

## Translation of welcome by vice president of Regione Toscana

Technological innovation in public administration has a long tradition in Tuscany. The infrastructure of our telematics network covers every corner of our territory; and services of particular significance for public administrations, the productive sector, professionals, commerce, tourism, and health care are readily available to each citizen of Tuscany. The regional government, within its plan of regional development, has recently approved an e-government plan that foresees a rapid uptake of these services while addressing with attention the involved organizational, managerial, and administrative complexity. In particular, the need for tools and systems that guarantee the authentication of the user or users who request services transparently, in respect of privacy, and at the same time rapidly and with certainty is generally recognized, not only at regional, but also at national and European level; and tomorrow this is also needed for multi-channel settings (such as digital terrestrial TV). Considering that the base infrastructure exists in Tuscany (as well as in other Italian and European regions) and that guaranteed services are operational and inspire and consolidate the trust and confidence of citizens in their public administrations, the problem that remains to be solved is how to guarantee secure access (for the user, the operator and the content provider) to both infrastructure and services.

As we know, there are many “secure” systems for authentication/identification. The ones who most respect the three critical requirements—ease of use, economy of operation, and security—are those using “electronic cards” that are usually equipped with a micro-processor that enables the storage of a certain quantity of identity data and the possibility of interacting (for updates and modifications) with the issuers of these cards.

In Tuscany, on initiative of the Regional Government and the Comunita' della Rete Telematica Regionale, we have started the roll out of a particular “card” with micro-processor, the Carta Nazionale dei Servizi (CNS—National Service Card). The CNS, based on a precise national standard, is normally equipped with a digital certificate that contains identity data and is thus suitable for authentication and any kind of use where the user's identity and role has to be established with certainty over the network. The CNS further contains a certificate for digital signature (the so called “strong signature”) whose use is regulated in Italy by the Codice dell'Amministrazione Digitale (Legislation on Digital Administration). But we are a complex country, and it is necessary to note that recently, at national level, an inter-ministerial decree gives way to the nation-wide distribution of an “alternative” to the CNS, the Carta d'Identita' Elettronica (CIE—Electronic Identity Card). After long negotiations, it was decided that the CIE card has at least some of the characteristics of the CNS card; for example, the authentication certificate of the CIE will be same as that of the CNS and the cards are thus interchangeable.

Without going into more issues that, to a great extent, are limited to our country, we believe it is useful to line out the objectives behind the introduction of eIDs and of the results that they need to produce for their users. The possession of a card capable of guaranteeing the digital identity of every citizen enables the access to services of the public administration, both where citizens simply visualize their own data and also interactive services as those where citizens give direct input into an administrative procedure. Some services require an electronic identity that is enriched with additional information, for example by roles that further define the functions and/or powers: This information is present in so called “role certificates” that for example certify the membership in a professional association (as that of M.D.s or lawyers) and thus cover an important need of identification on the network. The Region of Tuscany has been active also in this field to guarantee also role information by implementing an authentication system that involves the relevant authorities of “role certifications”.

A sector of particular importance and significant weight is that represented by the (regional, national, and European) “health cards” that guarantee at the same time mobility of citizens, effectiveness of care, and the health care and administrative traceability of users and delivered services with the scope of controlling the payments (compensations). The European Union has adopted a directive on this specific topic (leaving its implementation to the individual Member States) on a first embryo of a European health card (eEHIC – electronic European Health and Insurance Card) that is destined both, to facilitate health-care mobility in Europe and to act as token to access the systems of reimbursement/compensation that are characterized by a great diversity not only across Member States but also across regions in a single state.

Todate, the Region of Tuscany has been active, as direct actor, pushing the standardization of the processes to identify and implement the best (simplest, least costly, most performant) quality of service that is accessible with the card, as well as, as direct and indirect actor through the local authorities of our territory, to conceive a possible plan of procurement and roll out of “cards” that satisfy the requirements of interoperability between public administrations for its use both within and beyond the territory of Tuscany. For example, it is not by chance, that very recently, the region has joined the consortium of the EC-funded [Netc@rd](#) project that precisely aims at the creation of “cards” for the access to heterogeneous national and regional health care systems maintaining the same degree of functionality and transparency.