves to be suitable and appropriate for the activities management, in respect to the extent and the dimensional parameters of the comuni and of the territory to serve.

Enclosures

6. Results and impact

What are the most important, preferably measurable, results?

- The "Sportello Catastale Decentrato Associato" turns out to be the front office with greater activity in the territory of the Pesaro and Urbino province.
- The "Sistema Informativo Territoriale" is by now an essential and indispensable tool for the municipal employees, the technicians and the citizens, and is fundamental for the accomplishment of the "Decentramento Catastale" (cadastral decentralization).
- The comuni can employ highly innovative IT tools, which have been realized according to their requirements.
- Unitary and shared management of every administrative processes.
- Better functionality and cheapness as regards the management of the services.
- Economic sustainability of the project: the total expenditure for the investments was € 350,000 during 6 years, equal to € 2.92/citizen/year; the total expenditure for the management, the support and the maintenance is € 60,000/year, equal to € 3.00/citizen/year.

Where does the project stand today?

The steps and activities described have been realized almost entirely. At this moment, we are consolidating the network infrastructures and the services, and evaluating further developments.

What has been achieved with the project?

Elimination of the digital divide related to the connectivity almost everywhere in mountain territory; modernization of the comuni administrative processes; full supply of on-line services.

Has a project evaluation been carried out? yes no

If so, with what result?

How is the project being developed further?

Further developments of the project regard the fulfillment of the wireless cover of the territory, also using renewable energy source technologies, and the enlargement and the enhancement of the offer of services to citizens and public administrations.

Enclosures

7. Innovative capacity

What do you think are the project's most innovative elements?

- Employment of human resources of the public administrations.
- Use of information technologies totally in ASP and application cooperation through web services
- Training and professional growth of the employers of public administration.
- Elimination of the digital divide.

What has made the project particularly successful?

The strong points of the project can be summarized with the following:

- Maximum integration between every information, cartographic and alphanumeric layers, and between the back-office applications SUE e SUAP and the "Sistema Informativo Territoriale".
- Normalization of technical and administrative processes within each comune.
- Modality of fruition and supply of the services by means of Internet and in Application Service Provider
- Elimination of the digital divide of internal and mountains areas.
- Economic sustainability of the entire project.
- Multipliability and/or reuse of the adopted solutions.

Enclosures

8. Sustainability and multipliability

How do you safeguard the sustainability of the project's results?

The project was conceived and structured with a long-term vision, emphasizing the economic and functional sustainability as the key goal. For this reason we chose the direct development of some applications and services and came to binding agreements with high skilled local partner. Besides conventions and regulations were subscribed, that define, exactly and accurately, the competences of every bodies and the amount of their economic share. At the moment the opportunity to incorporate some project activities within the institution Comunità Montana is under evaluation, and hypothesis of reuse and/or multipliability of the experience are promoted and encouraged: all that could contribute to further develop and consolidate every services, with more and more affordable costs. A constant and strengthened collaboration with region and province institutions guarantees an appropriate economic and functional support, and this will make possible to obtain additional funding and support for the project beyond the time of the original grant. In conclusion, project promotion and marketing activity were made for raising awareness of the project, both locally and nationwide.

What parts of the project can be transferred best to other public administration bodies?

We think each adopted solution can be transfered to other similar public administration bodies, for reuse and/or multipliability.

Enclosures

9. Lessons learned

What were the most important lessons that you learned from your project?

For little inland and mountains realities, the only suitable way for managing the great impulse toward modern technological innovation is to join in with strong partnership and to share purposes thus reducing implementation costs and time.

What do you recommend other administrative areas with a comparable starting situation?

The recommendation is to undertake initiatives, projects and activities that could lead to the supply of services with high respect for time, and overall of particular and specific interest for the public administrations and their citizens.

Enclosures

10. Contact EPSA

Finally, please let us know how you first heard about EPSA.

- through the www.eps-award.eu website
- through the press
- through personal conversation
- through a superordinate administrative body
- through a letter from the EPSA initiators
- we were nominated by a third party
- by word-of-mouth
- by participating in a congress/a seminar
- other _____

Confirmation

We confirm that all of the information given is complete and accurate.

Name: Guerra Lucio
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Organisation: Comunità Montana del Catria e Nerone Zona D1

CAGLI, 23RD JULY 2004



UFFICIO TECNICO
(Geom. Lucio Guerra)

