



Workshop on Culture Evolution

Geneva, 11-13 September 2019

When Law tries to lead Culture: biases & opportunities

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Perhaps not everyone knows that...

Bureaucracy



French *Bureau* + Greek Kràtos



The power coming from offices

2016: a significant year (not the only one)

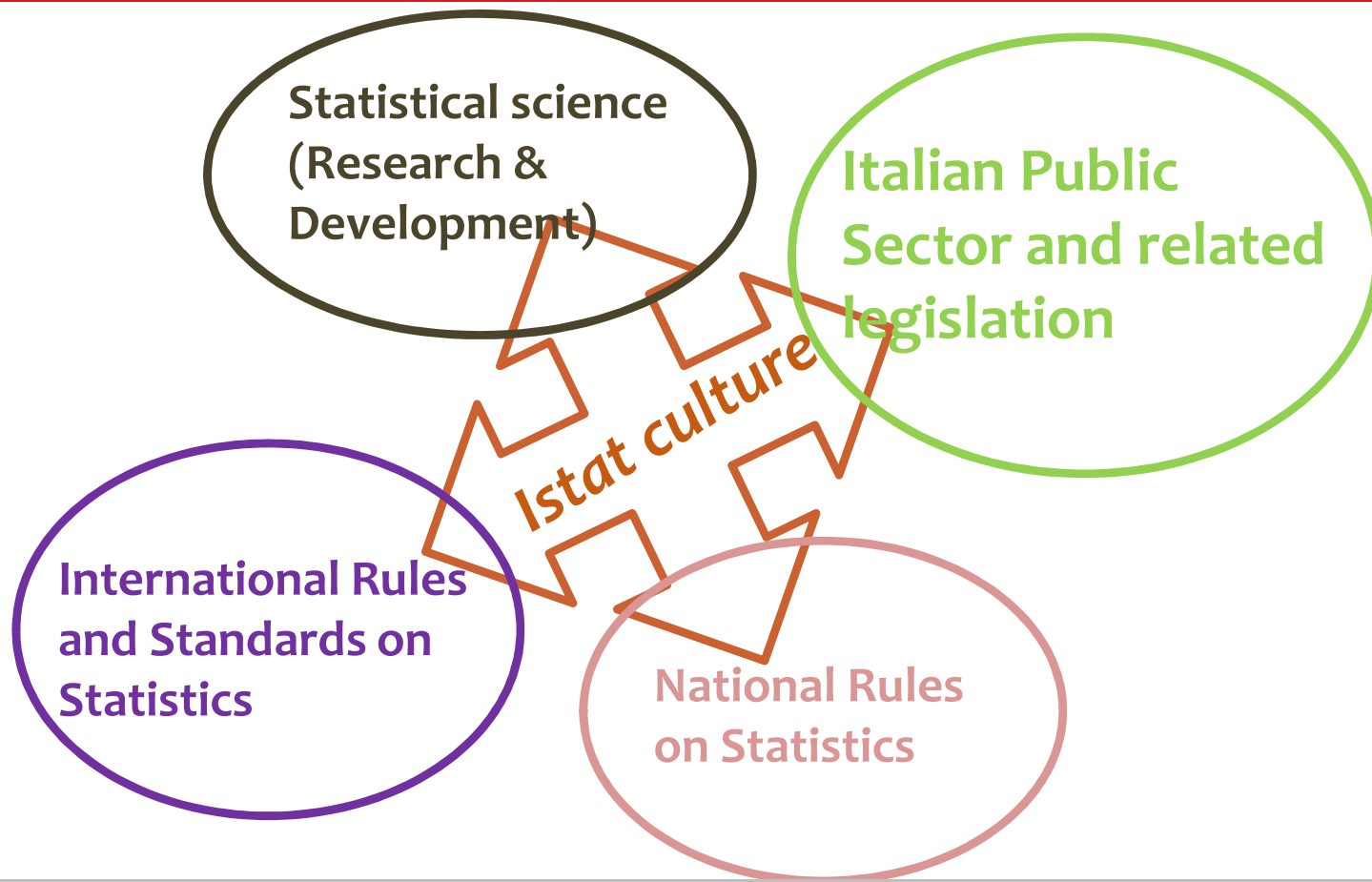
- Istat implements its modernisation program
- Italy adopt a Freedom of Information Act to be enforced throughout the Italian public sector



Istat attitude towards each one of these challenges will prove to be very different



The main sources of Istat organisational culture



The implicit role of law in Istat organisational culture



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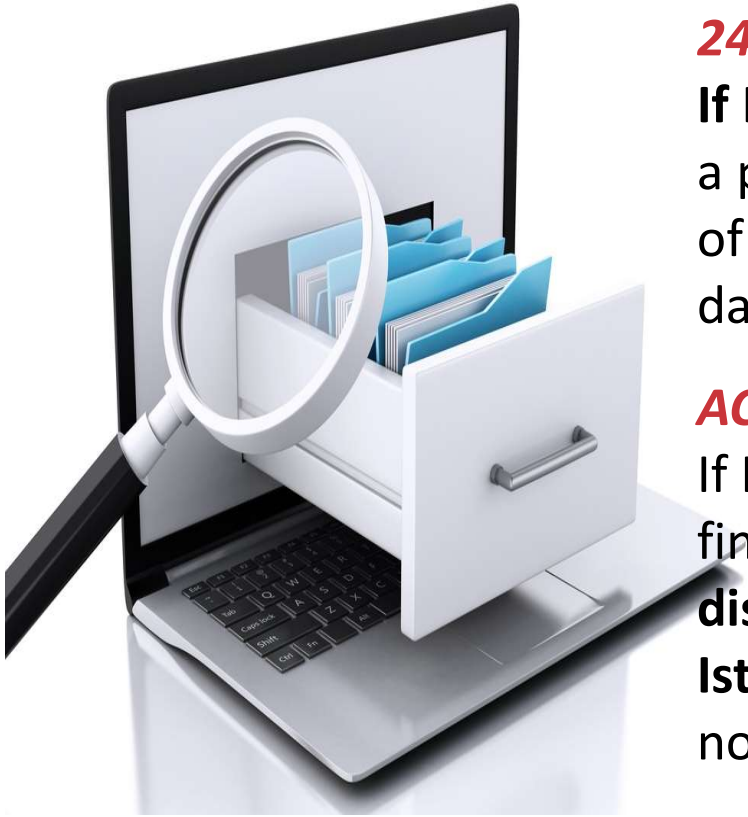
A prospective evolution in Istat culture: access to information and data



FULL ACCESS (Italian «Freedom of Information» Act, leg. decree no. 97/2016)

I can get access to any documents or information held by Istat archives (except for few categories of documents specifically mentioned in the Decree): I mustn't be involved in any particular procedure nor possess any other requirement to do so. Istat must answer within 30 days; no answer means non-compliance.

Access to information and data



ACCESS TO ADMINISTRATIVE PROCEDURES (law no. 241/1990)

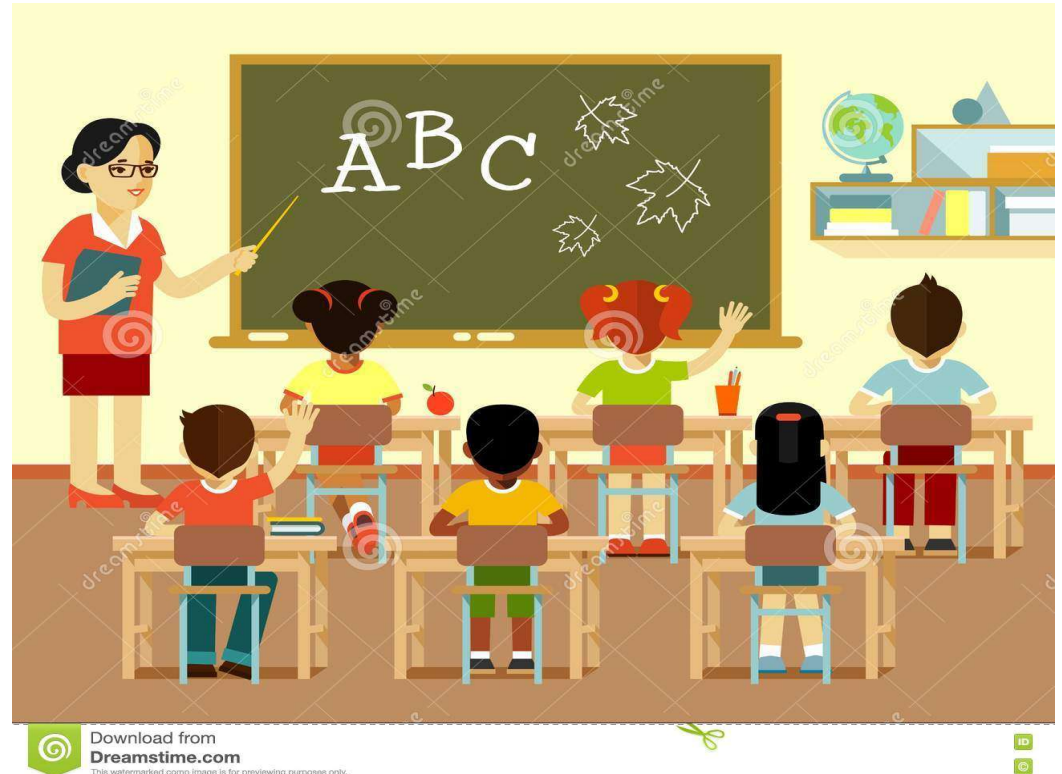
If I am involved in an Istat particular procedure (such as a public competition), **I can get access** to the documents of that particular procedure. Istat must answer within 30 days; no answer means that the request is denied.

ACCESS FOR DISCLOSURE (leg. decree no. 33/2013)

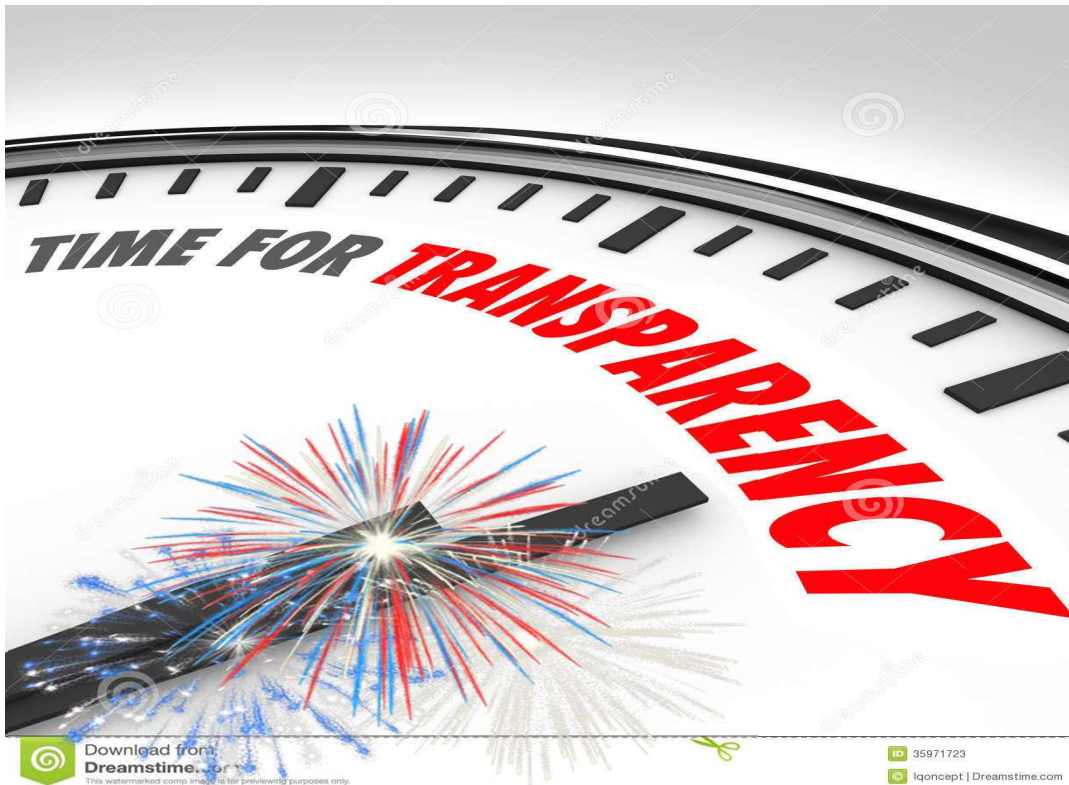
If I visit the web area «Transparent Administration» to find particular documents or information **whose disclosure is mandatory but I can't find them, I can ask Istat to disclose** them within 30 days. No action means non-compliance.

Internally communicating how to manage full access in Istat

- **Three video-lessons**
- **Two videotutorials**



Summing up the relationship with users: the «Transparency Days»



The Leg. Decree no. 150/2009 recommends to most public institutions **to celebrate a Transparency Day** every year.

Disclosure and access: steps ahead



- **Gradually disclose more and more info & documents in order to reduce the number of requests for access Istat receives every year**
- **Keep implementing automation in reporting operations**
- **Keep promoting standardisation in behaviours**

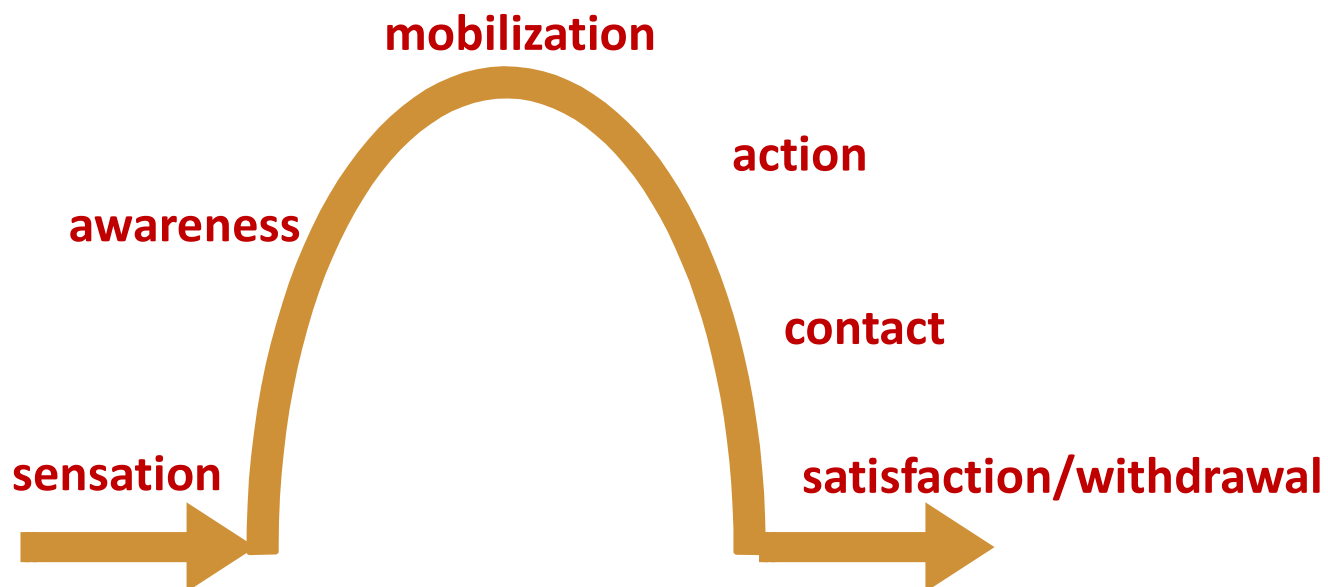
From compliance to initiative

From managing access procedures...

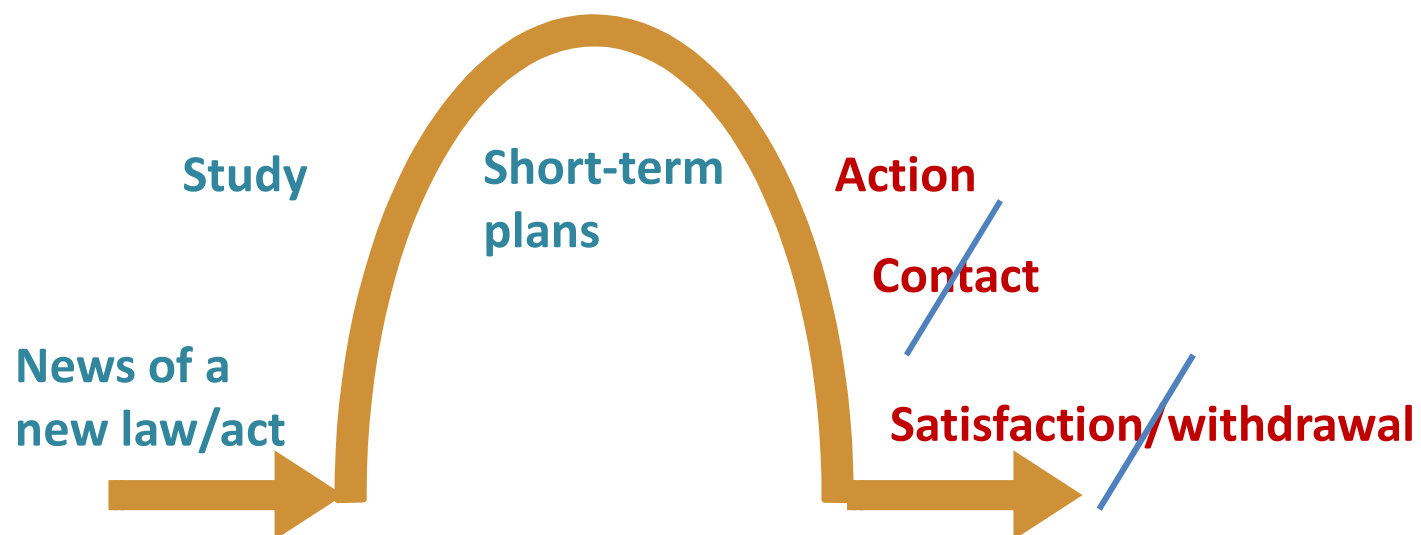


... to proactive disclosure

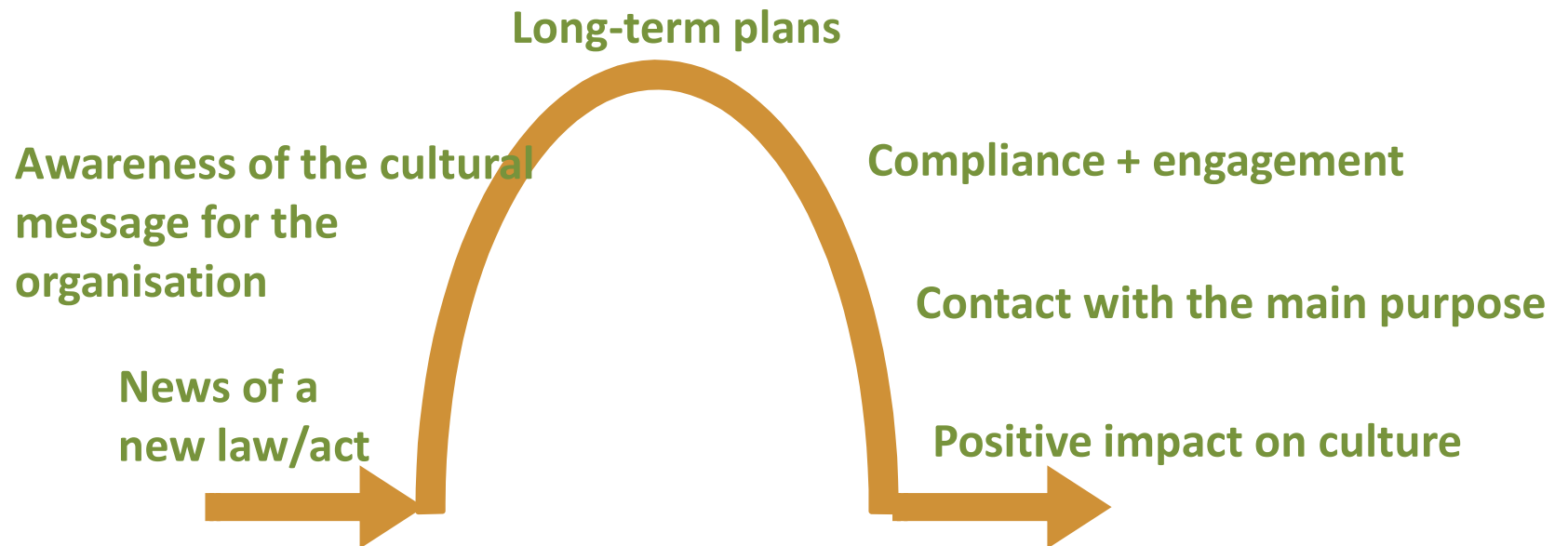
The Gestalt Cycle of Experience



The cycle of compliance



From compliance to culture



The challenge

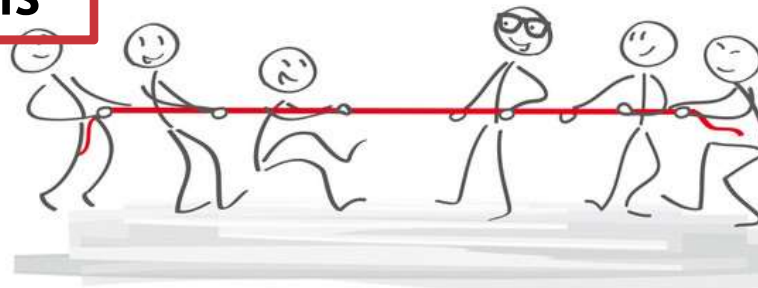
Access to get some info disclosed

Disclosure obligations

Access to procedures

Access to rough data

**Freedom of information
(the right to know)**



Personal data protection

Entitled applicants

Exceptions and restrictions



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(... I assure you that I'm not afraid to be asked ...)

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