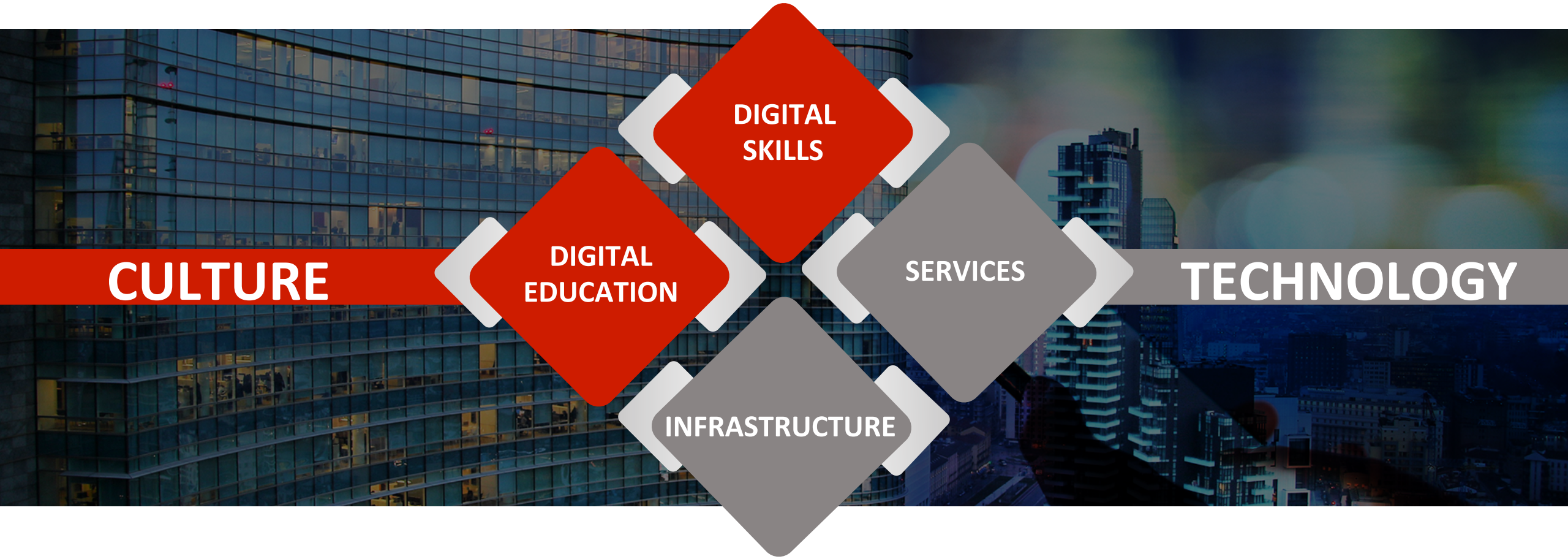
OUR VISION: CITIZEN AT THE CENTER

Comune di Milano

DIGITAL TRANSFORMATION



public/private partnership

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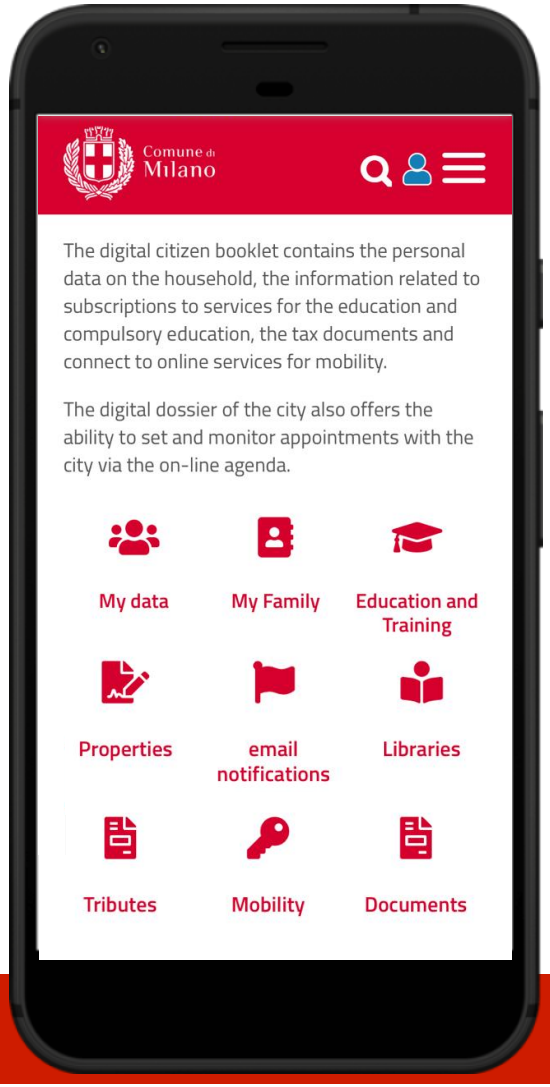
DIGITAL CITIZEN FOLDER



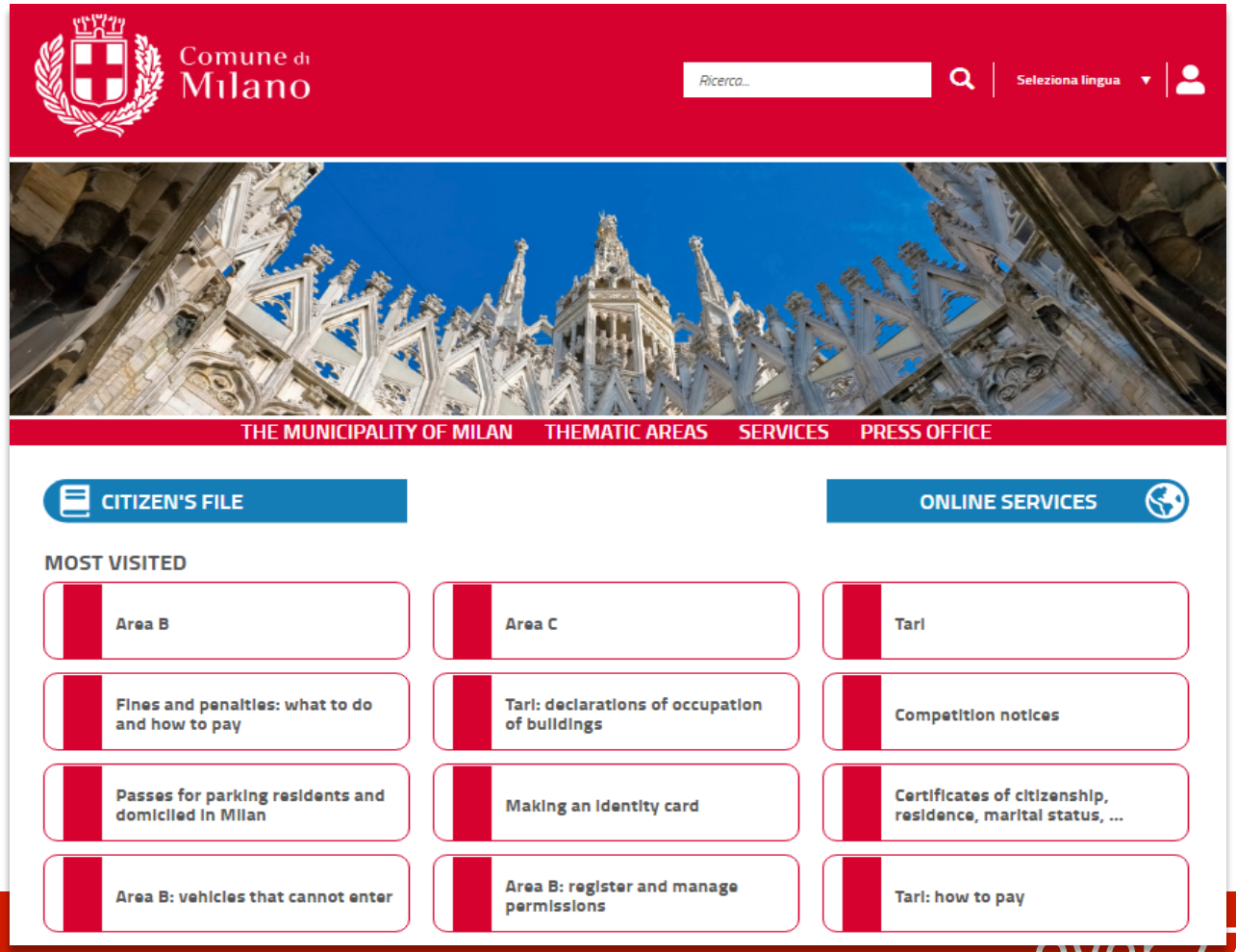
Personal repository of citizens' documents and single point of access **for all digital services.** Some of the services already available:

- online **certificates**
- family **information**
- **tax** documents and payment
- fines payment
- nursery **school** enrollment

Over **2.000.000 views** in 2019

one stop digital service center for citizens

A NEW USER CENTRIC WEBSITE



- completely **renewed in May 2019** on the base of citizen usage and needs
- **services at the core** of the system
- main access channel for Citizens
- automatic translation in **10 languages**
- visit www.comune.milano.it

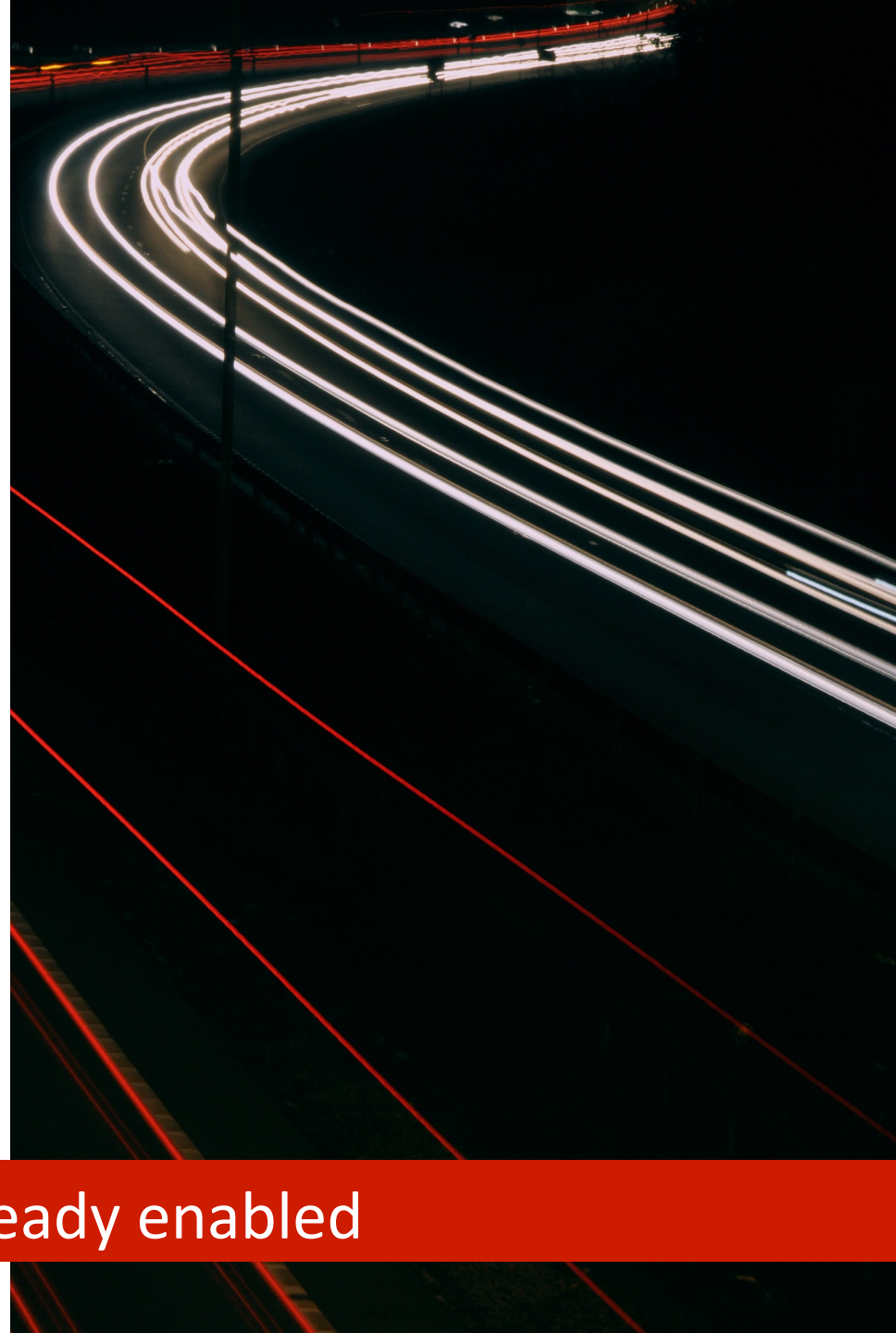
over 77 million page views

INTEROPERABILITY PLAN

The **backbone of the digitalization** of the City of Milan

Built on **open-source** code, the project aims to connect all existing and future services of the City

- **facilitating** data circulation
- **decoupling** data from technologies
- providing a **single point** of documentation
- improving **security**
- **scaling and opening up public services**



210 APIs and 272 applications already enabled

SMART LAKE

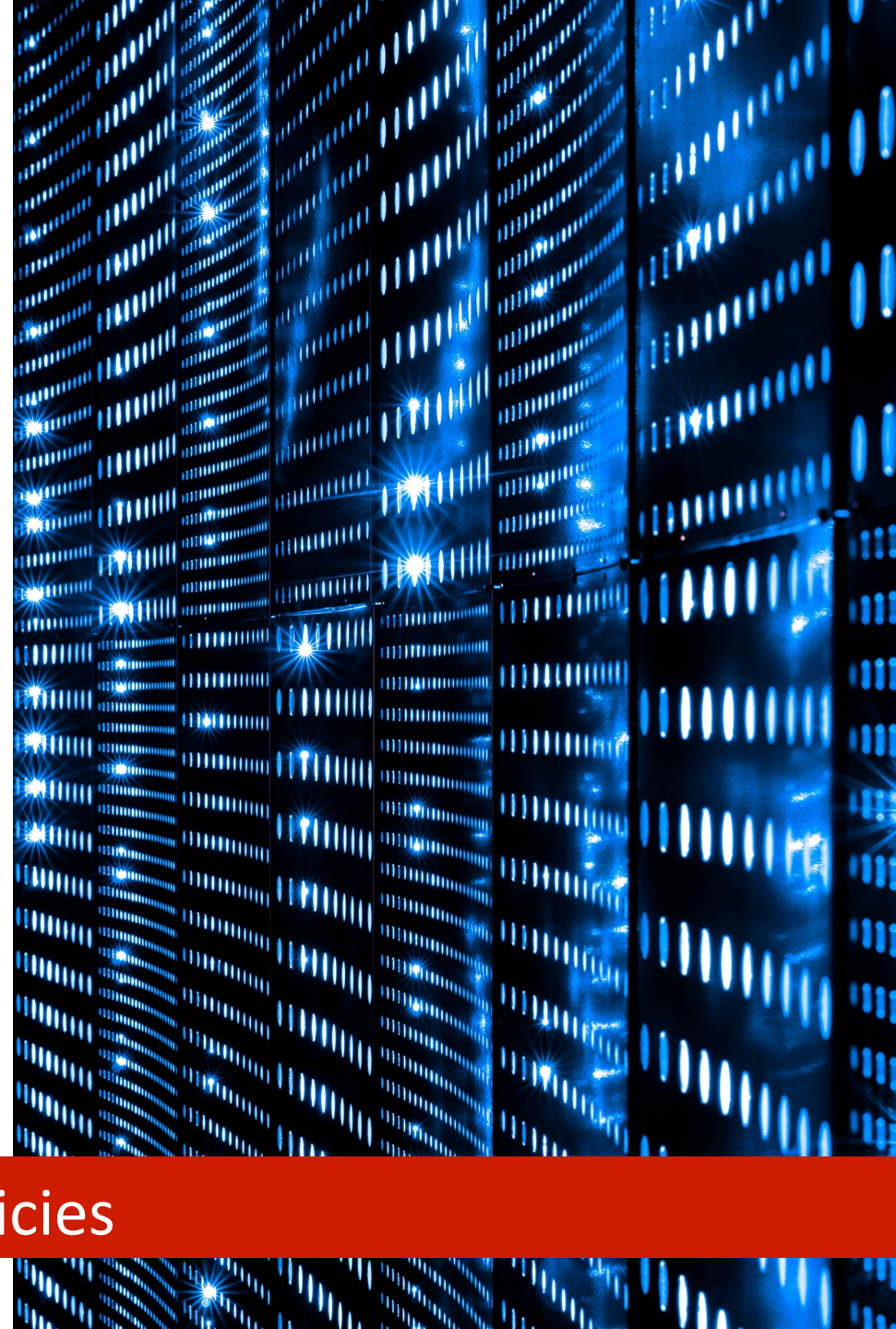
The ongoing **Data Lake** project to build a **centralized repository** of all data sources of the City **of Milan**

From Silos

- data was trapped, retained and unstructured

To **collaboration and more informed decision**

- single point of access to all data
- enabler of data correlation and machine learning
- historical and complex query research
- productivity booster
- departments and Institutions bridge



enabling data driven policies

DIGITAL RIGHTS

The City of Milan is member of the Cities Coalition for Digital Rights. It's a global partnership of **cities** working to promote and protect **five fundamental principles**:

1. Universal and equal access to the internet and digital literacy
2. Privacy, data protection and security
3. Transparency, accountability, and non-discrimination of data, content and algorithms
4. Participatory Democracy, diversity and inclusion
5. Open and ethical digital service standards

Together with New York and Helsinki, the City of Milan is leading the working group focused on to how to **prioritize digital accessibility and social inclusion**.

"human rights principles such as privacy, freedom of expression, and democracy must be incorporated by design into digital platforms"

INTERNAL DASHBOARD

Internal platform designed to live-monitor the services provided by the City of Milan

- aggregate **all internal data feed**
- **intercept problems** and anomalies
- **correlate** data from different services
- support and monitor **strategic decisions**

Next developments:

- include all Municipality services
- design a sub version for public
- develop AI predictive algorithms

10 areas with their KPIs already available
(including digital services, registry office and payment)

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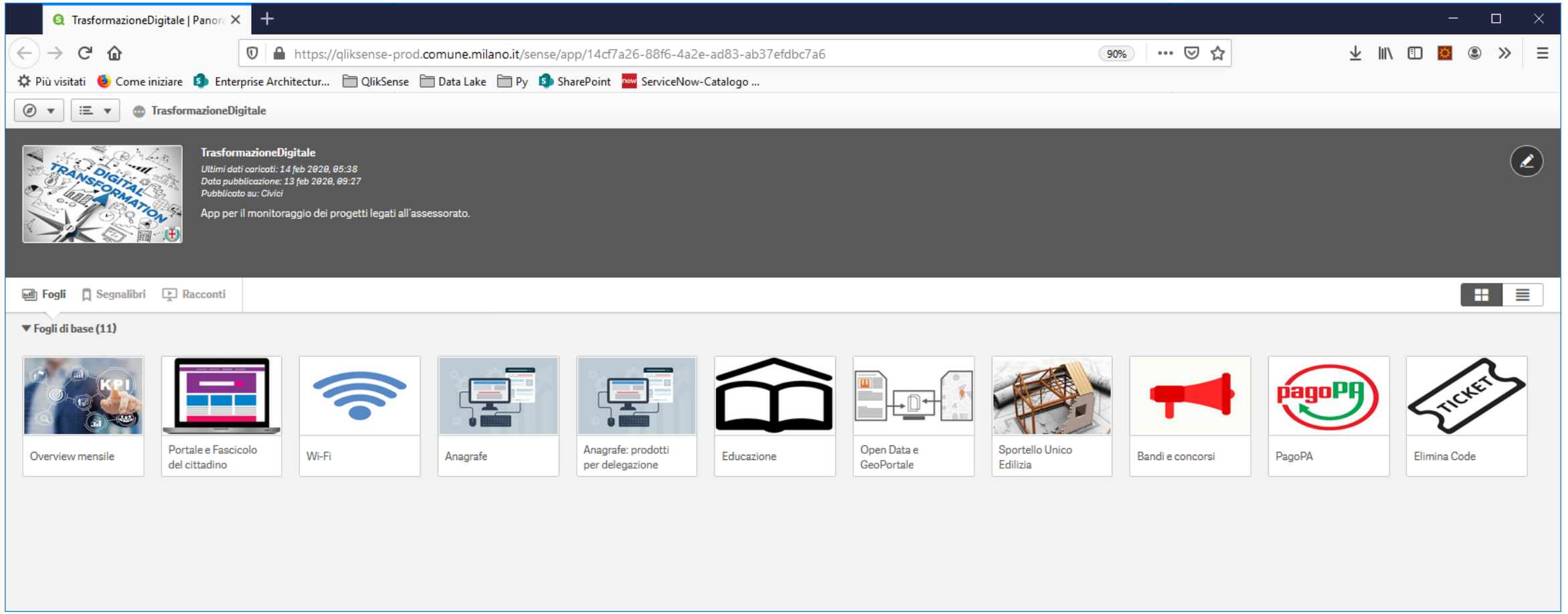
INTERNAL DASHBOARD

easy-to-use interface



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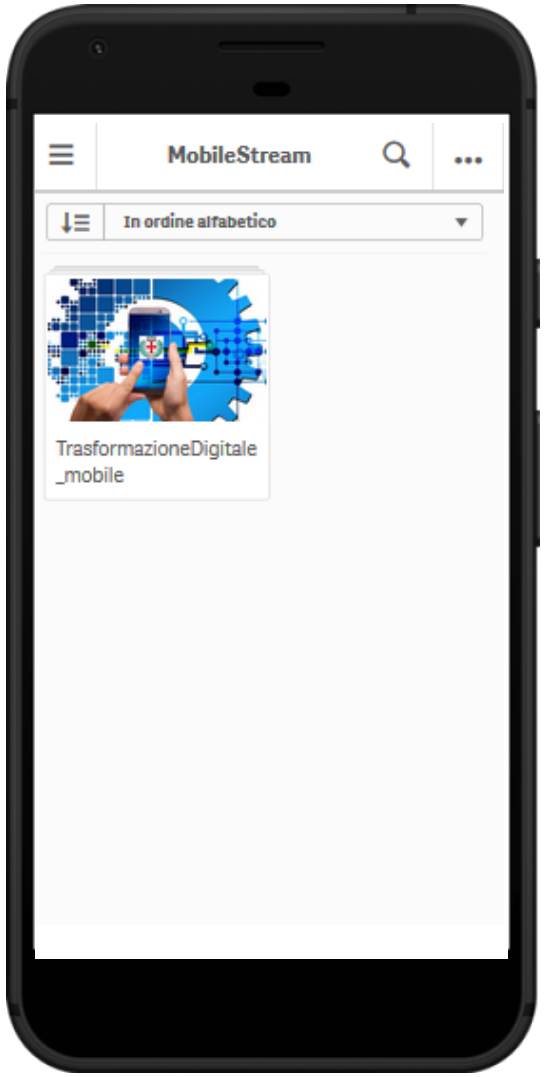
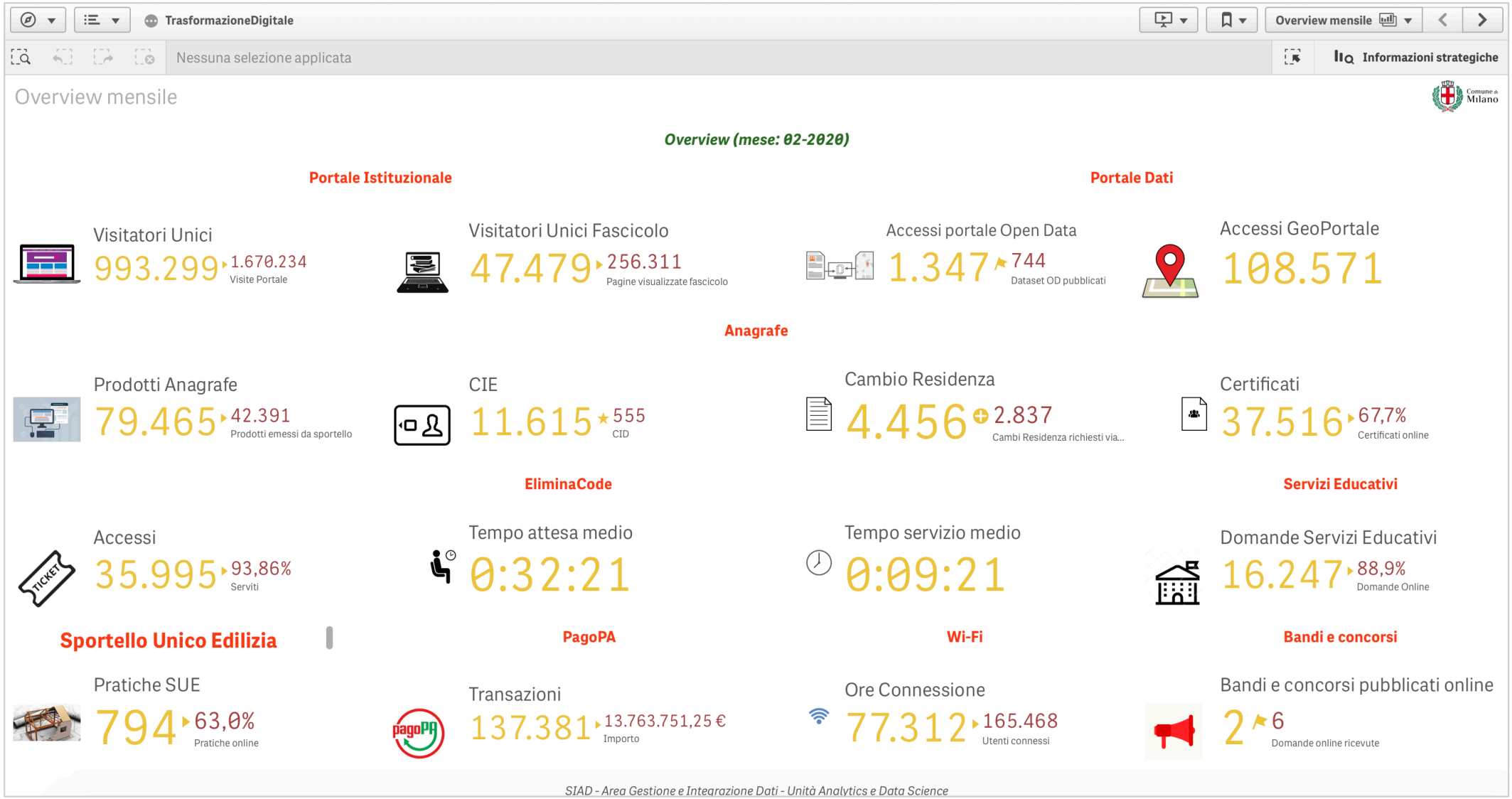
INTERNAL DASHBOARD

Mobile access from official Qlik Sense



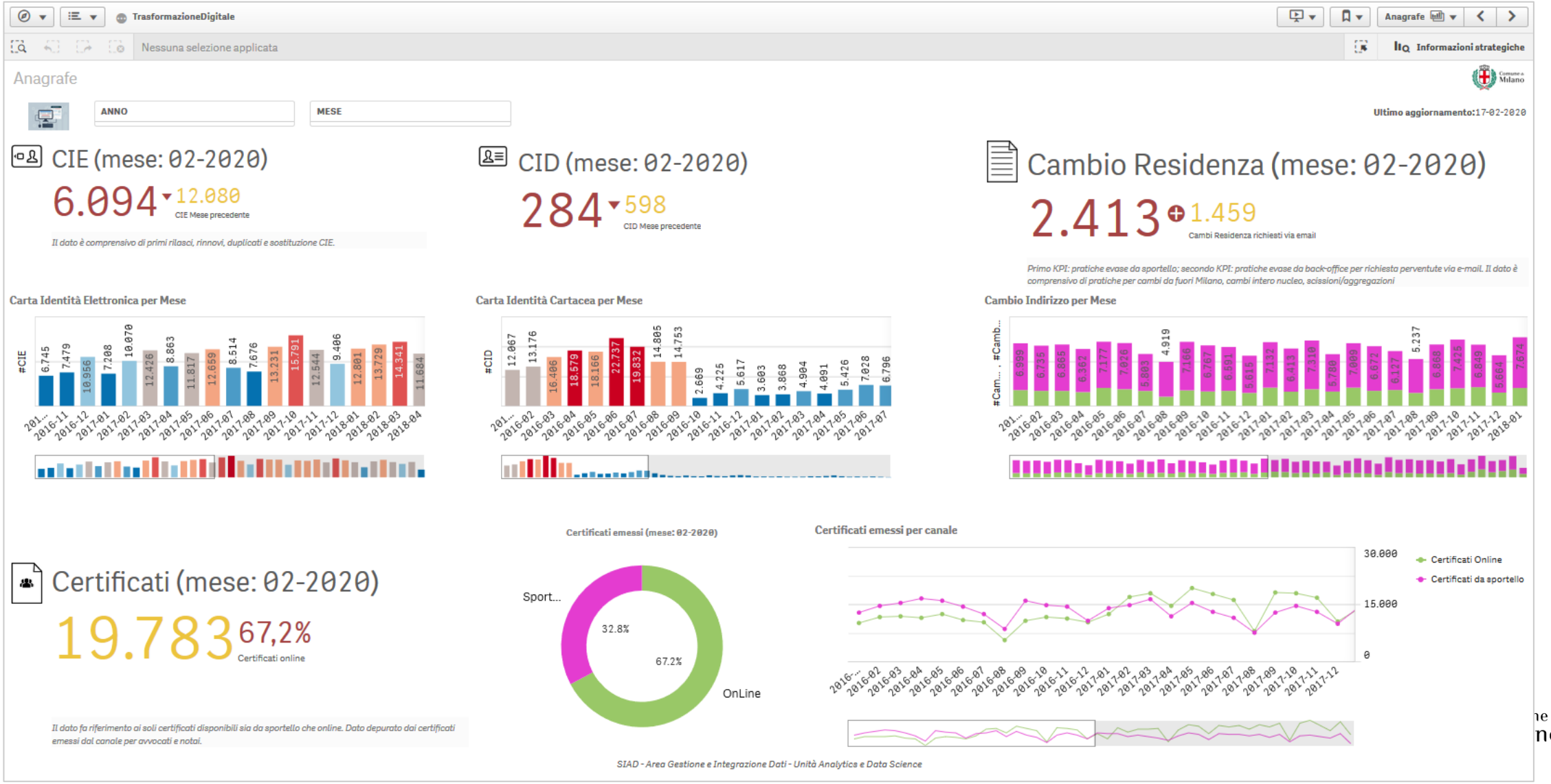
INTERNAL DASHBOARD

Main KPIs summary



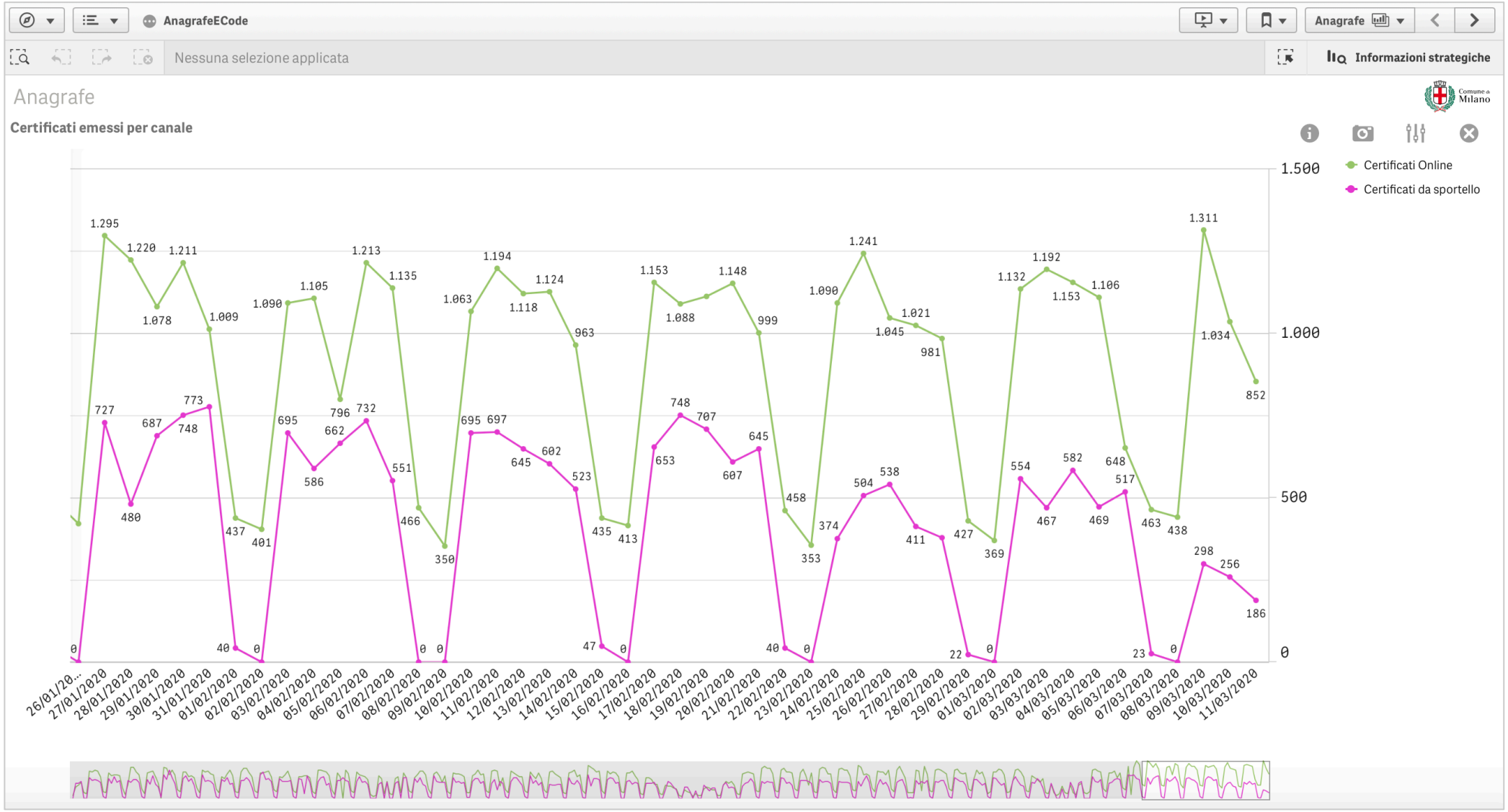
INTERNAL DASHBOARD

Registry Office



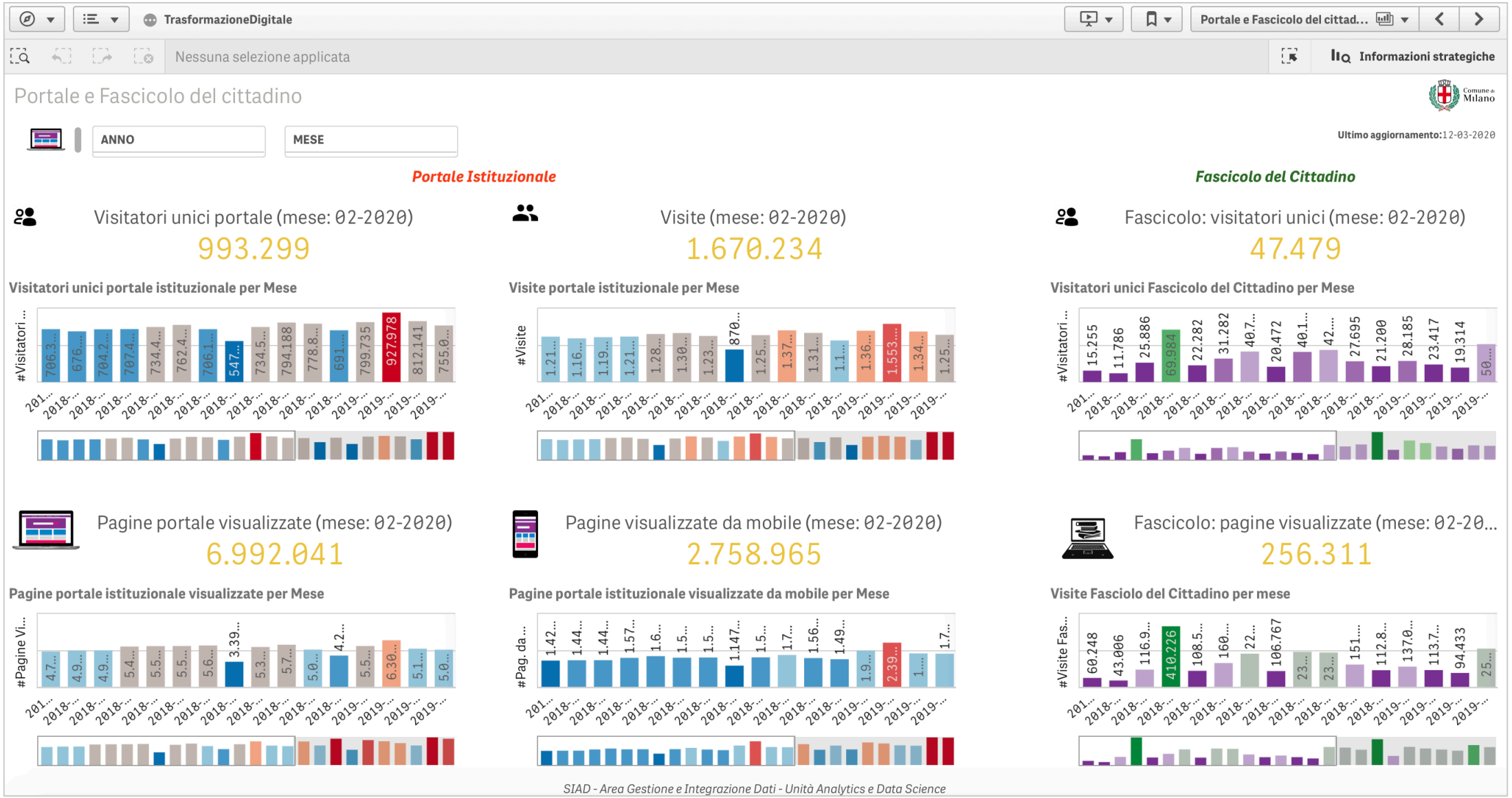
INTERNAL DASHBOARD

Certificates



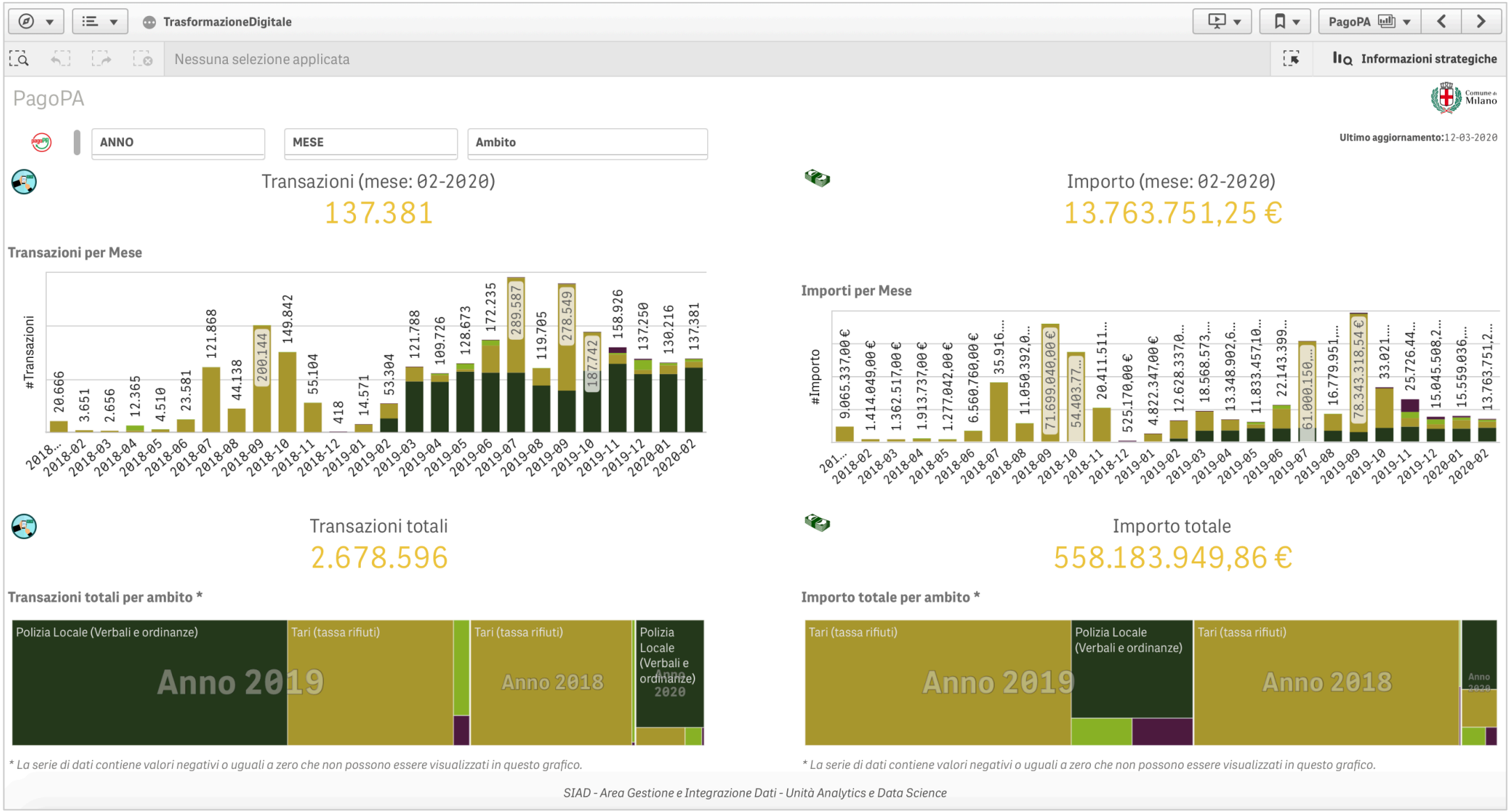
INTERNAL DASHBOARD

Digital Citizen Folder



INTERNAL DASHBOARD

Digital Payments



BENCHMARKING and BEST PRACTICES

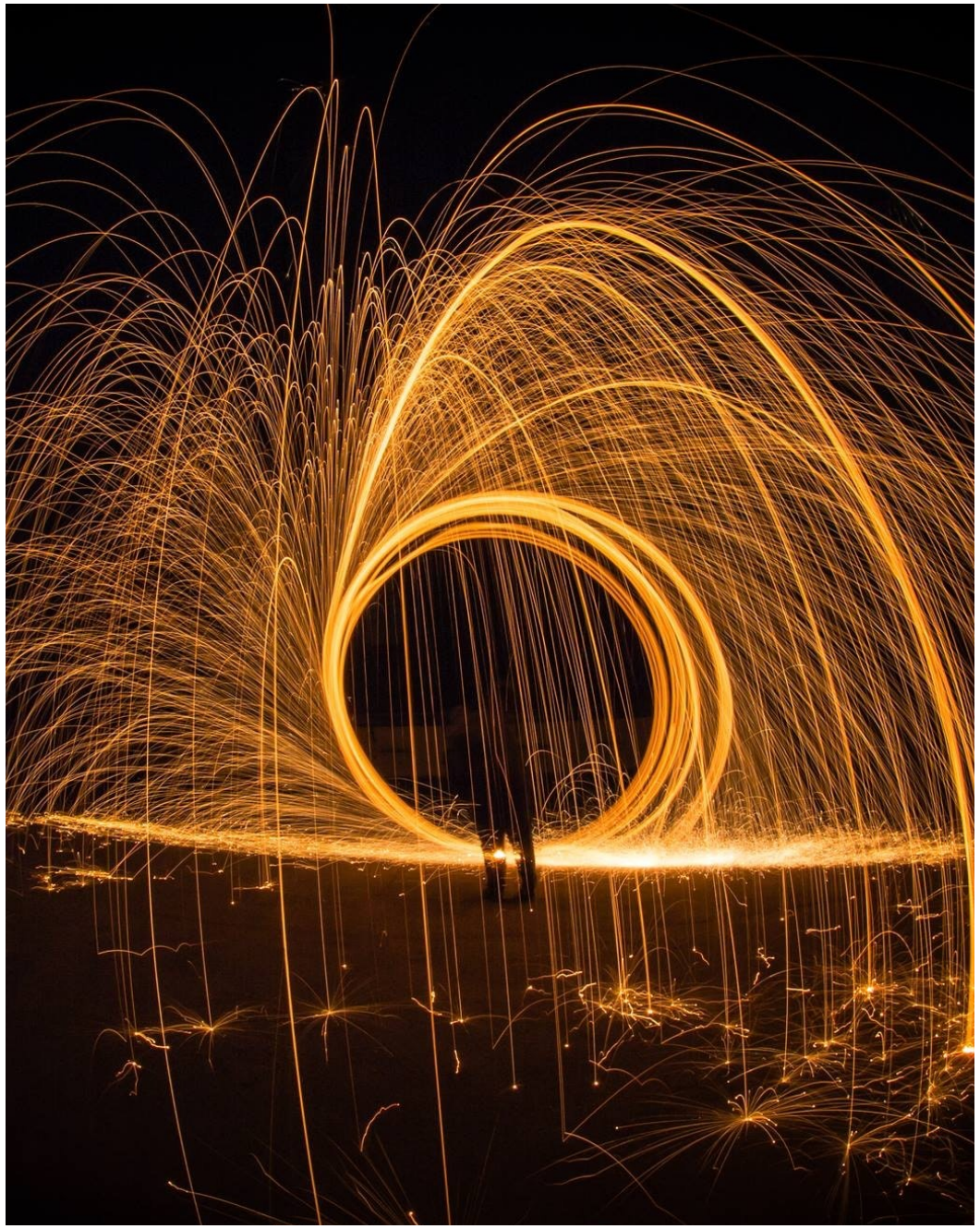
Milan is actively cooperating with prominent Organizations and Cities to imagine, design and implement its digital transformation plan.

We need tools to better understand our work by comparing with other cities

Our digital network of best practices

Multilateral cooperation: European Commission, Eurocities, Lisbon Council, Cities Coalition for Digital Rights, Council of Global City CIOs, Open & Agile Smart Cities, Women4Cyber

City to City cooperation: Amsterdam, Barcelona, London, Helsinki, New York, Stockholm, Tallinn, Tel Aviv



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“Technology is best when it brings people together”

THANK YOU

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