

CSI-Piemonte | Trent'anni di sistema
Thirty years of experience

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 **csipiemonte**



CSI-Piemonte, thirty years of experience



CSI has over 50 members (all the provinces in Piedmont, several municipalities, local health centres and hospitals ...) and 8 offices operating in the region

The Organization

On March 1, 1977, the Piedmont regional administration, together with the University and the Polytechnic of Turin decided to set up the 'Consorzio per il Sistema Informativo del Piemonte' - a consortium for the regional information system - with a view to innovating local government through information technology. Thirty years later, CSI is one of the 15 leading software and information service companies in Italy, according to rankings published by Independent Analysts, with 54 consortium members, a 179-million-euro revenue in 2006, more than 1,200 employees, providing a fallback on the local economy for a similar number of workers.

The Consortium currently provides services to most local governments in the Piedmont region and almost 20,000 workstations are connected to its data processing centre. However, CSI does not work for the public administration alone: its technological innovations and projects have come to have an impact on the daily activities of the local population and business.

Over these thirty years, CSI has developed its strategy around the development of a cohesive regional system capable of relating effectively with citizens and businesses, enabling them to achieve real economies of scale and promoting the area's development. For several years one of the most significant activities in CSI-Piemonte's overall strategy has

been the gradual decentralisation of its role in the regional territory. In 2006, it inaugurated a new office in Alessandria, where it will develop information systems for logistics and transportation: this new site adds to the other existing offices in Ivrea, Cuneo (2002) and Novara (2004).

CSI-Piemonte operates in a number of different sectors that implement its e-government strategy: budgetary and accounting systems; agriculture and forestry; environmental control; territory management; population registers, taxes, land registration and planning; welfare services; culture, tourism and sports; business intelligence; health and hospitals automation; schools, vocational and professional training; support to employment and private sector growth.

In addition, the consortium is increasing its involvement in congress events and activities, including the organizing of multidisciplinary international conferences such as "The dominion over space: science, technology, representation" (2005) and "The sense of time: society, science and technology" (2006). Furthermore, CSI-Piemonte has always been committed to territorial development and the cultural and professional growth of the area's younger citizens. On the occasion of the Turin 2007 Winter Universiade, it was Official Supplier of technological and information services, and played an active part in its organisation, helping to contribute to the event's success.



Activities

CSI-Piemonte coordinates activities carried out by local bodies in order to modernise processes and make improvements to the operational efficiency within specific administrative bodies, between different government administrations, and towards citizens and industrial companies.

→ **E-government** CSI-Piemonte is committed to simplifying administrative processes and modernizing Public Administration.

→ **Advanced technologies** Innovative projects, international initiatives and cooperation for the development lead CSI-Piemonte to be a reference at national and European level for Internet, networks, web 2.0, podcasting, WebTV/IPTV, WebRadio, open source, VoIP, wireless, broadband, multimedia, data warehouse, business intelligence, e-learning, e-procurement.

→ **Training** CSI-Piemonte, together with Piedmont Region, Province and City of Turin and the three Piedmont Universities, set up the “Coordination Centre for the training of PA employees for Piedmont e-government”, to meet the request for training, due to the introduction and the spread of ICT systems and products.

→ **Business Intelligence and databases** Thanks to its interaction with government organisations in Piedmont, the Consortium is not only



able to create and manage individual databases but also to integrate those of different government departments, thus enabling them to employ information systems such as business intelligence, data quality, data mining and data warehousing.

→ **Government Websites** CSI-Piemonte acknowledged from the early days the potential of using Internet for administrative bodies. CSI is a member of the W3C and nowadays adopts the latest technical solutions (content management system tools, multimedia and multichannel platforms, Open Source solutions ...) to set up institutional websites and shared portals according to usability and accessibility criteria.

→ **International Projects** For years now, CSI has been involved in designing and developing projects, even internationally, with the aim of becoming an active territorial element for the increase of its Consortium members and of the Piedmont ICT sector. Three main intervention areas:
- technological research, analysis of growth opportunities, international confrontation on new technologies and experimentation of new applications;
- development cooperation, looking for chances to offer CSI competences to help developing Countries and new European Union entries;
- transfer of know-how, bilateral collaboration with public administrations in other Countries.



The consortium has grown to such an extent that it can boast a production revenue of about 180 million euros and over 1,200 employees (37% under 34 years of age)

Information systems for public administration

CSI has 30 years of expertise in planning, developing and managing information systems working on all areas which fall within the local and central PA needs:

→ **Health** (e.g. regional medical booking system, electronic marketplace, Piedmont oncology network, pharmaceutical logistics, telemedicine);

→ **Budgetary and Accounting Systems** (e.g. accounting systems and procurement, administrative and personal deeds);

→ **Agriculture and Forestry** (e.g. farm and food production registry and hunting registry);

→ **Environmental Control** (e.g. regional environmental information system and the registry of electromagnetic sources and industrial hazards);

→ **Territory Management** (e.g. information system for the management of water resources, territorial planning, urban planning and mapping, transportation and logistics, public works, and civil protection);

→ **Population and Land Registries and Taxes** (e.g. data-exchange centre, new open data registry, integration of land registry databanks and tax data warehouse);

→ **Welfare Services** (e.g. information system for the City of Turin administration welfare services and the



CSI-Piemonte is one of the most important ICT actors in Italy, being ranked 15th among software and services companies



integrated information system for social services in the Piedmont region);

→ **Culture, Tourism and Sports** (e.g. solutions and tools to help promote, develop and support the cultural, natural and environmental assets and resources in the Piedmont Region);

→ **Education, Vocational and Professional Training** (e.g. citizen training records, regional students' registry and the professional training information system);

→ **Employment and Support to Private Sector** (e.g. Piedmont job market and labour office and the regional registry of compulsory training, registry of commercial and industrial businesses, the small local business portal).

Telecommunications networks

The national strategic importance of developing an ICT network throughout the territory has been stressed in e-government and e-Europe plans for 2005 as a means of connecting the various levels of public administration and fighting the 'digital divide'.

→ **WI-PIE Programme** As the organisation responsible for technical implementation, since 2004 CSI has been involved in the development of the pluri-annual programme (WI-PIE) undertaken by the Piedmont regional administration to provide the area with a broadband infrastructure. This infrastructure, developed in line with a pre-competitive logic, is made available to market operators, who

can use it to extend the supply of cutting-edge services. The core of the network will consist of a 900-km-long backbone in optical fibre with 11 nodes to connect Turin to the provincial capitals (plus Ivrea and Milan). From an access technology point of view, fibre optic infrastructures will spread out from each provincial capital to the outskirting edges of each province and rural and mountain areas, with the adoption of innovative technological solutions (wireless).

→ Network Technologies

CSI-Piemonte is actively involved in the definition of new network models capable of carrying latest generation services, and the development of mechanisms for user mobility, nomadism and "convergence", enabling the network to carry both data and voice on the same IP infrastructure.

→ **RuparPiemonte** In 1998, following a request by the Piedmont Region, CSI designed and implemented the first Unified Regional Public Administration Information System and became its technical management centre.

ICT laboratories

For a number of years, CSI-Piemonte has been involved in a series of initiatives aimed at transferring skills and competency to the regional production system and favouring the adoption of ICT technologies as a lever for promotion and development, emphasising the ability of the consortium to promote system activities, with local PA flanking and supporting the worlds of business, education and

research. The desire to be actively involved in the development of the territory was also behind the setting up of LISEM (Laboratory in Support of Economic Development) in the Mirafiori Nord district. This project falls within the scope of the URBAN 2 EU action plan and calls for actions in support of the economic development and re-qualification of the area. Furthermore, in order to test innovative products and processes, the foundations have been set in place to create thematic workshop-laboratories for the Piedmont 'Community of Innovation' (C.LAB). These facilities expect to benefit from the involvement of not only the Public Administration, but also private businesses and private sector associations, universities and research centres. CSI acts as coordinating body for this group of participants, guaranteeing the standardised use of skills and responsibilities and the spread of "best practices" identified locally.

→ **C.LAB Agri in Cuneo** is mainly involved in agricultural and food industry traceability and re-traceability;

→ **C.LAB Sanità in Turin** will be testing above all the use of ICT technology in the long distance transmission of clinical or health-care management information;

→ **C.LAB Trasporti in Alessandria** will be involved in activities aimed at increasing the productivity and competitiveness of transport and logistics.