



# Italia digitale: l'accelerazione strategica della PA per una società digitale

5 novembre, 15.30 – 17:00

**BAIN & COMPANY**

# Who we are



**ANDREA OLDRINI**  
Partner  
**Bain & Company**



**EMILIO BARUCCI**  
Professore di Finanza  
Quantitativa  
**Politecnico di Milano**



**VINCENZO DI NICOLA**  
Resp. per l'Innovazione  
Tecnologica e la  
Trasformazione Digitale  
**INPS**



**MAURIZIO FATARELLA**  
Direttore Generale  
**PagoPA**



**MARCO TORRI**  
Nexi Head of Public  
Administration Advisory &  
Sales  
**Nexi**







**MARIALETIZIA TEMOFONTE**  
CBI Responsabile Mercato  
Pubblica Amministrazione  
**CBI**

## 2/ Public Admin in Italy means 12.848 entities with 3.5Mln employees and a “turnover” of € 80 Bln only for local taxes

	#	Employees (K)		Taxes	Amount (Bln€)
Central government & constitutional bodies	33	1.833	Regions	• IRAP	24,1
Regions	40	72		• Add. IRPEF	12,3
Provinces/ Metropolitan cities	105	70		• Car Tax	6,1
Municipalities/ Comunità montane	8.606	402	Provinces/ Metropolitan cities	• IPT	1,85
ASST/ Health bodies	194	699		• RCA	2,14
Public Universities	71	167	Municipa- lities/ Comunità montane	• IMU/TASI	16,0
Non Profit Public Authorities and others	3.799	254		• Add. IRPEF	5,0
				• TARI/TARIC	10,0
				• Imposta Sogg.	0,6
				• TOSAP	0,9
				• Imposta pub.	0,4

Source: Istat, Camera dei deputati

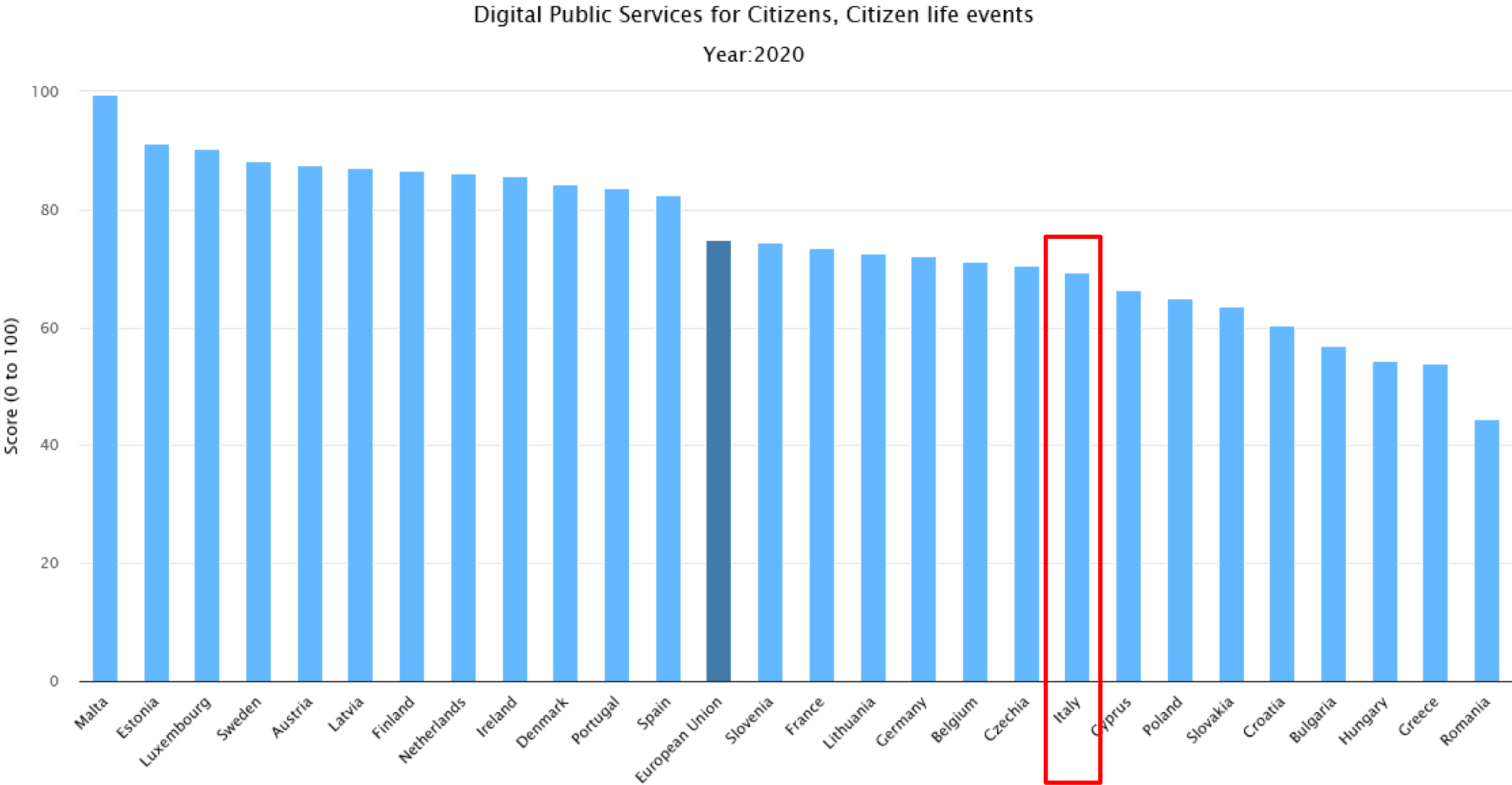
# 3/ E-government adoption in Italy is lagging behind EU peers and EU28 average...

	 Italy 2020	 France 2020	 Spain 2020	 EU28 avg
Pre-filled forms - All Life Events (Score 0-100)	51	42	78	63
Citizens submitting filled forms to eGov services, last 12M (in % of individuals)	17	64	49	38
Citizens' use of eGovernment services, last 12M (in % of individuals)	29	75	63	57

Source: EU Commission



# 4/....positioning Italian PA in an ideal position for a (r)evolution



European Commission, Digital Scoreboard

## 5/ Payment with QR code through CBILL

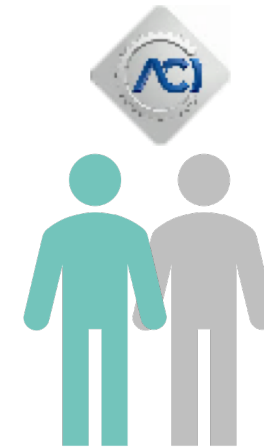
- The sanitary emergency and Government measures to contain the spread of the Pandemy have led to a more intense use of digital payment tools.
- The change in the habits of Italians continued even in periods of softer restriction, confirming the permanent growth trend of cashless payments.

**Ca. 75 Mln trx CBILL**

**ca. 8,5 Mln users**

**Ca. 330 PSP participating**

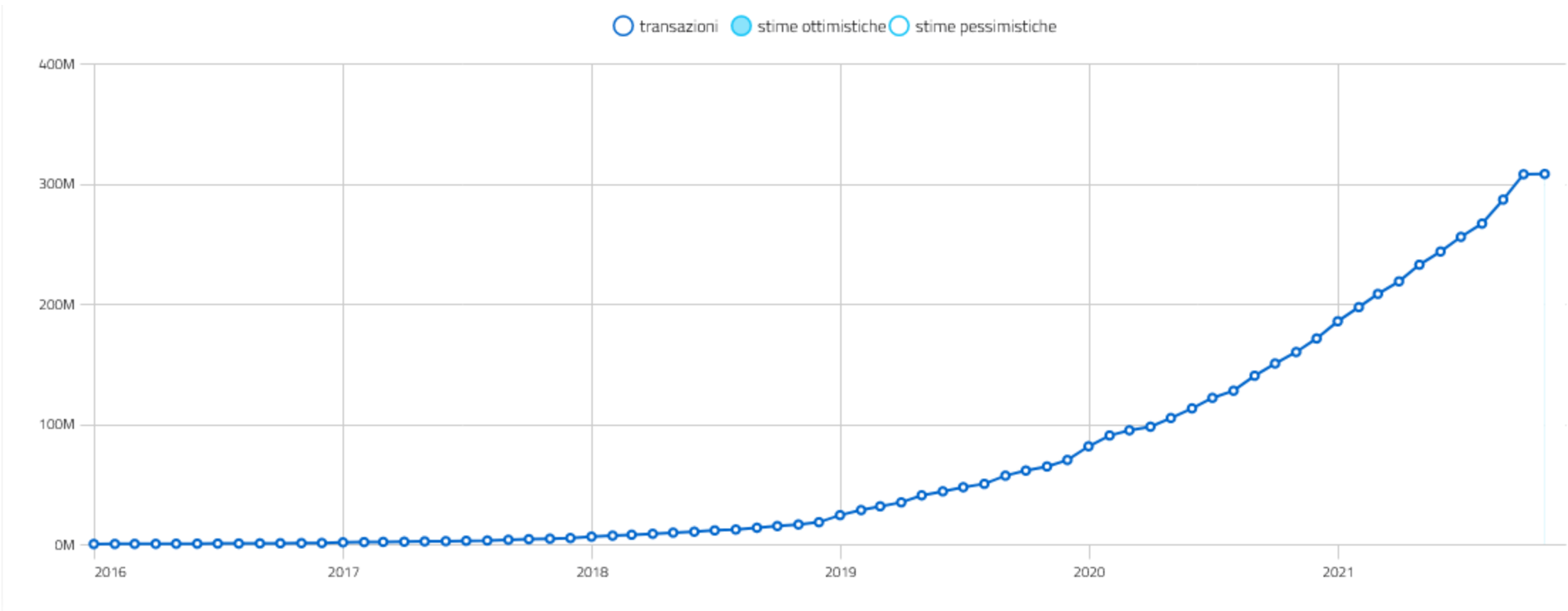
**Ca. 20 mila PA reached**



**Ca. 43%**

**Almost 1 out of 2  
Italians pay their Car  
tax with CBILL**

## 6/ Pago PA transaction through time reveals an exponential growth



Main PSP: Mooney 26M/trx; ISP 20M/trx; Poste 17M/trx; LIS 12M/trx; Postepay 12M/trx

Source: PagoPA

## 7/ What's next



