Digitization of Public Services Through the SIT (Territorial Information System)

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SUMMARY

In Italy, the PNRR (National Recovery and Resilience Plan) is a plan that includes among its priority objectives the modernization of the Public Administration through the digitization and innovation of services. In this context, a central role is assigned to the Territorial Information Systems (SIT), technological tools capable of collecting, managing, and analyzing geospatial data to support planning, management, and administrative transparency.

The SIT represents the digital platform that allows public authorities to integrate cartographic, cadastral, urban planning, and environmental information in a single computer environment. Thanks to these functionalities, local and central administrations can have an updated and detailed view of the territory, useful for urban planning, emergency management, and the protection and enhancement of natural resources. Therefore, the innovative element of the SIT is not only the digitization of cartographic data, but the possibility to cross-reference information from different databases, creating a complete, updated, and shared picture of the territory.

From an operational point of view, the SIT allows for:

• Digitizing administrative processes: This reduces dependence on paper documentation and speeds up building, cadastral, and urban planning procedures.

• Promoting transparency: Interactive maps and online consultation tools allow citizens and businesses to independently access zoning plans, territorial constraints, building areas, or protected zones.

• Supporting strategic planning: Thanks to spatial analysis tools, administrations are helped to evaluate future scenarios, such as urban development,

sustainable mobility, or environmental risk management.

• Improving collaboration between entities: The interoperability of the SIT allows for linking cadastral, registry, fiscal, and environmental data, simplifying information flows and reducing duplication.

• Managing emergencies in real time: Through geospatial monitoring systems, it is possible to provide immediate information on fires, floods, landslides, or other natural disasters.

From a technological point of view, the SIT exploits open standards and interoperable solutions that allow integration with the major national systems (such as the National Registry of Resident Population, the digital Cadastre, and environmental monitoring systems), creating an integrated digital ecosystem. The SIT, therefore, fits into the logic of "digital citizenship" meaning that through portals and applications, citizens can access territorial information, submit applications, or follow the status of their applications without physically going to the offices. This reduces waiting times, lowers administrative costs and improves confidence in the Public Administration.

In conclusion, the digitization of public services through the SIT in Italy, in line with the priorities of the PNRR, does not represent a simple technological transition but a structural transformation: the Italian territory becomes a shared information asset, citizens access more transparent and faster services, and administrations acquire advanced tools to manage development processes. The SIT thus establishes itself as a key infrastructure for the modernization of the Public Administration, capable of combining efficiency, innovation, and sustainability.