



Il Front office digitale della pubblica amministrazione (Italian Edition)

Carlo Sanna

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L'introduzione delle tecnologie dell'informazione e della comunicazione ha cambiato le modalità di relazione tra i cittadini e la pubblica amministrazione, rendendo possibile una comunicazione più immediata e diretta con il pubblico potere. Bisogna chiedersi, peraltro, come i nuovi media possano essere sfruttati al meglio per sviluppare questo rapporto, e sotto un profilo giuridico se l'innovazione sia "realizzabile" senza la necessità di uno specifico intervento normativo. Lo scopo di questo libro è quello di verificare se sia possibile introdurre una nuova forma di front office della pubblica amministrazione, rappresentato da un portale unitario di tutta la pubblica amministrazione, che possa fornire tutte le informazioni e i servizi che il cittadino richiede da un solo punto di contatto e che costituisca la base di un reale procedimento amministrativo elettronico.

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