

Comune di Roma



a multidimensional reality:

- . 135.000 hectares of territory*
- . 2.700.000 inhabitants*
- . 27.000 employees*
- . 82 coordinate City enterprises*
- . 19 Municipalities, 19 departments, 16 extra department offices*
- . 6,5 Billion € Budget*



Comune di Roma

ICT DIMENSIONS



NETWORK

→ Internet Site

- 9.000 internal users
- 120.000 external users
- 15.000 visits every day

→ Internal Network

- 14.000 concurrent users
- 200 LAN (50 - 500 PC)
- 300 Windows servers
- 10 Linux servers
- 6 Unix-AIX servers
- 1 proprietary server

Comune di Roma



ICT Applications for Public services

- . population management
- . statistics
- . elections
- . accounting (SAP)
- . local taxes
- . cartography
- . fines
- . protocol
- . Internet Portal
- . social indicators management



- . Underground management
- . commerce
- . House building abuses
- . HR management
- . e-Learning
- . Accounting
- . Zoning
- . decision support system
- . Accessibility control
- . Public works
- . Public advertisement management

- . Tax collection
- . Targets control
- . Contracts management

...



Comune di Roma

some of the most important ICT projects

- **Contact Center "*ChiamaRoma 060606*"**
- **Internet Portal "comune.roma.it"**
- **Broadband Network**
- **Building the e-Government infrastructure**
- **Increasing on-line services for citizens**
- **Server Consolidation**



Comune di Roma

The budget

–60 M€ / year

–1,8% of City budget

–0,5% of City investment budgets



The CONTACT CENTER

functions

Single telephone point of access to municipal information and services

organized in two levels:

. *First telephone level "060606",
call center & switchboard*

. *Network of second level access points at
single city organizations*

It includes:

- *CRM (Citizen Relationship Management)*
- *KM (Knowledge Management)*
- *FAQ (Frequently Asked Question)*



THE CONTACT CENTER

service volumes

2005 = 2.800.000 calls

2006 = 3.300.000 calls

90% of requests solved at 1st level

Average daily traffic in 2006:

Week days : 12.000 calls / day

Saturday: 4.500 calls / day

Holidays: 3.500 calls / day

Monthly average: 400.000 calls

Average duration of calls = 1'30"

Email requests = 4.000 / month

Letter requests = 200 / month

Fax requests = 5.000 / month

Maximum peak in 2006 = 16.000 calls / day



THE CONTACT CENTER

Components and costs

all 1st level operations are outsourced
(2nd level is excluded):

- . contact center via operators*
- . Hardware & software infrastructures*
- . Connection services to voice-data network*
- . SW maintenance, assistance, system and application support and consulting*
- . Change management services*
- . Operational continuity, disaster recovery & back up services*
- . Quality monitoring and reporting,*
- . Help desk education*

Costs = 9.999.999 € for 27 months



the Internet Portal
www.comune.roma.it
- *main functions* -

- . information services**
- . Internet services**
- . e-mail services**
- . on line interactive services**
 - . *Population register***
 - . *Local taxes***
 - . *Fines***
 - . *Schools***
 - . *Payments***



the Internet Portal - *on line services* -

People Services
(Population, social services)

School Services

Portal

Payments Services
(with Poste It)

Tax Services



Fines Services



The Internet Portal

- *main dimensions* -

- . 52.000 identified users
- . 120.000 registered users
- . more than 15.000 daily contacts
- . more than 50 online services

The screenshot shows the homepage of the Comune Roma website. At the top, there is a banner with the city's logo and the text 'comune.roma.it'. Below the banner, there is a search bar and a navigation menu. The main content area is titled 'Servizi Online' and lists various services available to users. The services are categorized into 'Servizi Informativi', 'Servizi Anagrafici', 'Servizi di Pagamento', 'Servizi Tributarî', 'Servizi Scolastici', and 'Servizio Contravvenzioni'. Each service is accompanied by a brief description and a note indicating whether it is available to all users or only to identified users. On the right side, there is a 'Trasparenza' section with links to 'Attività del Consiglio Comunale', 'Delibere e atti, testi integrali', and 'Delibere di Giunta, sintesi'. Below that, there is a 'COMUN...ica' section with links to 'Scrivi agli uffici', '060606', 'RomaSMS', 'RadioRomaComune', 'L'evento', 'InComune', 'Capitolium', and 'U.R.P. Informazioni'. The date and time '9 marzo 2006 12:01' are displayed in the top right corner.

9 marzo 2006 12:01

comune.roma.it

Cerca

Servizi Online

Accesso utente

Homepage Home > Servizi Online

Trasparenza

COMUN...ica

Servizi Online

- > Guida ai servizi offerti tramite portale
AVVISO: i nuovi servizi presentati sono in versione sperimentale.
- > Servizi Informativi
- > Servizi Anagrafici
Riservati solo agli utenti identificati
- > Servizi di Pagamento
Riservati solo agli utenti identificati
- > Servizi Tributarî
Riservati solo agli utenti identificati
- > Servizi Scolastici
Graduatorie e quote Asili Nido, Graduatorie e quote Scuola Comunale dell'Infanzia, servizi offerti dalle Scuole
- > Servizio Contravvenzioni
Riservato solo agli utenti identificati

Comune Agenzie e Aziende

Are Tematiche

Identificazione Utente

Servizi Online

- Guida ai servizi offerti tramite portale
- Servizi Informativi
- Servizi Anagrafici
- Servizi di Pagamento
- Servizi Tributarî
- Servizi Scolastici
- Servizio Contravvenzioni

Rete Civica

I Progetti

Link utili

Mappa del Sito

Attività del Consiglio Comunale

Delibere e atti, testi integrali

Delibere di Giunta, sintesi

Scrivi agli uffici

060606

RomaSMS

RadioRomaComune

L'evento

InComune

Capitolium

U.R.P. Informazioni



the Internet Portal

- *technical infrastructure* -

.Linux operating system

.portal server: Websphere

.email :webmail

.Data base: Oracle

.Security: Web sense & Symantec



the Internet Portal - *main costs* -

- Initial costs: 3 Million €
- Operational costs: 1.5 Million € / year
- Development costs: 0,6 Million / year
- Start of operations: february 10 2005



the Internet Portal

*some thoughts concerning
on line services*

- . THE FRONT END IS WELL DESIGNED (PORTAL, SERVICES, ETC.)
- . WE MUST INTERVENE URGENTLY ON THE BACK OFFICE
 - *AT ORGANIZATION LEVEL*
 - *AT APPLICATION LEVEL*
- . FRONT-END AND BACK-END SYSTEMS MUST BE INTEGRATED

2007 – 2009 Priorities

- Extend on line services to citizens, businesses and other public administrations
- Improve quality
- Reduce physical front end (Counter) vs. on line transactions
- Manage HR reduction and costs
- Broadband – new network to be inaugurated soon
- Integration of internal and external systems
- Security
- Implementation and integration in the national cooperation systems (SPC)
- Design and implement a SOA
- E-government adaptation to national standards
 - Digital signature
 - Certified e-mail
 - Payments on line – already implemented, to be extended
 - Electronic ID card – pilot to be extended to the whole city
 - Electronic virtualization of documents
 - Unified services for enterprises
 - E-procurement
- Telecommunications
 - Integrated voice, data, image network
 - VOIP

CHALLENGES & EVOLUTION

- ICT Organization vs. governance evolution
 - HR & skills management
 - Unified ICT organization not fully accepted
- Outsourcing
 - public HR hiring cannot guarantee
 - high level skills
 - Selective multi-sourcing required
 - Public coordination and control skills lacking
- Financial resources
 - Only 1,8% of City budget in IT = 60 M€ per year (o.w. 0,5% of City investment budgets)
- On line portal services
 - Interactive services are not enough accessed & not enough pervasive
 - How can we achieve to have 400000 citizens at least using them
 - Integration of front office and back office is urgent
- Consolidation and virtualization
 - By now we have concentrated efforts on servers
 - How far should we go? Shall we focus also clients to take advantage of the installed base?
- Open Source: by now only some pilots
 - Client level
 - User resistance at client level
 - Technical issues: maintenance, compatibility
 - Server level
 - Only some applications (portal) widely leverage open source
 - Document management will soon be launched also based on open source