

# Digitalization of Services for Citizens

## Experiences from Genoa & Mar del Plata

Digital transformation is a contemporary topic that gained momentum due to the Covid-19 pandemic. It accelerates the execution of municipal procedures and enhances the flow of information for citizens, reducing the need for in-person visits to offices.



This process has materialized with the digitization of multiple procedural documents that can be carried out online, favoring the storage of data in the cloud and the possibility of generating municipal statistics by using stored data and information.

This takeaway introduces the experience of the "Fascicolo del Cittadino" in Genoa and of the "Mesa Digital de Entrada" in Mar del Plata.

**"FASCICOLO DEL  
CITTADINO"**

**"MESA DIGITAL DE  
ENTRADA"**



### Characteristics of digital transformation

#### CHALLENGES

Coordination with other entities within the municipality

Communication strategy: Popularization of platform

Process of continuous improvement of the platform

Cultural change: high citizen participation

Document and procedure management

#### OPPORTUNITIES

Reduced costs and use of paper

Greater automatization faster and tracking

Saving time, effort and supplies

Facilitates monitoring and continuity of procedures

Data storage



# Genoa "FASCICOLO DEL CITTADINO" "Citizen file"

It is a platform provided by the municipality of Genoa, which allows quick access to citizen data and online services that replace those offered by municipal offices.

Each file is designated for personal use only. Inside the file, citizens can access and handle all the relevant documents related to **main municipal procedures**, without the need for physical visits and the associated wait times.

## Main municipal procedures:

- 1 Consult your data and your registration
- 2 Manage in-person appointments in municipal offices
- 3 Request registration certificates
- 4 Manage enrolments and scholarship applications
- 5 Request fee discounts
- 6 Pay fines, taxes and check deadlines
- 7 Consult information related to urban mobility
- 8 Consult and manage documents: invoices and payment reminders sent by the Municipality

## Main focus & objectives:



Service dedicated to citizens



Scalable



Access to data and online services



Highly reliable architecture



Mobile friendly



Single point of access



Easy to use



To activate and access the online services of the Italian public administration, it is necessary to use your:



SPID Public digital identity system



CIE Electronic identity document

Access the "Fascicolo del Cittadino"



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## Fascicolo del Cittadino

Comune di Genova / Fascicolo del cittadino / Fascicolo del Cittadino

**Il Fascicolo personale che semplifica la tua vita di Cittadino:**  
entra con la CIE o con SPID per accedere alle tue pratiche e ai servizi online del Comune di Genova.



# Mar del Plata "MESA DIGITAL DE ENTRADA"

"Digital Entrance Table"

It is a platform created in Mar del Plata to reduce in-person interactions when opening or following up the status of a municipal procedure. It emerged as a response to the COVID-19 pandemic and seeks to promote a cultural change with innovative data management for the public sector.

## Key Actors

- Subsecretary of Digital Government
- Subsecretary for Modernization
- Subsecretary of Legal and Technical
- Subsecretary of Communication
- Municipality website

## Future Vision

- Digital Neighbours: Linking neighbours with the municipality through the digital process
- Municipality as a service platform
- High citizen participation
- Transparency and continuous improvement process

## Results

- 590,000 visits
- 70 procedures
- 220,000 digital procedures carried out
- 2,000,000 saved paper
- 2,700 trained human resources

Access the  
"Digital Entrance  
Table"



The Digital Entrance Table is part of the modernization Plan for the following years with 4 components:

1

**Organizational culture**

Internal Training

2

**Digital Transformation**

Electronic Document Management

3

**Neighbours / Users**

Digital linking

4

**Virtual Platform MDE**

Procedures and services

