



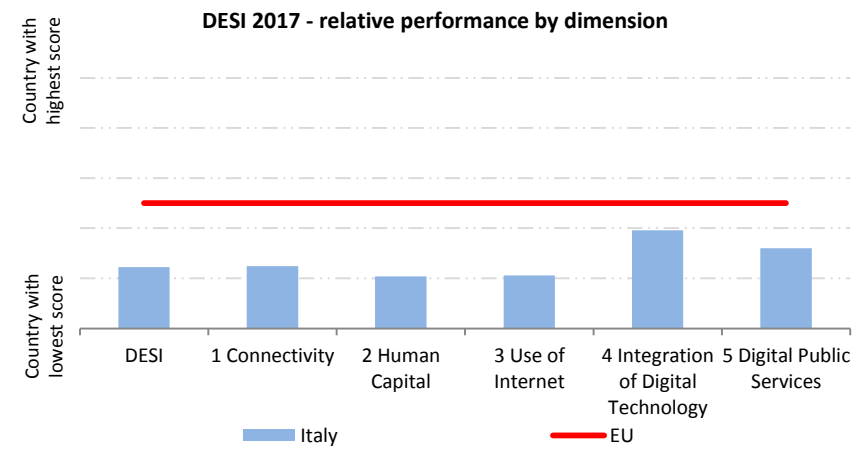
Italy ranks 25<sup>th</sup> in DESI 2017. The use of digital technologies by enterprises and the delivery of online public services is close to average. Compared to last year, Italy made progress on Connectivity, in particular through improvements in NGA access. However, its low performance in digital 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 <sup>1</sup>	25	0.38	0.38	0.49

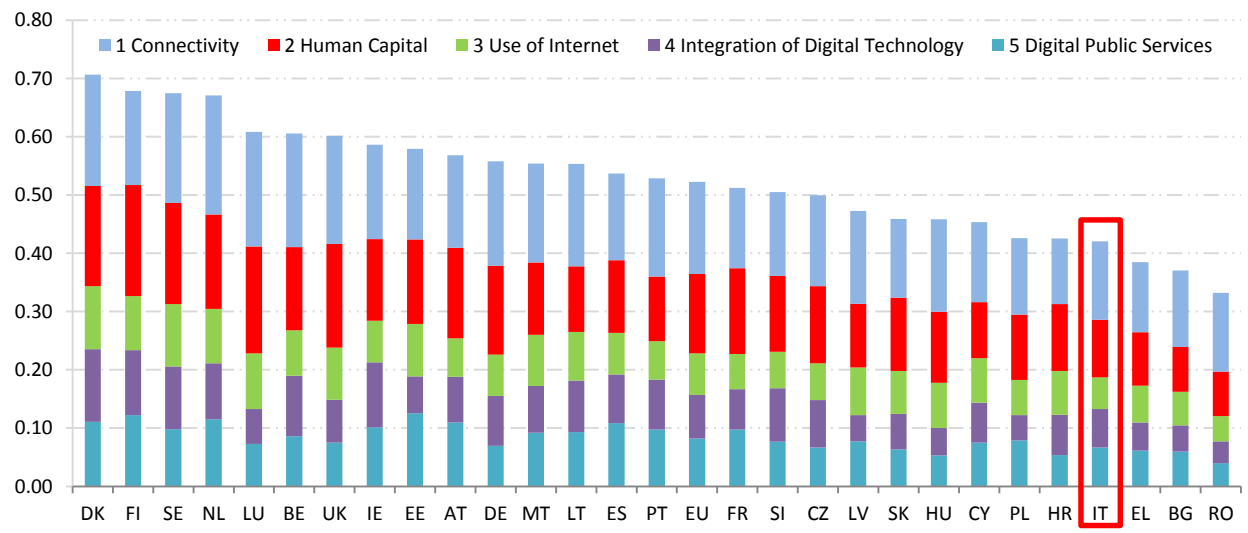
The Digital Economy and Society Index is a composite index measuring progress in digital through five components:

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

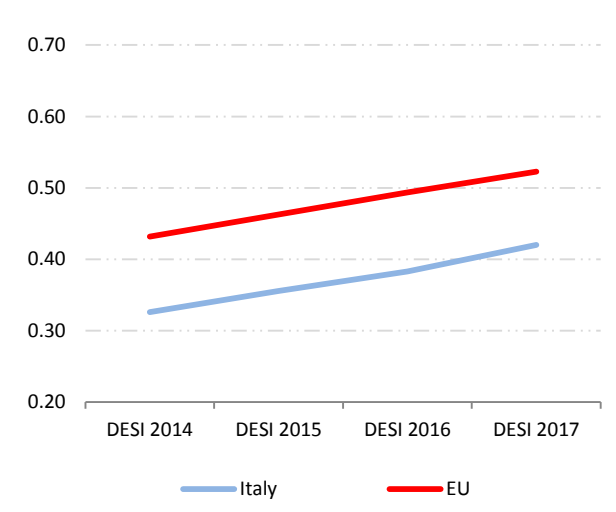
**Clustering:** Italy belongs to the cluster of low performing countries.



Digital Economy and Society Index (DESI) 2017 ranking



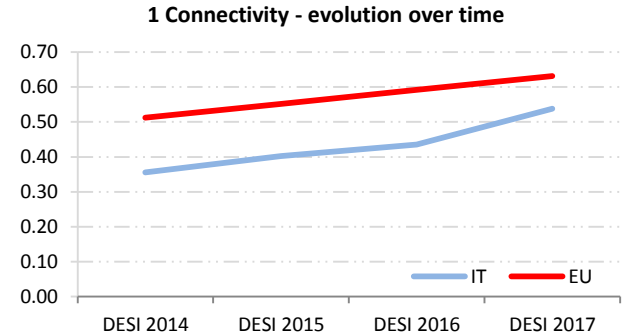
DESI - evolution over time



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

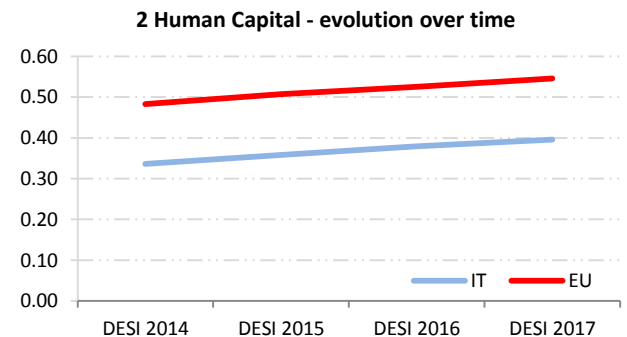
1 Connectivity	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	24	0.54	0.53	0.63
DESI 2016	27	0.44	0.46	0.59



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

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

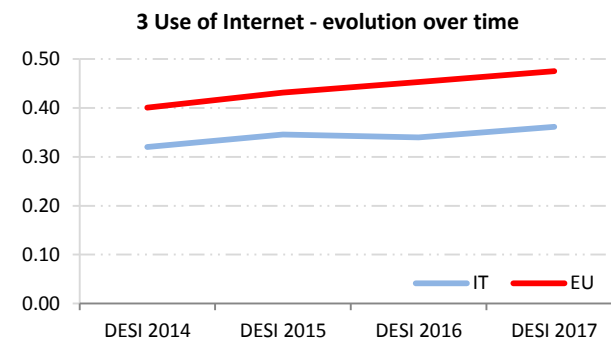
2 Human Capital	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	24	0.40	0.40	0.55
DESI 2016	24	0.38	0.38	0.53



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

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

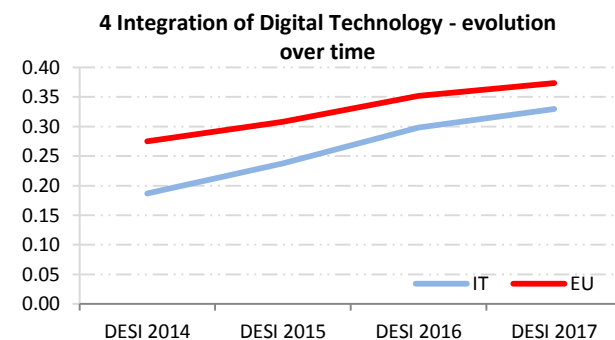
3 Use of Internet	Italy		Cluster	EU
	rank	score	score	score
DESI 2017	27	0.36	0.39	0.48
DESI 2016	27	0.34	0.37	0.45



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

	Italy				EU
	DESI 2017		DESI 2016		DESI 2017
	value	rank	value	rank	value
<b>4a1 Electronic Information Sharing</b> % enterprises	36%	14	36%	14	36%
	2015		2015		2015
<b>4a2 RFID</b> % enterprises	4.6%	12	4.6%	12	3.9%
	2014		2014		2014
<b>4a3 Social Media</b> % enterprises	16% <span style="color: green;">↑</span>	18	14%	18	20%
	2016		2015		2016
<b>4a4 elnvoices</b> % enterprises	30%	5	NA		18%
	2016		2015		2016
<b>4a5 Cloud</b> % enterprises	12%	17	NA		13%
	2016		2015		2016
<b>4b1 SMEs Selling Online</b> % SMEs	7% <span style="color: gray;">→</span>	26	7%	25	17%
	2016		2015		2016
<b>4b2 eCommerce Turnover</b> % SME turnover	6.4% <span style="color: red;">↓</span>	22	8.2%	14	9.4%
	2016		2015		2016
<b>4b3 Selling Online Cross-border</b> % SMEs	5.2%	22	5.2%	22	7.5%
	2015		2015		2015

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

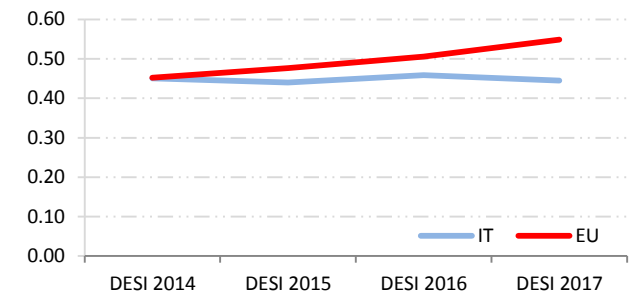


5) Digital Public Services: Italy scores well in the online provision of public services (Online Service Completion) and Open Data. Nevertheless, Italy has one of the lowest use of eGovernment services in Europe.

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

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

5 Digital Public Services - evolution over time



### Methodological note

- <sup>1</sup> **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.
- <sup>2</sup> **4G coverage**: This is a new DESI indicator measuring the average coverage of telecom operators' 4G networks.
- <sup>3</sup> **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.
- <sup>4</sup> **Fixed Broadband Price**: Due to a slight methodological change, historical data was re-calculated.
- <sup>5</sup> **ICT Specialists**: Historical data have been revised by Eurostat.
- <sup>6</sup> **Music, Videos and Games**: Break in series due to a change in the Eurostat survey.
- <sup>7</sup> **Video on Demand**: Break in series due to a change of data source. New source is Eurostat.
- <sup>8</sup> **Open Data**: Change of data source. The historical data have also been restated. The new source is the European Data Portal.