**ITALY**

***Ministry of Foreign Affairs and International Cooperation***

*Inter-ministerial Committee for Human Rights*

*Comitato Interministeriale per i Diritti Umani*

**ITALY’S REMARKS**

**ON THE IMPACT OF DIGITAL TECHNOLOGIES ON**

**THE NATIONAL SOCIAL PROTECTION SYSTEM**

***June 2019***

**ITALY’S REMARKS**

**Introduction**

1. The current technological transformation, based on the interweaving of digitalization and automation of socio-economic relations, is creating profound changes in the world of work. As in all change processes, the world of work, and society as a whole, is confronted with challenges as well as great opportunities. The dual impact of this technological change brings to the forefront the importance of the role that public operators have, along with social and economic policy, in making sure that the opportunities outweigh the risks. And, above all, in making sure that any potential benefits that technological innovation may bring, in terms of growth, are distributed fairly, leave no-one behind and foster the development of socially and ecologically sustainable economic processes. The Italian Government is committed to making sure that the benefits of the present technological transition are spread rapidly and fairly.

**Background**

2. In Italy, the history of information systems for social services goes back to 1951, when a survey of the Italian National Institute of Statistics (Istat) on residential care facilities was conducted. Throughout the years various measures in the direction of information databases have been implemented, with various grades of success. Starting from the year 2000, with the Law 328/2000, the Italian government decided to boost the development of the National Social Services Information System.

3. One of the most outstanding measures, in line with the before mentioned law, have been the “Casellario dell’Assistenza” or the social services information database, and in September 2017, the Unique Social Services Information System (SIUSS).

4. The main goals of SIUSS are to guarantee a complete knowledge of social needs and services dispensed by the integrated system of interventions and social services and of all information needed to programme, manage, monitor and evaluate social policies; to monitor the granting of a minimum level of services; to strengthen the controls on benefits illegitimately received (fraud detection); to have at their disposal the data necessary for strategic planning and design of interventions through the integration with the information systems for health, labour and other social policy areas as well as the information systems for services management already present in municipalities; and finally, to receive data for statistical, research and analytical purposes.

5. A prerequisite for the well-functioning of the SIUSS is the availability of digital equipment and skills at all administrative levels. To enable regions, municipalities and the National Social Welfare Institute (INPS) to fulfil their data provision obligations a digitalisation process was initiated. This includes on-site training and training via a webinar platform5, both of which are being rolled-out.

**Recent developmentsm**

6. The Digital Transformation Team was born to build the “operating system” of the country, a series of fundamental components on top of which we can build simpler and more efficient services for the citizens, the Public Administration and businesses, through innovative digital products. The Commissioner’s Team has been established on September 16, 2016 with an initial two-year mandate, up to September 16, 2018. The [Digital Transformation Team](http://presidenza.governo.it/AmministrazioneTrasparente/DisposizioniGenerali/AttiGenerali/DpcmOrganismiCollegiali/DPCM_20160916_CommStraord_AgendaDigitale.pdf) operated under a prorogatio regime until October 30, 2018. On October 25, 2018 the new Government Commissioner for the Digital Agenda was appointed and the Team’s mandate was extended. The Team will operate until December 31, 2019.

7. The Italian Parliament has recently approved the laws concerning self-employed workers and smart working. This is an initial response to the need of a broader social protection network, with a floor of minimum protection for everyone, on which to introduce other individual or collective accumulated rights that can be carried forward to respond to different needs at various points in one’s career and life (training, sabbatical leave or sick leave).

**CONCLUSIONS**

8. Italian Authorities take this opportunity to reiterate their firm willingness to continue cooperating with all relevant UN Special Procedures, mechanisms and bodies.