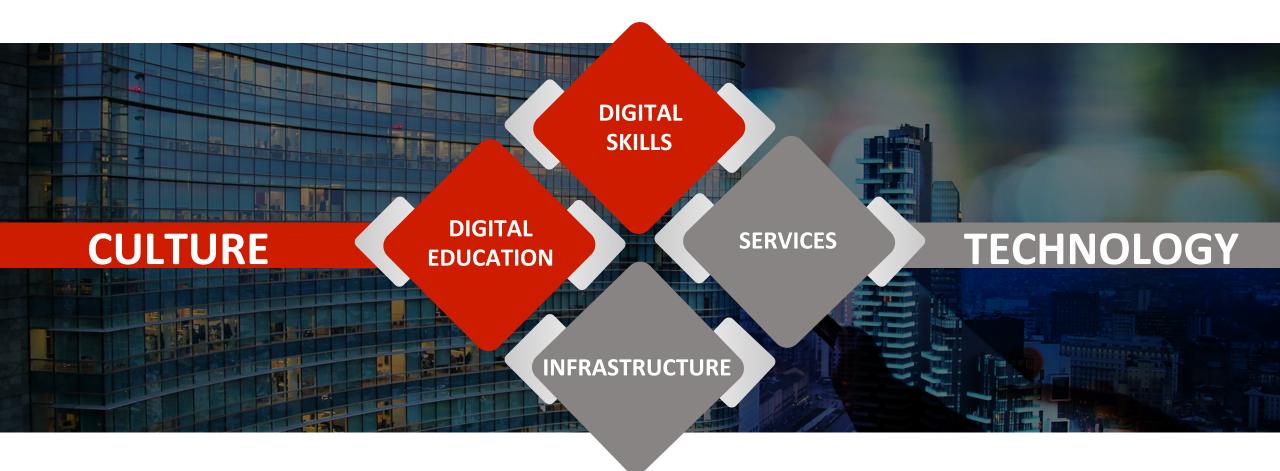
OUR VISION: CITIZEN AT THE CENTER





DIGITAL TRANSFORMATION



public/private partnership

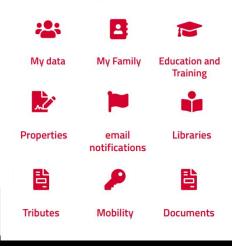


DIGITAL CITIZEN FOLDER



The digital citizen booklet contains the personal data on the household, the information related to subscriptions to services for the education and compulsory education, the tax documents and connect to online services for mobility.

The digital dossier of the city also offers the ability to set and monitor appointments with the city via the on-line agenda.



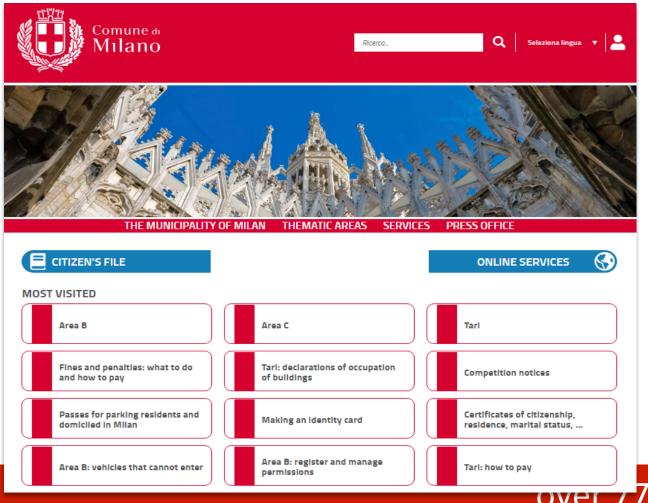
Personal repository of citizens' documents and single point of access **for all digital services**. Some of the services already available:

- 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**.



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:

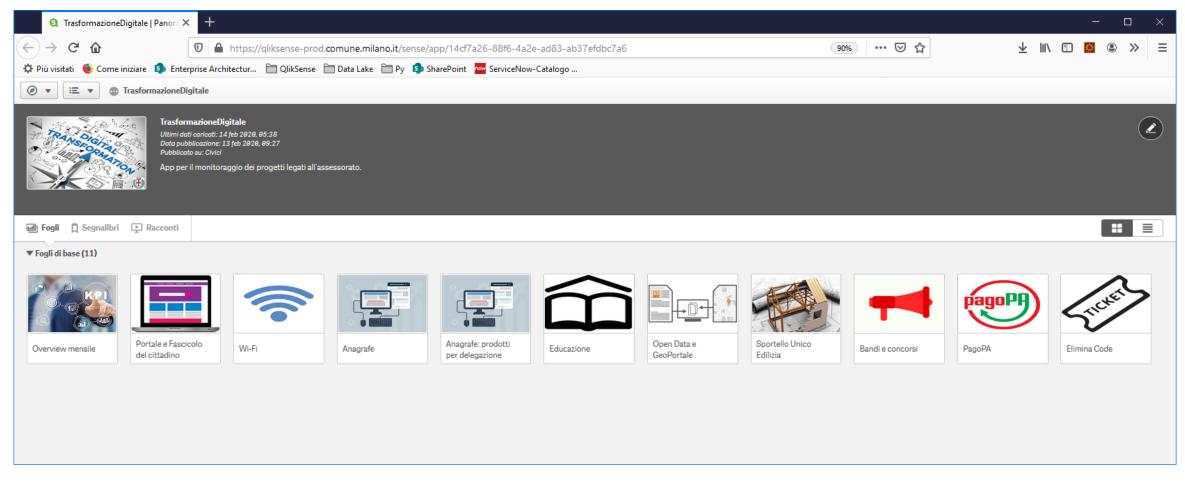
- include all Municipality services
- design a sub version for public
- develop AI predictive algorithms



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

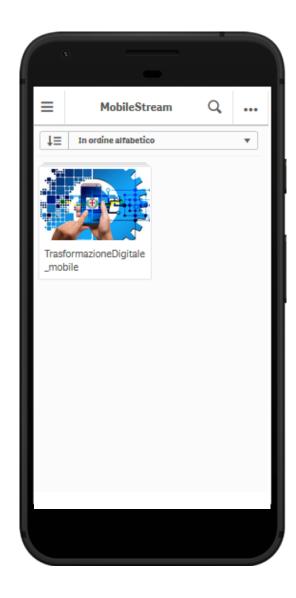


easy-to-use interface





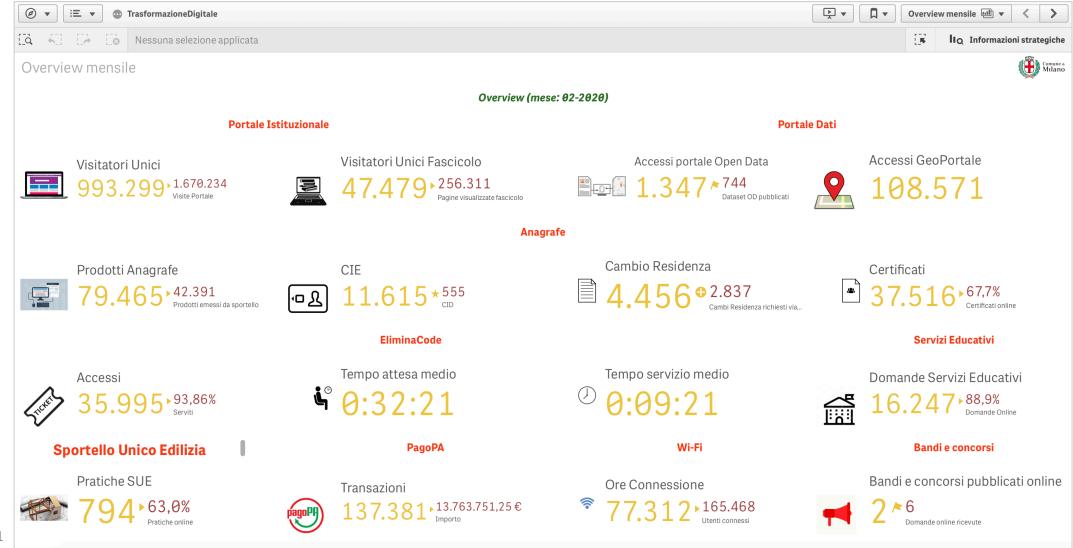
Mobile access from official Qlik Sense



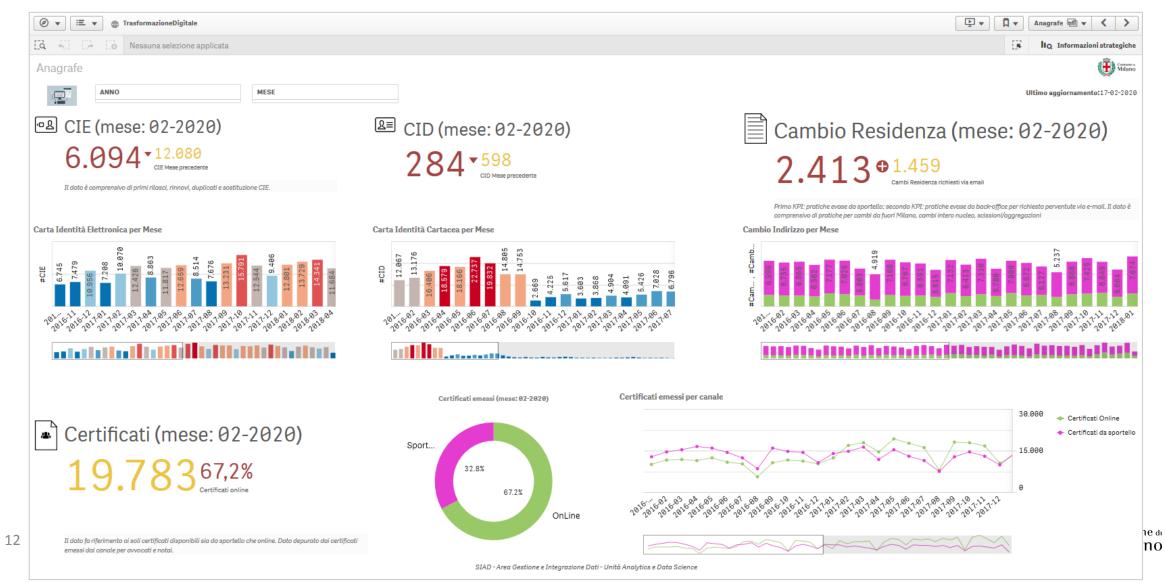




Main KPIs summary

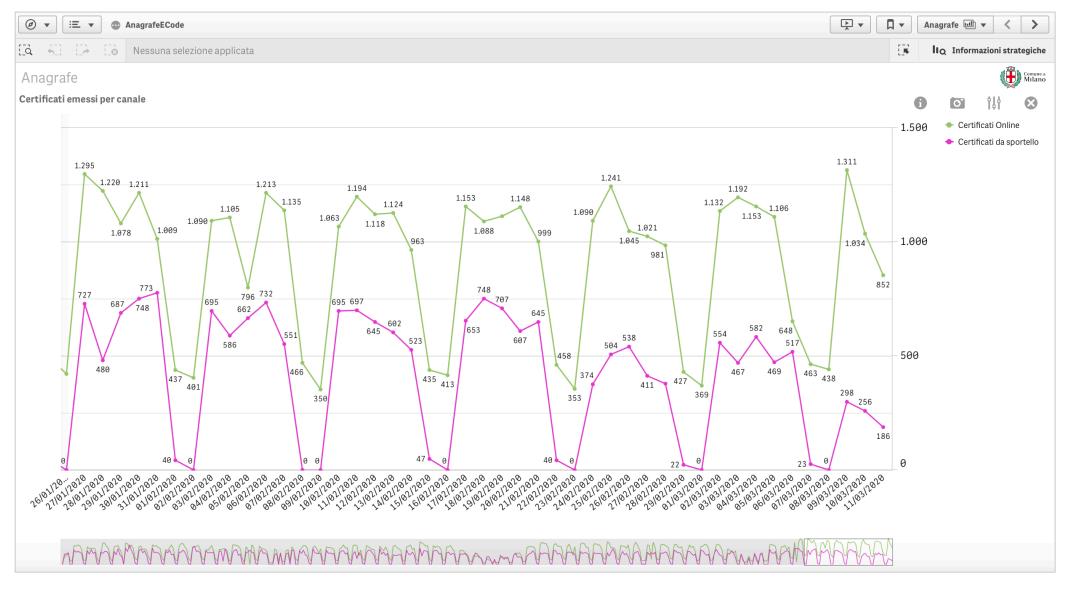


Registry Office



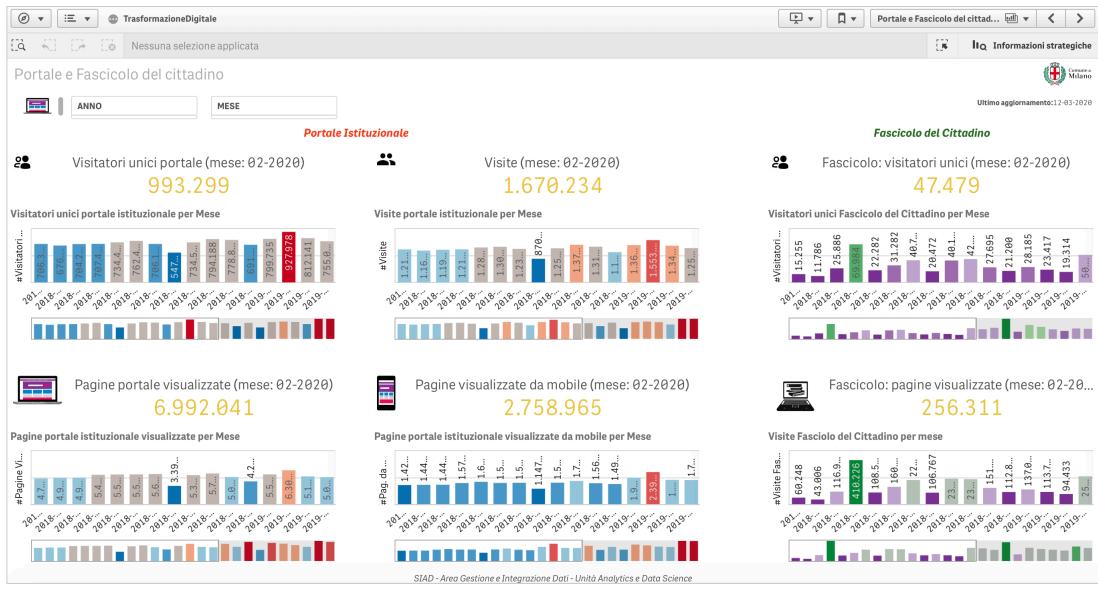
Certificates

13



Digital Citizen Folder

14



Digital Payments

 ✓	TrasformazioneDigitale			▶ ▶ PagoPA ⊨ ▼ >		
EQ 400 ED ED	Nessuna selezione applicata			🕃 liq	Informazioni strategiche	
PagoPA					Comune de Milano	
	MESE	Ambito		Ulti	imo aggiornamento:12-03-2020	
	Transazioni (mese: 02-2020) 137.381		Ô	 Importo (mese: 02-2020) 13.763.751,25 € 		
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e	Transazioni tota	lli	⁽ C)	Importo totale		
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Polizia Locale (Verbali e ord	inanze) Tari (tassa rifiuti) Anno 2019	Tari (tassa rifiuti) Locale (Verbali e ordinarize 2020	e)	Anno 2019 Anno 2019 Anno 2019)18 - ^{Anno} 2020 -	
* La serie di dati contiene val	a serie di dati contiene valori negativi o uguali a zero che non possono essere visualizzati in questo grafico.			* La serie di dati contiene valori negativi o uguali a zero che non possono essere visualizzati in questo grafico.		
SIAD - Area Gestione e Integrazione Dati - Unità Analytics e Data Science						

BENCHMARKING and BEST PRACTICES

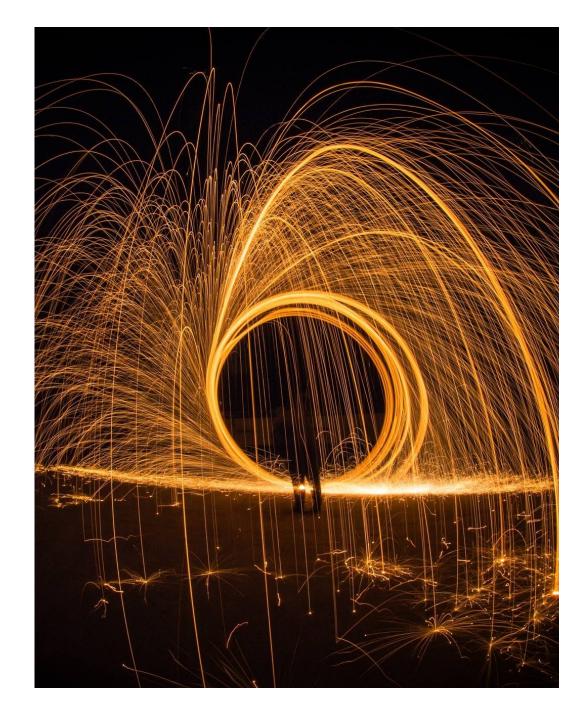
Milan is actively cooperating with prominent Organizations and Cities to imagine, design and implement its digital transformation plan.

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







"Technology is best when it brings people together" THANK YOU



