Digital Economy and Society Index 2017 - **Italy**

European Commission

Italy ranks 25th in DESI 2017. The use of digital technologies by enterprises and the delivery of online public services is close to average. Compared to last year, Italy made progress on Connectivity, in particular through improvements in NGA access. However, its low performance in digital skills risks acting as a brake on the further development of its digital economy and society.

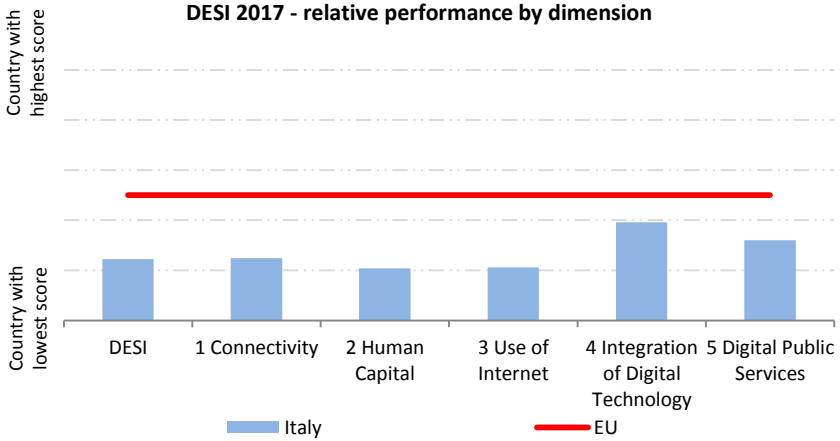
	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	**25**	**0.42**	**0.41**	**0.52**
DESI 2016[1]	25	0.38	0.38	0.49

The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

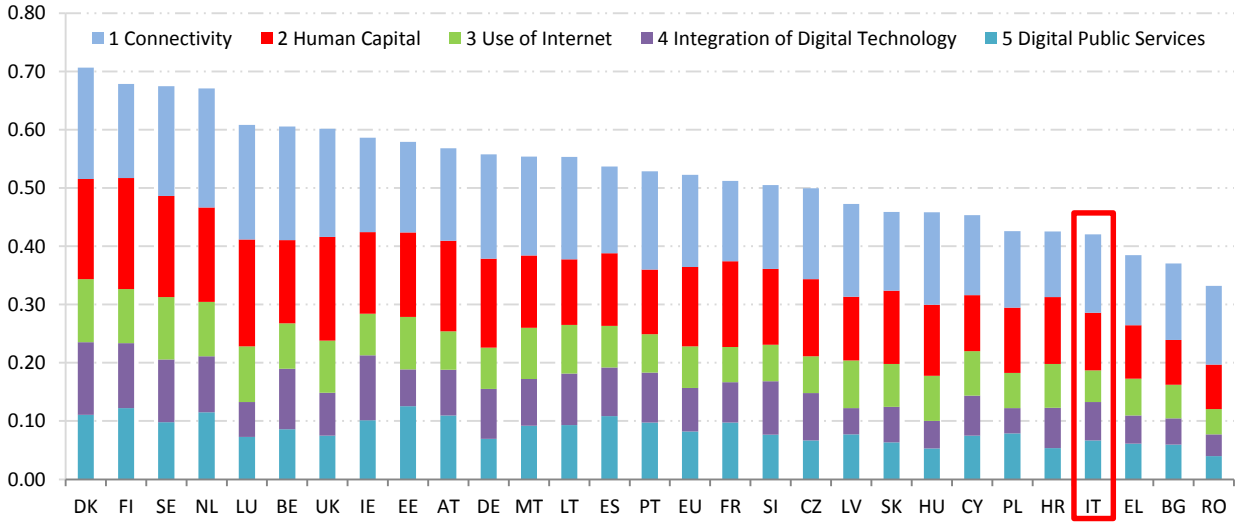
1 Connectivity	Fixed Broadband, Mobile Broadband, Broadband speed and prices
2 Human Capital	Basic Skills and Internet Use, Advanced skills and Development
3 Use of Internet	Citizens' use of Content, Communication and Online Transactions
4 Integration of Digital Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment

Clustering: Italy belongs to the cluster of low performing countries.

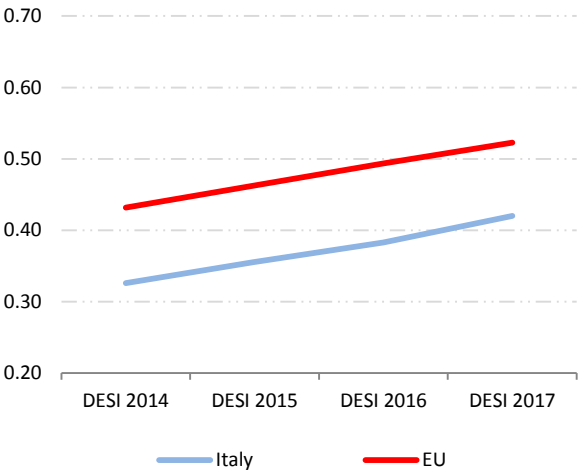
DESI 2017 - relative performance by dimension



Digital Economy and Society Index (DESI) 2017 ranking



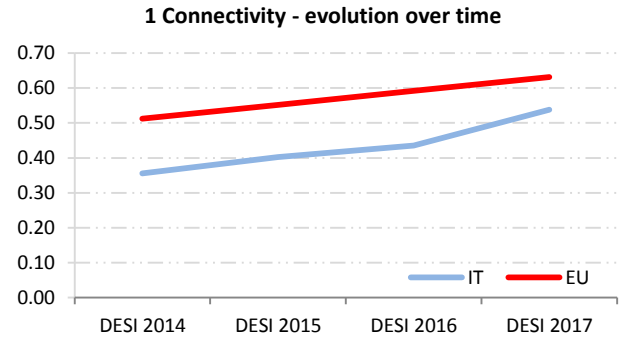
DESI - evolution over time



1) Connectivity: Italy has made significant progress mainly thanks to the large increase in NGA coverage. Fixed broadband take-up remains low despite the fact that broadband prices have decreased.

	Italy						EU
	DESI 2017			DESI 2016			DESI 2017
	value		rank	value		rank	value
1a1 Fixed Broadband Coverage	**99%**	→	**12**	**99%**		**10**	**98%**
% households	2016			2015			2016
1a2 Fixed Broadband Take-up	**55%**	↑	**28**	**53%**		**28**	**74%**
% households	2016			2015			2016
1b1 Mobile Broadband Take-up	**85**	↑	**11**	**77**		**10**	**84**
Subscriptions per 100 people	June 2016			June 2015			June 2016
1b2 4G coverage[2]	**86%**		**18**	**NA**			**84%**
% households (average of operators)	2016						2016
1b3 Spectrum[3]	**65%**	→	**17**	**65%**		**20**	**68%**
% of the target	2016			2015			2016
1c1 NGA Coverage	**72%**	↑	**23**	**41%**		**27**	**76%**
% households	2016			2015			2016
1c2 Subscriptions to Fast Broadband	**12%**	↑	**25**	**5%**		**25**	**37%**
% subscriptions >= 30Mbps	June 2016			June 2015			June 2016
1d1 Fixed Broadband Price[4]	**1.1%**	↑	**9**	**1.8%**		**21**	**1.2%**
% income	price 2016, income 2015			price 2015, income 2015			price 2016, income 2015

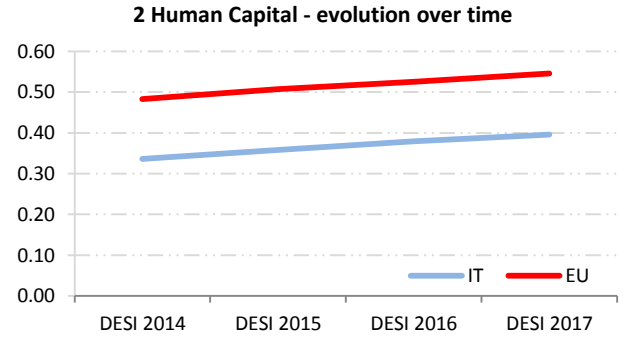
1 Connectivity	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	**24**	**0.54**	**0.53**	**0.63**
DESI 2016	27	0.44	0.46	0.59



2) Human Capital: More and more people are online, but skills levels remain low across all indicators.

	Italy						EU
	DESI 2017			DESI 2016			DESI 2017
	value		rank	value		rank	value
2a1 Internet Users	**67%**	↑	**25**	**63%**		**25**	**79%**
% individuals	2016			2015			2016
2a2 At Least Basic Digital Skills	**44%**	↑	**25**	**43%**		**24**	**56%**
% individuals	2016			2015			2016
2b1 ICT Specialists[5]	**2.5%**	→	**20**	**2.5%**		**21**	**3.5%**
% individuals	2015			2014			2015
2b2 STEM Graduates	**14**	→	**23**	**14**		**23**	**19**
Per 1000 individuals (aged 20-29)	2014			2013			2014

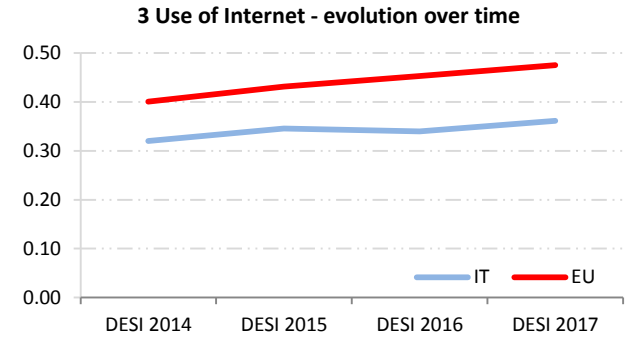
2 Human Capital	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	**24**	**0.40**	**0.40**	**0.55**
DESI 2016	24	0.38	0.38	0.53



3) Use of Internet: Italian Internet users engage in online activities much less than the EU average does. Italy ranks 27th.

	Italy DESI 2017 value		Italy DESI 2017 rank	Italy DESI 2016 value	Italy DESI 2016 rank	EU DESI 2017 value
3a1 News	60%	↑	26	57%	26	70%
% individuals who used Internet in the last 3 months	2016			2015		2016
3a2 Music, Videos and Games[6]	79%		14	NA		78%
% individuals who used Internet in the last 3 months	2016					2016
3a3 Video on Demand[7]	15%		14	NA		21%
% individuals who used Internet in the last 3 months	2016					2016
3b1 Video Calls	34%	→	23	34%	22	39%
% individuals who used Internet in the last 3 months	2016			2015		2016
3b2 Social Networks	60%	↑	22	58%	23	63%
% individuals who used Internet in the last 3 months	2016			2015		2016
3c1 Banking	42%	↓	23	43%	23	59%
% individuals who used Internet in the last 3 months	2016			2015		2016
3c2 Shopping	41%	↑	25	39%	25	66%
% internet users (last year)	2016			2015		2016

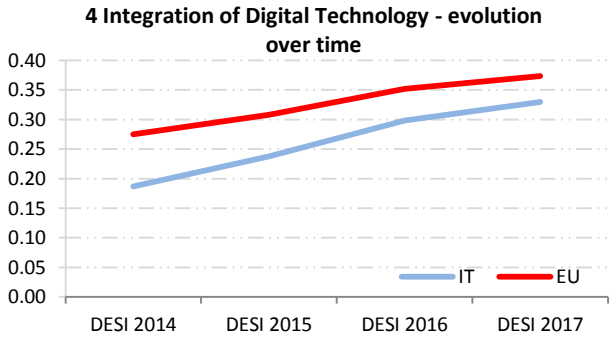
3 Use of Internet	Italy rank	Italy score	Cluster score	EU score
DESI 2017	**27**	**0.36**	**0.39**	**0.48**
DESI 2016	27	0.34	0.37	0.45



4) Integration of Digital Technology: Italy is closing the gap with the EU on business digitisation. 30% of enterprises use eInvoicing, well above the EU average of 18%. SMEs, however, rarely use electronic sales channels.

	Italy DESI 2017 value		Italy DESI 2017 rank	Italy DESI 2016 value	Italy DESI 2016 rank	EU DESI 2017 value
4a1 Electronic Information Sharing	36%		14	36%	14	36%
% enterprises	2015			2015		2015
4a2 RFID	4.6%		12	4.6%	12	3.9%
% enterprises	2014			2014		2014
4a3 Social Media	16%	↑	18	14%	18	20%
% enterprises	2016			2015		2016
4a4 eInvoices	30%		5	NA		18%
% enterprises	2016			2015		2016
4a5 Cloud	12%		17	NA		13%
% enterprises	2016			2015		2016
4b1 SMEs Selling Online	7%	→	26	7%	25	17%
% SMEs	2016			2015		2016
4b2 eCommerce Turnover	6.4%	↓	22	8.2%	14	9.4%
% SME turnover	2016			2015		2016
4b3 Selling Online Cross-border	5.2%		22	5.2%	22	7.5%
% SMEs	2015			2015		2015

4 Integration of Digital Technology	Italy rank	Italy score	Cluster score	EU score
DESI 2017	**19**	**0.33**	**0.27**	**0.37**
DESI 2016	20	0.30	0.25	0.35

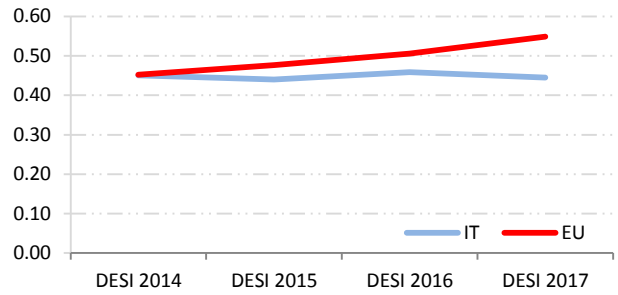


5) Digital Public Services: Italy scores well in the online provision of public services (Online Service Completion) and Open Data. Nevertheless, Italy has one of the lowest use of eGovernment services in Europe.

5 Digital Public Services	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	**21**	**0.44**	**0.43**	**0.55**
DESI 2016	17	0.46	0.42	0.51

	Italy					EU
	DESI 2017			DESI 2016		DESI 2017
	value		rank	value	rank	value
5a1 eGovernment Users	**16%**	↓	**25**	**18%**	**24**	**34%**
% internet users (last year)	2016			2015		2016
5a2 Pre-filled Forms	**33**	↓	**19**	**37**	**16**	**49**
Score (0 to 100)	2016			2015		2016
5a3 Online Service Completion	**84**	↓	**16**	**85**	**14**	**82**
Score (0 to 100)	2016			2015		2016
5a4 Open Data[8]	**52%**	↑	**19**	**49%**	**13**	**59%**
% of maximum score	2016			2015		2016

5 Digital Public Services - evolution over time



Methodological note

[1] ***DESI 2016*** *was re-calculated for all countries to reflect slight changes in the choice of indicators and corrections to the underlying indicator data. As a result, country scores and rankings may have changed from the previous publication.*
[2] ***4G coverage****: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.*
[3] ***Spectrum****: There is a decrease in most of the Member States due to the additional EU harmonisation of the 700 MHz band in April 2016.*
[4] ***Fixed Broadband Price****: Due to a slight methodological change, historical data was re-calculated.*
[5] ***ICT Specialists****: Historical data have been revised by Eurostat.*
[6] ***Music, Videos and Games****: Break in series due to a change in the Eurostat survey.*
[7] ***Video on Demand****: Break in series due to a change of data source. New source is Eurostat.*
[8] ***Open Data****: Change of data source. The historical data have also been restated. The new source is the European Data Portal.*

Explore DESI at https://ec.europa.eu/digital-single-market/en/desi

European Commission