

Digitalisation in the public sector

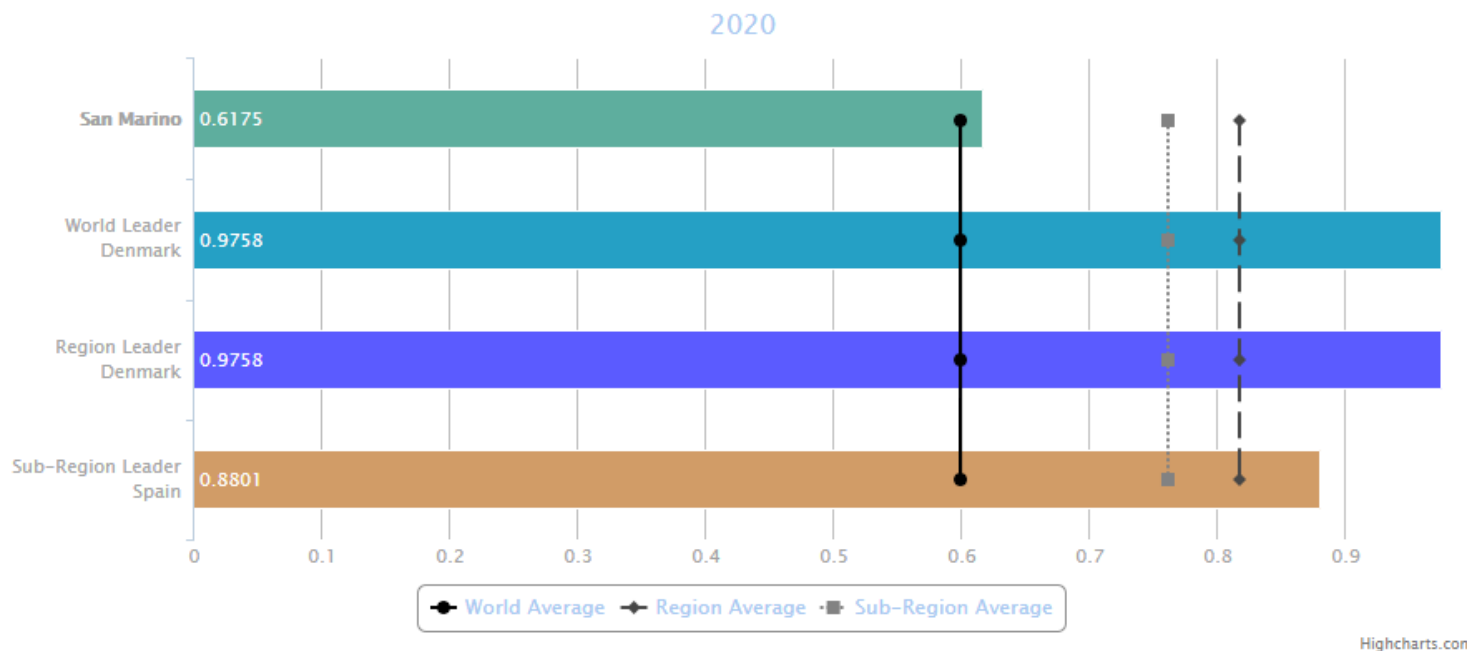
SAN MARINO

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Digitalization trends in international comparison: UN EGDI

E-Government Development Index

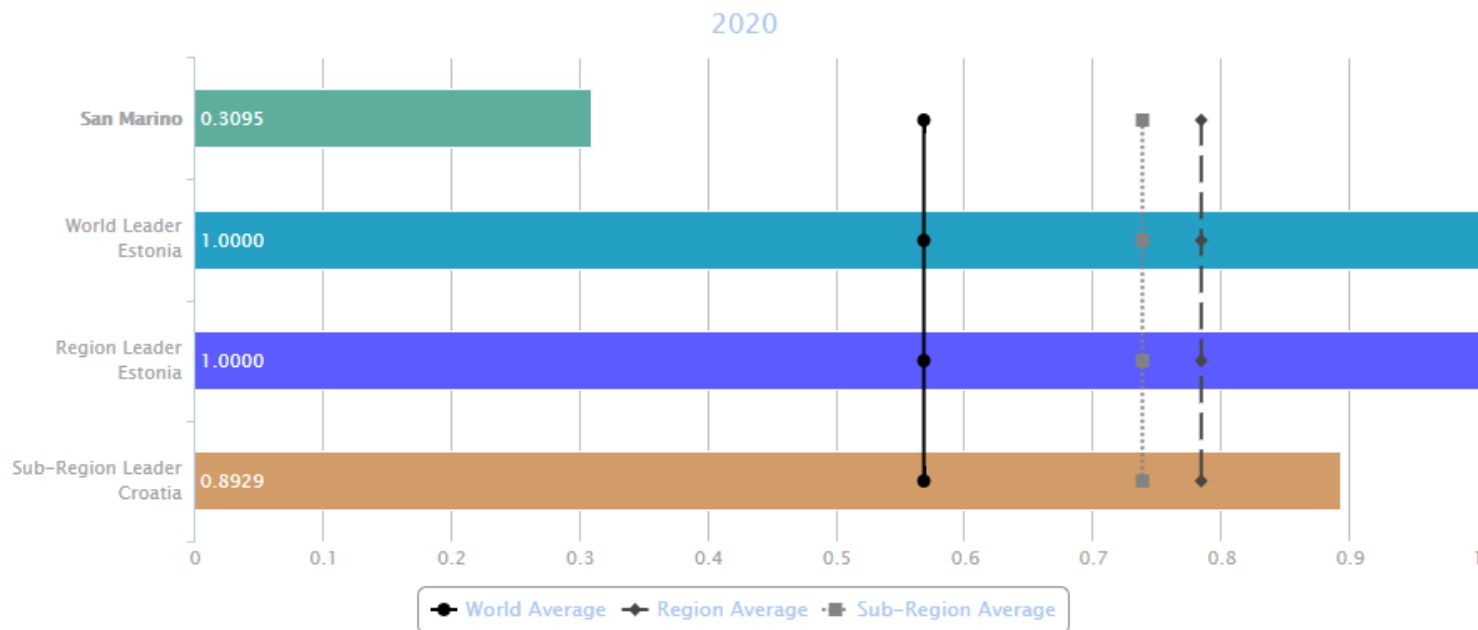


E-Government Development Index	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
San Marino (Rank)	96	76	78	62	52	184	183	124	128	125
San Marino (Value)	0.61750	0.64710	0.55060	0.58225	0.63046	0.00000	0.00000	0.31095	0.28816	0.28044

Source: UN EGDI,
<https://publicadministration.un.org/egovkb/en-us/Data-Center>

Digitalization trends in international comparison: UN EGDI

E-Participation Index



Highcharts.com

E-Participation Index	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
San Marino (Rank)	158	156	164	137	161	157	152	129	123	123
San Marino (Value)	0.30950	0.25840	0.13559	0.19607	0.00000	0.01428	0.02272	0.01587	0.01639	0.01720

Source: UN EGDI,
<https://publicadministration.un.org/egovkb/en-us/Data-Center>

Digitalization trends

- San Marino is not present in the main international ranking therefore it's not possible to make many comparisons.
- San Marino appears in the UN e-Government Knowledgebase, where occupies the 96th position regarding the e-government development index and the 158^o position in the e-partecipation index. These results are difficult to understand.
- The process of digitization of the public sector started in San Marino in the mid-2000s.
- Digital public services for the citizenship are currently implemented and there are projects at an advanced stage of development for the integration of additional services.

Digital public services I

- Since 2016, a centralized website has been created for access to some public services for individuals and businesses. Currently, the services that can be used online include: tax office, land registry, salaries service and employment office.
- Access to these services is via username and password, with identification at the time of registration through an ID number. The information accessible with this type of authentication has a limited confidentiality.
- Two other levels of authentication are in an advanced stage of development, with the use of One Time Password and with certificates issued by the certification authority for access to information with increasing levels of confidentiality.
- Public services can be reached from the renewed centralized website of the State www.gov.sm.

Digital public services II

- The limited territorial dimensions of San Marino have allowed the development of a centralized DB containing all the information. For this reason the data exchange between public offices is guaranteed. Different authorization levels allow granular access to data.
- Since 2005 the digital signature has been legally recognized.
- In 2019, San Marino promulgated a decree that regulates, promotes and protects companies that use blockchain technologies and systems.

Digital access infrastructures

- Broadband connections are widespread:
 - ADSL (Asymmetric Digital Subscriber Line) is available on all homes;
 - FTTC (Fiber To The Cabinet) connections reach almost all houses.
 - FTTH (Fiber to the Home) is available in all public offices and currently the State is burying optical fibers for the activation of FTTH. Currently coverage is guaranteed in 4 out of 9 *Castles* (municipalities). The conclusion of the whole project is expected by 2022.
- The entire territory is covered by a 4G mobile network, and there is a project for the implementation of the 5G network, but it is currently stalled. Unfortunately the continuity of communications in motion is not always guaranteed because of the conformation of the territory and the lack of base transceiver station.

E-participation

- There are two centralized portals:
- one for the collection of laws, decrees and regulations (<https://www.consigliograndeegenerale.sm/on-line/home/Archivi-leggi-decreti-e-regolamenti.html>)
- and one for the deliberation of the Congress of State (<http://www.interni.segreteria.sm/on-line/home/delibere-congresso-di-stato.html>)

Governance of public sector digitalisation

- Responsibility for the digitization process in San Marino is centralized in the General Directorate of the Public Function through the Information Technology, Data and Statistics Office. These two offices are also responsible for data security and access authorizations.
- The responsibility for the accuracy and consistency of the data obviously falls on the managers of the individual offices.

Flashpoint: COVID-19

- The advent of the COVID-19 pandemic has accelerated some digitization processes in the state sectors.
- In the early stages, remote access services to IT systems were enhanced for the entities involved in emergency management (civil protection, law enforcement, hospital, state secretariats, etc.) through the creation of VPNs and remote desktop control.
- In addition, appointment booking services for public offices, healthcare and hospital services and medical prescriptions have been implemented on the website www.gov.sm.

Flashpoint: COVID-19 contact tracing

- No application has been developed in San Marino for contact tracing, for obvious reasons of population size and cross-border mobility, but the San Marino population has been able to take advantage of the Italian "Immuni" application.
- For the contact tracing, Social Security Institute autonomously implemented a database where COVID-19 staff registered people or families in isolation or in quarantine.

Flashpoint: e-voting

- Studies on the possibility of e-voting have been carried out, mainly to ensure the right to vote for citizens residing abroad. The project highlighted critical issues relating to the possibility of controlling and identifying the voter. The alternative hypothesis, which is to allow voting in embassies, collided with the scarcity of the Sammarinese diplomatic offices in the world.
- Another problem is related to the high percentage of citizens residing abroad, which in San Marino accounts for just over one third. This high percentage could easily influence the outcome of the elections and, indeed, there have been some documented cases of vote buying in the recent past.

Conclusion

- San Marino has a developed digital ecosystem and projects that in the near future will increase the level of digitization in the public sector.
- However, there is a low average propensity of the population to use digital services, mainly due to poor digital education.
- The COVID-19 pandemic has accelerated the digitization process, although it has highlighted some weaknesses of the system.

Conclusion II: small state aspects

- The digitization of the public sector is sometimes slowed down by the limited territorial dimensions and by the limited availability of human and economic resources.
- The small territorial dimension, however, allowed an absolute centralization of technological infrastructures and an easier management of development trends. For example there are no differences in digitization between different territories in San Marino.
- Unfortunately, the current level of digitization in San Marino is not sufficient to attract high-tech companies. For this reason, in the coming years San Marino will need a strong policy to support digitalization processes, both in the public and private sectors.