

# ITALY RESTARTS

## NRRP - Reforming Public administration

*“For our people, the face of the Republic is what it is announced in everyday life:  
hospitals, town hall, schools, courts, museums”*

*Sergio Mattarella speaking at the Chamber of the Deputies*



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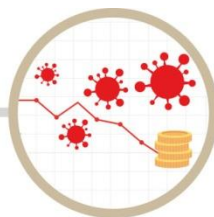
## Starting point - 1



**PANDEMIC**



**SOCIAL CRISIS**



**ECONOMIC CRISIS**



**NRRP**



**REFORMS**

The National Recovery and Resilience Plan - NRRP addresses social and economic crisis caused by the pandemic. It is financed with 235.14 billion euros under European funds (191.5 billion, Next Generation Eu, and 13, React Eu) and the national complementary fund (30.64 billion).

The planned reform of the public administration triggers the efficient use of these resources.

Italy has already suffered from delays in spending European funds. This time the scheduling is even tighter. All sums must be spent in 5 years, from 2021 to 2026.

## Starting point - 2



Annual European Commission's Recommendations to Italy have been long requesting a deep reform of the Public administration



The PA suffers from red tape, because its proceedings are complex, stratified over time and often conflicting at different administrative levels (national, regional, local).



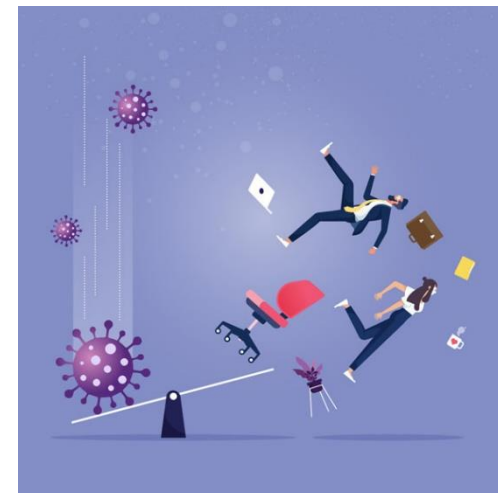
This causes a bureaucratic slowdown and what Mario Draghi in his first speech as Prime Minister has labeled as "signature run off", the refusal of public executives to sign and authorize procedures, due to a high tendency to litigation and requests of damage compensation targeting public officials

## Starting point - 3



Over the past decade, expenditure cuts and stops to employee turnover (1 hired every 3 retired in central PA; 1 hired every 2 retired in the local PA) caused a significant civil servants shrinking in the Italian PA.

Italian civil servants accounts for 3.2 million employees, 13.4% of the labor force, a lower share than in other OECD countries (17.7% (2017 data)). The average age of the employees is 50.7 years. Training investments, which have recently almost halved (from 262 million in 2008, to 164 million in 2018), is 48 euros per person, the equivalent of one day of training per year



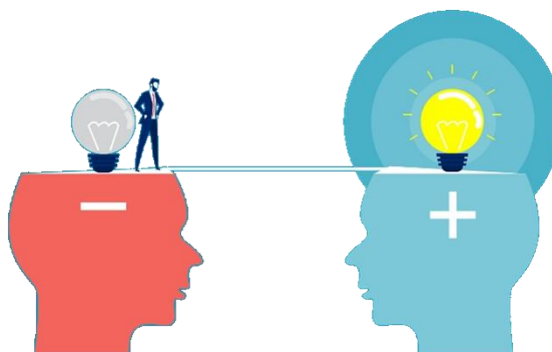
## How to reinforce Public administration

Notwithstanding the mentioned problems, Italian PA has tackled the pandemic. Now, it's time to fine tune effective proceedings for EU funds spending, through:  
Investment in HR, new hirings (specifically of STEMS graduates), reskilling civil servants



1

**RECRUITMENT AND  
UPSKILLING**



2

**SIMPLIFICATION  
AND DEREGULATION**



3

**DIGITIZING AND  
E-GOVERNMENT**



# Public administration, the best ally for citizens and business - 1



Component 1, Mission 1, (NRRP: “Digitization, Innovation and Security”), is aimed to achieve those goals



Total amount: 11.15 billion (9.75 billion of European funds and 1.40 billion of national funds)



Better Public services to support households and businesses

## Public administration, the best ally for citizens and business - 2



Some initiatives:

- ☐ **Reskilling and upskilling civil servants**
- ☐ **Digitizing and deregulation**
- ☐ **Strengthening interoperability** and establishing the National Strategic Hub (NSH), a national infrastructure for the provision of Cloud services, under Italy's jurisdiction
- ☐ **Empowering the once-only principle**, an e-government concept advocated by the European Commission that aims to ensure that citizens, institutions, and companies only have to provide certain standard information to the authorities and administrations once.



# A new PA alphabet - 1

The PA reform includes 4 pillars:



## ACCESS

- ✓ Monitoring and assessing HR
- ✓ A central web based app to recruit all the civil servants
- ✓ Simplifying the recruitment process



## GOOD ADMINISTRATION

- ✓ Cutting red tape
- ✓ Deregulation
- ✓ Cutting PA's delays and costs for citizens and businesses.

## A new PA alphabet - 2

### HUMAN RESOURCES



- ✓ Strengthening Human Resource Management of Civil Services
- ✓ Favoring HR relocation

### DIGITALIZATION



- ✓ Bringing digital technology to businesses, citizens and public administrations
- ✓ Business Process Re-engineering in Public Administration.

## A -Access

- ☐ The recruiting process must assess both hard and soft skills
- ☐ Enabling online recruiting
- ☐ Launching a website dedicated to public recruitment for all civil servants
- ☐ The Civil service will hire highly qualified candidates for senior-level and executive jobs

## B – Good Administration

- ☐ Establishing a task force for deregulation
- ☐ 200 proceedings must be reformed until 2023. 600 more proceedings must be simplified until the NRRP ends
- ☐ Establishing a non-permanent task force to cut pending policies
- ☐ Providing employees with feedbacks to improve or maintain job performance
- ☐ Upgrading Evaluation Offices within the government

## C – Human resources

- ☐ Supplying online courses specifically dedicated to digital and ecological transitions, such as the “Massive Open Online Courses - MOOC”
- ☐ Fostering 20 working communities to spread best practices within the Public sector, pooling together leaders in charge of triggering innovation
- ☐ Supporting change management in small Municipalities, with dedicated programmes and training
- ☐ Strengthening Formez PA and the National School of Administration as providers of updated training for all civil servants

## Digitalization: the turning point

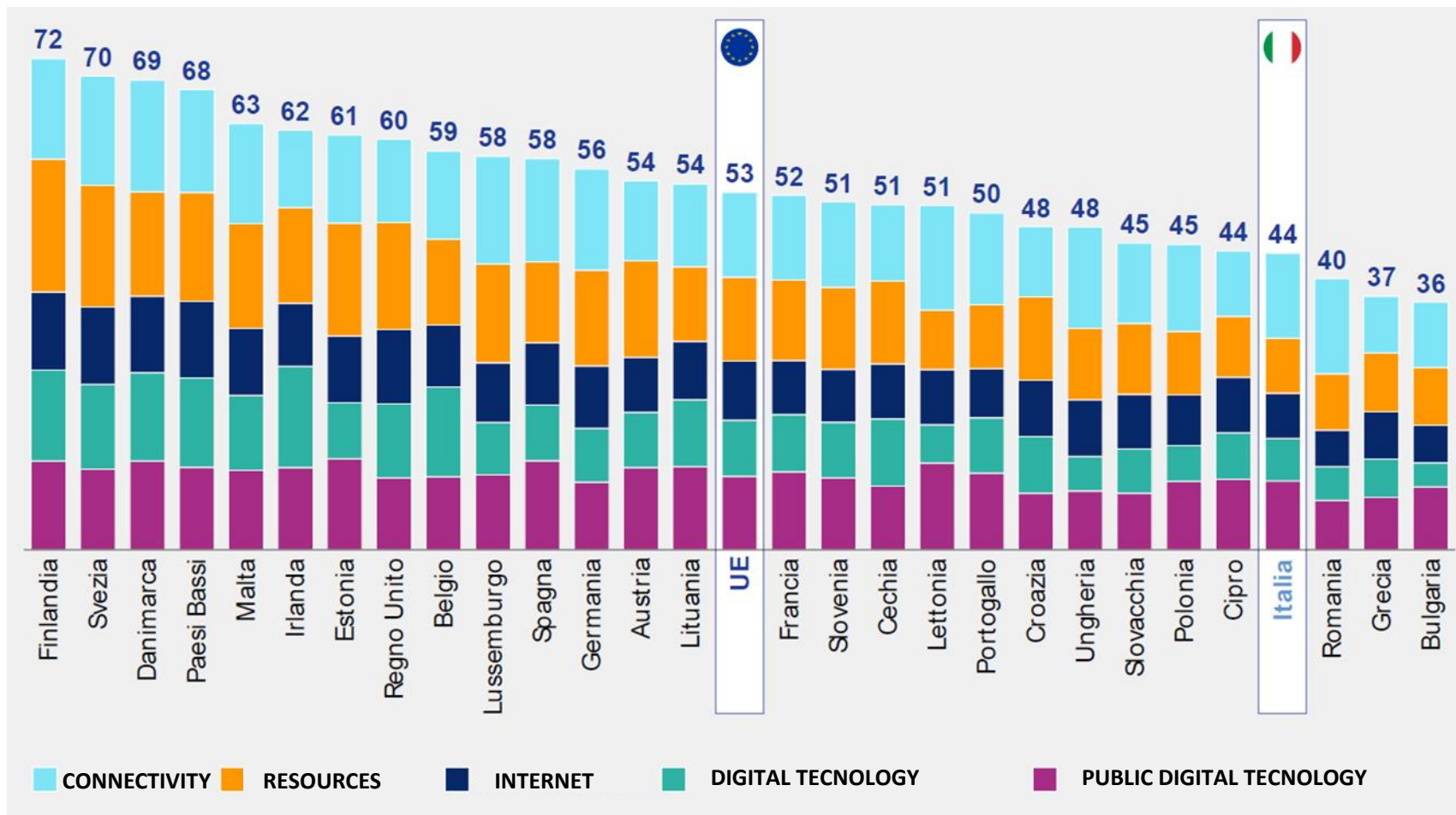
**Digitization is pursued in different policy areas:** from recruiting to training, from administrative management to monitoring, up to the interoperability.

Central focus:

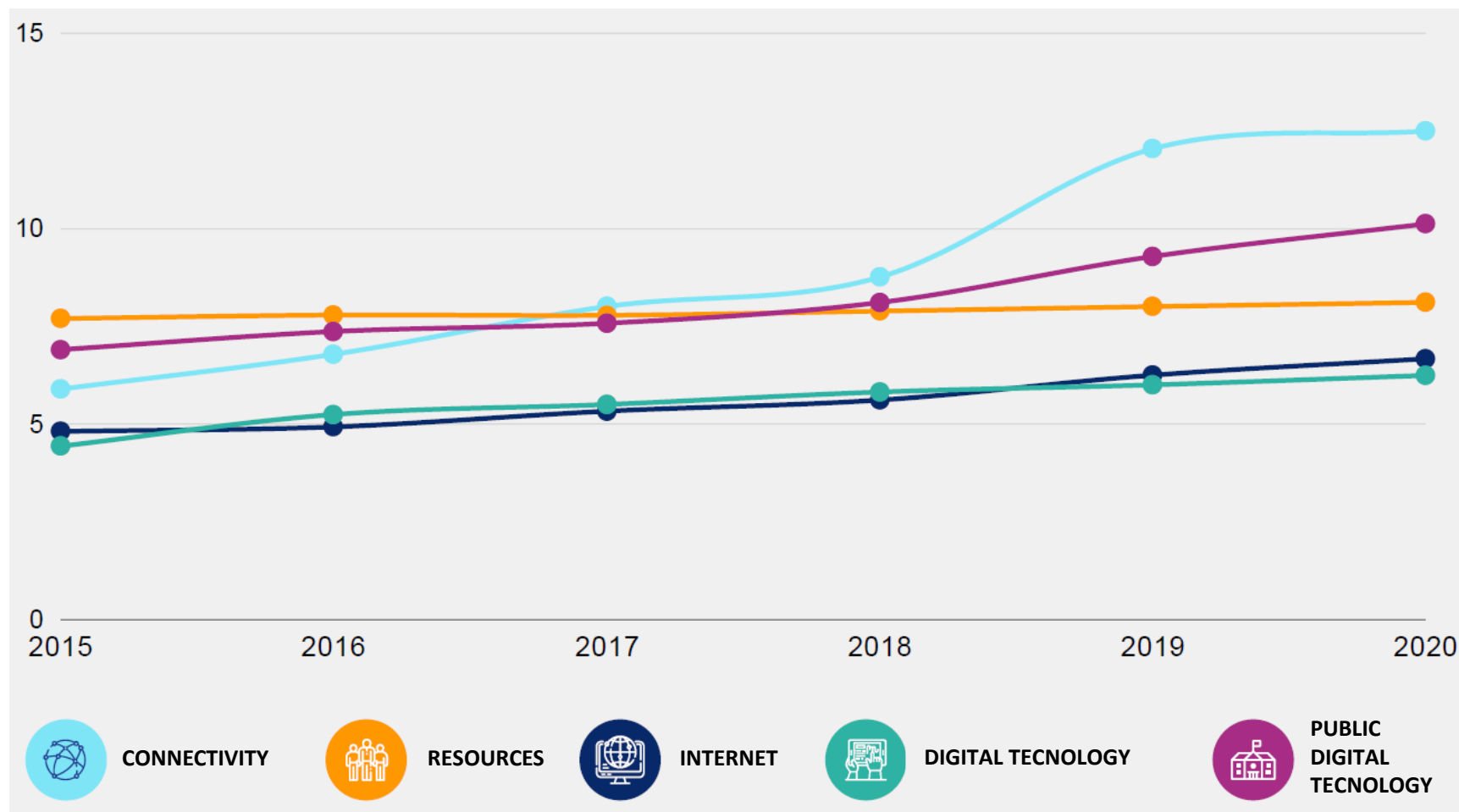
- Train experts to efficient procedures through technological and organizational innovation.
- Facilitate and accelerate investments for digitization, by using new infrastructures and applications.
- Nurture already present digital skills, spread and strengthen them.



# Digital Economy and Society Index 2020 - 1



## Digital Economy and Society Index 2020 - 2



# Public Administration Reform - 1



There cannot be digital transition without a previous administrative transition. The planned actions are mainstreamed therefore require full institutional collaboration, on one hand, and a clear division of tasks and roles, on the other.

## Public Administration Reform - 2



*Presidenza del Consiglio dei Ministri*  
**Dipartimento della  
Funzione Pubblica**



**Ministro per la  
Pubblica Amministrazione**

- Business process reengineering in public administration at a National and local levels
- Simplification of administrative procedures
- Upskilling and reskilling civil servants
- Innovation in recruiting



**•MITD**

**Ministro per l'innovazione  
tecnologica e la transizione digitale**

- Favoring interoperable digital public services to support new decision-making procedures





## Contatti

### Ministro per la Pubblica Amministrazione

Corso Vittorio Emanuele II, 116  
00186 Roma  
Tel. (+39) 06.6899.7580

Ufficio Stampa

### Dipartimento della funzione pubblica

Corso Vittorio Emanuele II, 116  
00186 Roma  
Tel. (+39) 06.6899.1

### Indirizzo PEC

[protocollo\\_dfp@mailbox.governo.it](mailto:protocollo_dfp@mailbox.governo.it)

## Seguici su

