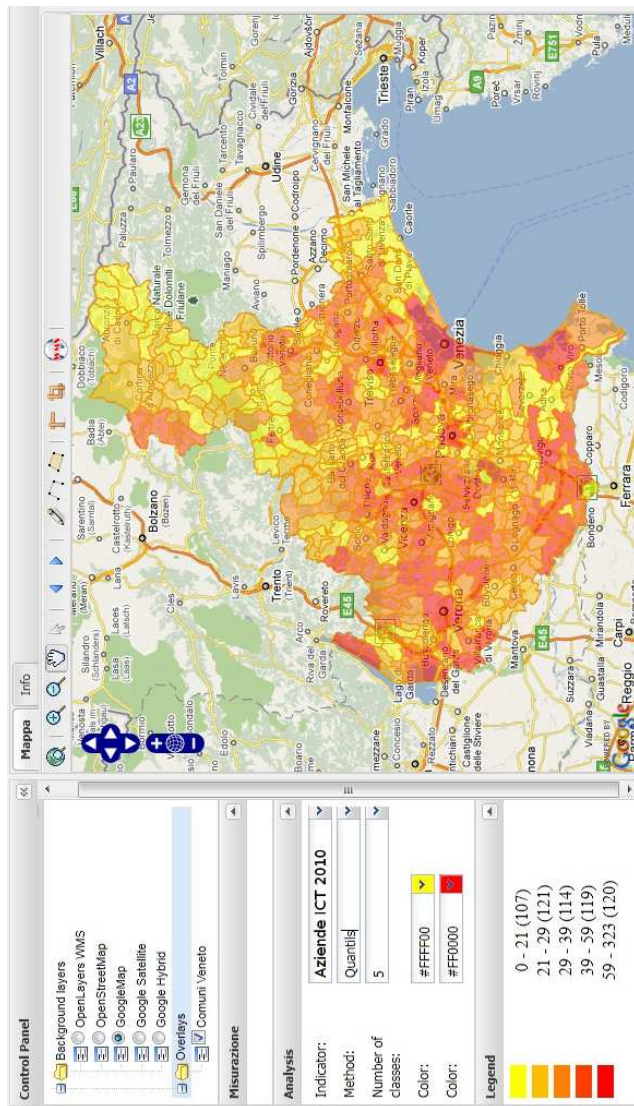


Picture: Large number of **ICT companies** located in the Veneto Region (Italy) – data extracted and represented on a map by means of the eGovernment Intelligence system.



## THE INVOLVED ENTITIES

The **eGovernment Complex Unit** of the Information System Division of **Regione del Veneto** actively promotes innovation in the Italian Public Administration.

The **Department of Environmental Sciences, Informatics and Statistic** of the “Ca’ Foscari” **University of Venice** carries out researches at the international level. This has brought important results into the educational domain and a new assessment of the knowledge offering, in accordance with the demand of the present job market.



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This two entities have jointly founded the “Cluster of Innovation Models” **eGovernment laboratory**, which defines and tests new technologies allowing the Public Administration to establish a **closer and more effective** relationship with citizens.

The project team of the open source **SpagoBI suite** by **Engineering Group** has contributed to the development of this technological solution.



# eGovernment Intelligence

A **Model** and a **System** supporting *Local Public Administrations*

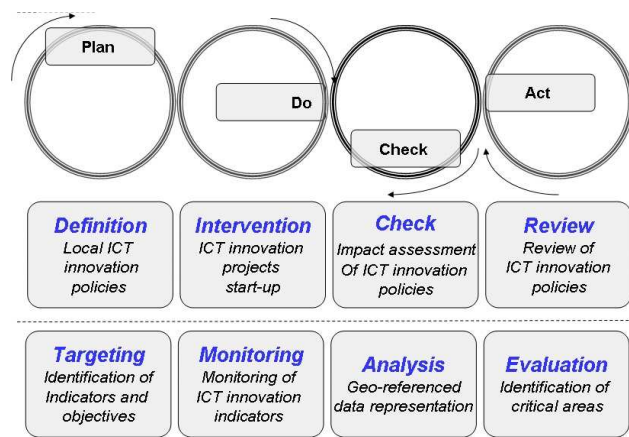
*Information pack on the eGovernment Intelligence System and Model, developed by the “Ca’ Foscari” University of Venice and the eGovernment Complex Unit of the Information System Division of Regione del Veneto.*

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# E-GOVERNMENT INTELLIGENCE

One of the main actions in charge of political entities consists in defining **how** the available resources shall be allocated, attaining the improvement objectives in **compliance** with the local development needs.



The **research line** adopted by the eGovernment Intelligence aims at identifying the basic model to be used to **assess the impact** of the **innovation policy**, following some scientific literature concerning:

1. On-line **services** and **portals** of the Public Administration – eGovernment & indicators;
2. Assessment of the **ICT impact** on work, education and quality of life;
3. Assessment of the **area parameters** in terms of competition among territories.

## A MODEL FOR THE MANAGEMENT OF THE INNOVATION POLICIES

The model has been conceived and designed to:

- **PLAN:** **design** of policies/projects supporting the **innovation** of e-government and ICT, through the **ex ante** definition of the **objectives**;
- **DO:** **automated** (via *webbots* & *scrapers*) and **semi-automated** (via *wrappers*) measures to assess the impact of the innovation policies on the territory, through the collection of **statistical measures** concerning the economic and social innovation and development;
- **CHECK:** geo-referenced **representation** of indicators on a map, in order to show the **explicit relations** between the projects and the **areas** of interest;
- **ACT:** **systematic review** of policies and projects on the basis of the obtained **results** and the detected **effectiveness**.

## ICT AND IMPACT INDICATORS

The indicators related to the *Information & Communication Technologies* (ICT) follow:

1. **ICT Indicators** of the Information Society: **Broadband, Internet, eGovernment; computer literacy, ...**
2. **Socio-economic indicators** resulting from the impact of policies on the information society: **Economic development, Socialization; Culture, Education, Participation, ...**

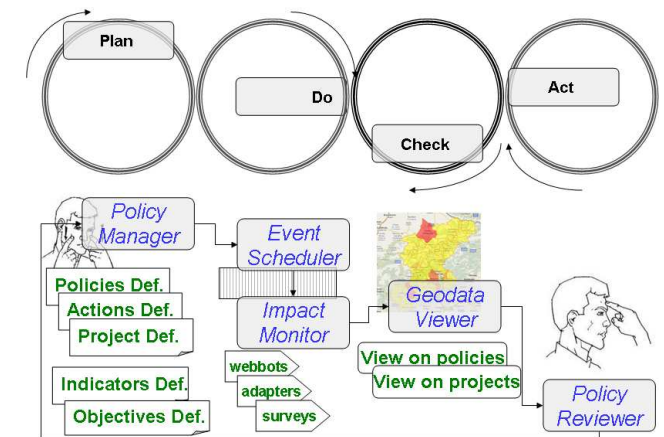
## THE TOOLS

Known as *webbots*, *wrappers*, *scrapers* and *spiders* in the scientific domain, these programs can surf the **net** and **databases** in a completely **autonomous** way, in order to extract the convenient indicators. These **innovative tools** investigate the society of the Veneto Region and constantly monitor its evolution.

The system supporting the **geo-referenced representation** of the indicators on the maps of the municipalities of the Veneto region, allows local government administrators to monitor the territories in an immediate way.

## THE SYSTEM

From a structural point of view, the eGovernment Intelligence system follows a lifecycle including:



- (a) the definition of the **intervention policies**,
- (b) the contextual action **monitoring**,
- (c) the following **impact assessment**,
- (d) the gathering of the information needed to define future improvement activities.