



Ministero dell'Istruzione

Smart guide



# Innovazione Tecnologica e Reingegnerizzazione

v. 1.2

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# 1. Introduction

This guide aims to support users in using the ITeR application.

The project was born from the need to redesign the MI decision-making processes with a global approach focused on the overall consistency of the actions that lead to specific outputs in the various levels of government.

The project leads to an overall redefinition of the entire system of activities through the creation of management actions that support decisions: economic-financial valorization, sharing-information in the MI, inter-organizational synergy; institutional communication systems.

So, the ITeR application is an organizational and management tool built to redesign the Ministry of Education's decision-making processes to:

- promote integration between organizational actors;
- define time management tools;
- define accountability mechanisms in every part of the organization;
- simplify work organization;
- support corporate welfare policies.

ITeR was created to re-engineer processes focusing on medium-long term sustainability in terms of capitalization of information, activities, processes, and valorization of:

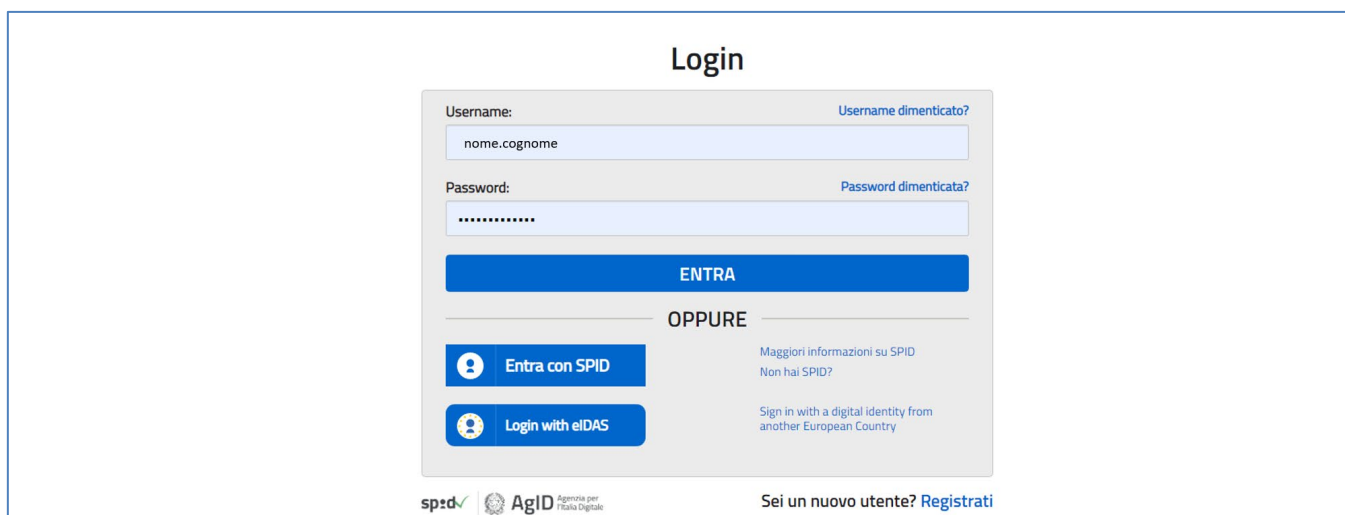
- informal documents;
- regulatory frameworks;
- identification keywords;
- summaries of processes.

The implementation of ITeR is not just a step towards dematerialization, it is, above all, an innovation in the governance of decision-making processes according to a public management approach.

## 2. Access to functions

To access the application, the user should log into the reserved area of the MI portal and then open the following address in a new page of the same browser:

<https://ext.pubblica.istruzione.it/ITeR/>.



The screenshot shows the 'Login' page of the ITeR application. It features a central form with the following elements:

- Username:** A text input field containing 'nome.cognome'. A link 'Username dimenticato?' is located to the right.
- Password:** A password input field with masked characters. A link 'Password dimenticata?' is located to the right.
- ENTRA:** A prominent blue button for logging in.
- OPPURE:** A separator line with the word 'OPPURE' in the center.
- Entra con SPID:** A blue button with a SPID icon.
- Login with eIDAS:** A blue button with an eIDAS icon.
- Informational text:** To the right of the buttons, it says 'Maggiori informazioni su SPID' and 'Non hai SPID?'. Below that, it says 'Sign in with a digital identity from another European Country'.
- Footer:** At the bottom left, there are logos for 'sp:sd' and 'AgID Agenzia per l'Identità Digitale'. At the bottom right, it says 'Sei un nuovo utente? Registrati'.

## 3. Download "Smart guide" e "FAQ"

After logging in the home page of the ITeR application, the following screen will be displayed.

The screenshot displays the 'GESTIONE RICHIESTE' (Request Management) interface. At the top, there is a navigation bar with the ITER logo on the left and three buttons on the right: 'FAQ', 'Scarica guida', and 'Gestione Richieste'. The 'FAQ' and 'Scarica guida' buttons are highlighted with red boxes. Below the navigation bar, the main content area is titled 'GESTIONE RICHIESTE'. It features a filter section with the following options: 'Tipo documento:' (Tutte le tipologie), 'Stato:' (Tutti gli stati), 'Ufficio/Direzione:' (Tutti gli uffici), 'Periodo di riferimento:' (Mese in corso), and 'ID Richiesta:' (empty text input). A red 'Applica filtri' button is centered below these filters. Below the filter section, there are two buttons: 'Download Dati' on the left and 'Nuova Richiesta' on the right. At the bottom left, there is a 'Visualizza 10 righe per pagina' dropdown menu. At the bottom right, there is a search bar labeled 'Filtra'. Below these elements, a table header is visible with the following columns: 'ID Richiesta', 'Ufficio/Direzione', 'Utente', 'Titolo documento', 'Provvedimento', 'Destinatario', 'Scadenza', 'Stato', and 'Azioni'. Each column header has a small up/down arrow icon next to it.

By clicking on the "FAQ" button, the user can view or download the document containing the questions and answers relating to the use of the application.

By clicking on the "Download Smart guide" button, the user can view or download the Smart guide to their device, containing the guided procedure for using the application.

## 4. Request management

After logging into the application's home page, the user can view the *Requests management* function.

The screenshot shows the 'GESTIONE RICHIESTE' (Request Management) interface. At the top, there are navigation links for 'FAQ', 'Scarica guida', and 'Gestione Richieste', along with a user profile 'Ciao, xxxxxx'. The main section contains several filter dropdowns: 'Tipo documento' (set to 'Tutte le tipologie'), 'Stato' (set to 'Tutti gli stati'), 'Ufficio/Direzione' (set to 'Tutti gli uffici'), and 'Periodo di riferimento' (set to 'Mese in corso'). There is also an 'ID Richiesta' input field and an 'Applica filtri' button. Below the filters are 'Download Dati' and 'Nuova Richiesta' buttons. At the bottom, there is a 'Visualizza 10 righe per pagina' option and a 'Filtra' input field. A table header is visible with columns: ID Richiesta, Ufficio/Direzione, Utente, Titolo documento, Provvedimento, Destinatario, Scadenza, Stato, and Azioni.

The user can research the previously entered requests by applying the following filters:

- DOCUMENT TYPE, by selecting the desired type (notice, circular, decree, order, etc.) from the drop-down menu;
- OFFICE/DIRECTORATE, by selecting the directorate and/or the office of interest;
- PERIOD OF REFERENCE, by selecting the suggested periods from the menu or by doing an advanced search through the time periods;












This screenshot shows a detailed view of the 'Periodo di riferimento' filter. It includes a dropdown menu currently set to 'Ricerca avanzata', a 'Periodo dal:' input field, and an 'al:' input field.

- REQUEST ID, by entering the unique code generated by the system after request's submission;
- STATUS, by selecting in the menu the desired processing status ("In process", "To be validated", "ITeR closed", "Back in process").

By entering the filter and clicking on the button **Applica filtri** the user displays the list of results obtained depending on the time. By clicking the button **Download Dati** the user can download these results to his device.





Download Dati Nuova Richiesta

Visualizza 10 righe per pagina Filtra




ID Richiesta	Ufficio/Direzione	Utente	Titolo documento	Provvedimento	Destinatario	Scadenza	Stato	Azioni
ITeR_509	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Circolare 567	Circolare	Capo di Dipartimento	28/02/2020	In lavorazione	   
ITeR_507	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Decreto	Decreto	Ministro	28/12/2019	In lavorazione	   
ITeR_501	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Decreto	Decreto	Ministro	26/12/2019	Rimessa in lavorazione	   

Visualizzate righe da 1 a 3 di 3 righe Precedente 1 Successivo




After entering the request, the user can take the following **actions**:

-  View the request
-  Edit the request
-  Delete request (until first submission)
-  Submit the request


The next level of approval can take the following **actions**:

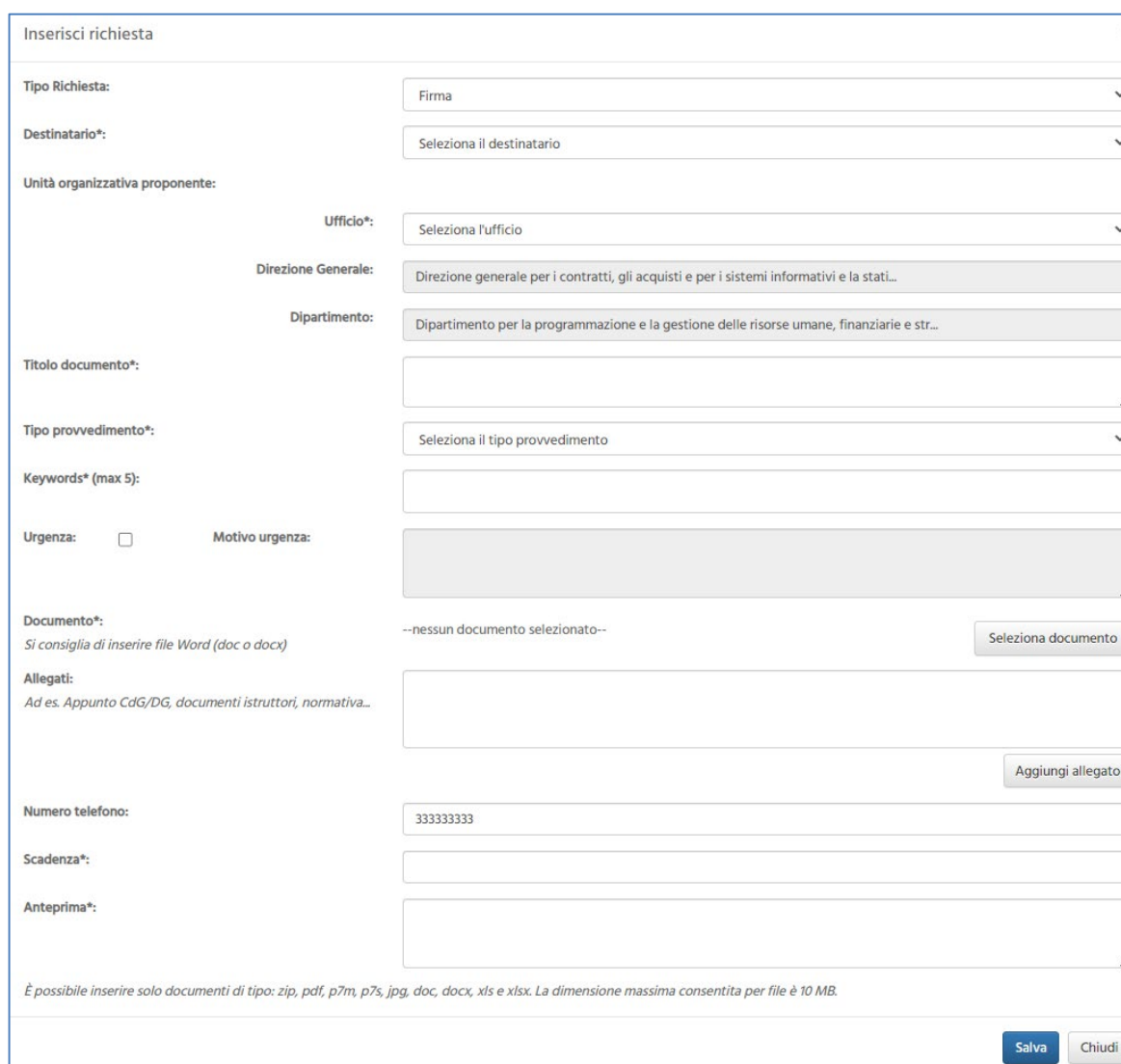
-  View the request
-  Validate and forward the request
-  Re-process and resubmit to the previous level for changes and additions

The Head of Cabinet can also take the following **actions**:

-  **A**  **B**  **C** . Assign the request to the deputy heads of cabinet

## 5. Request entry

By clicking on the button  the user can submit a new request by filling in the following form:



The first field is the **Request Type**: the user can enter requests for SIGNATURE or for EXAMINATION in the case of requests with time-critical aspects, for the impact of choices, but which don't require the formality of signature.



The second field allows the user to select the **Addressee**, i.e. the person who will sign the request, at the end of the entire decision-making process.

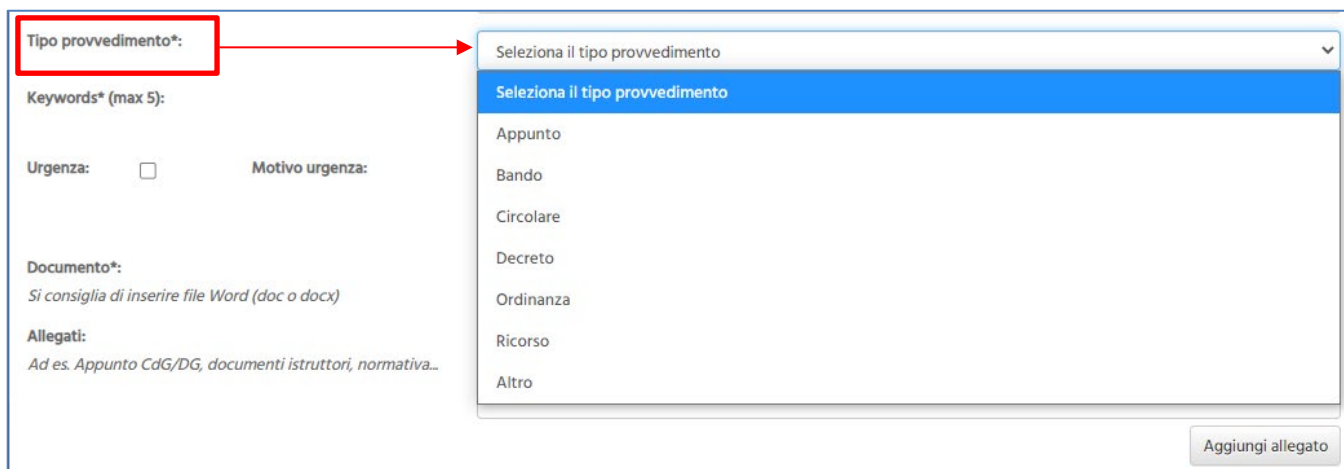
The third field contains information on the **Proposing Organizational Unit**, i.e. the person who enters the request. The system will automatically provide the data of his organizational chart (Office and Department).

In the fourth field, the user can type the Document Title.



**N.B.** *The title must be characterizing in terms of type and objectives.*

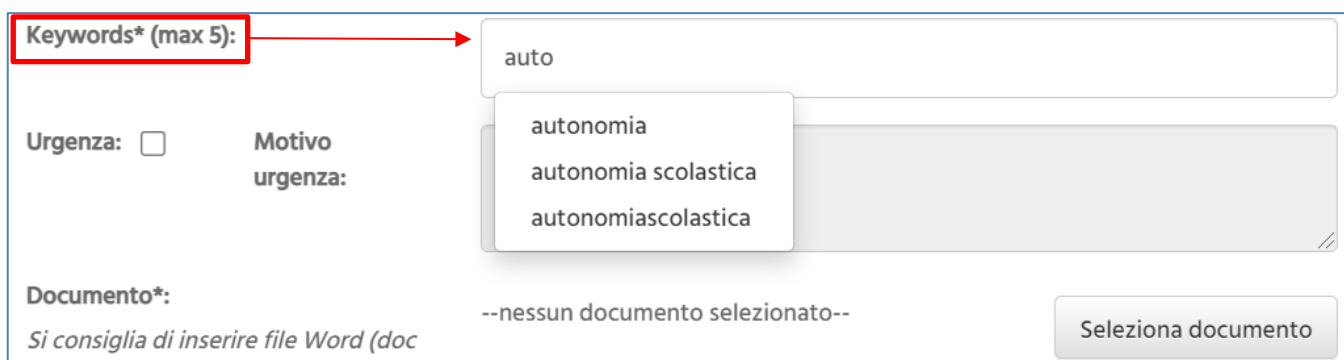
The fifth field, **Measure Type**, allows the user to choose the right type of measure:



Through the sixth field, the user can enter **Keywords**, i.e. keywords to identify the measure. In this choice:

- the keywords must express a functional correlation with the content and purpose of the measure;
- the search and selection of relevant and specific keywords enables the precise identification of the measure in the search phase.

To help the user in this activity, the application suggests the keywords present in the system, already after entering the first letter, refining the results during the progressive compilation.




Keywords\* (max 5):

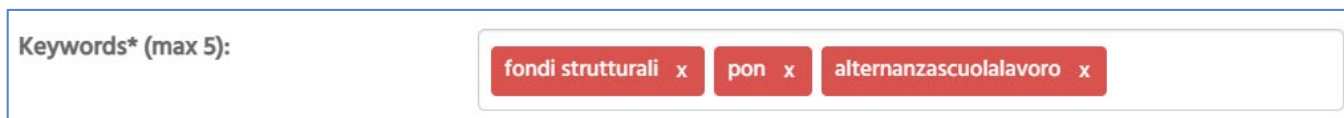
Urgenza:  Motivo urgenza:

Documento\*:  
*Si consiglia di inserire file Word (doc)*

--nessun documento selezionato--

Seleziona documento

The keyword will turn red as soon as it is selected: the user can then make the next selection or delete the entry by clicking on the 



Keywords\* (max 5):

fondi strutturali x pon x alternanzascuolalavoro x



**N.B.** *If the desired word is NOT present in the system, the user can proceed to enter it by typing it and clicking enter. Please note that a maximum of 5 keywords can be entered.*

In the seventh field, the user may indicate the urgency of the measure by ticking the relevant box and specifying the summary justification (maximum 100 characters including spaces).

The eighth field, Document, allows the entry of the file containing the measure: in order to allow its review by the subsequent decision-making levels, the user must upload it in Word format (extension .doc and .docx). The system allows the collection of previous

versions of the document, preserving the modifications made by the different actors in the process.

If, for example, the user uploads the document "Decree n.1147" for the signature of the Head of Cabinet, both the related Directorate and Department could modify its content, by uploading the files "Decree n.1147-Rev1" and "Rev Decree" respectively. So, the Head of Cabinet in the system will display the following status:

<b>Documento*:</b>	Rev Decreto.docx
<i>Si consiglia di inserire file Word (doc o docx)</i>	
<b>Documenti storici:</b>	Decreto n.1147.docx    Decreto n.1147-Rev1.docx

The ninth field, **Attachments**, is the only non-compulsory field and allows the entry of all documentation supporting the decision-making process (e.g. preparatory documents, regulations, etc.).

Finally, the last two fields allow the indication of the expected **Expiry Date** and the insertion of a **Preview**, i.e. an explanatory summary of the current decision-making process (maximum 400 characters including spaces). This preview will form the basis for the publication of the relevant press release.

When the user has finished filling in the required entry form, he must push the button



Scadenza\*:

Anteprima\*:

È possibile inserire solo documenti di tipo: zip, pdf, p7m, p7s, jpg, doc, docx, xls e.xlsx. La dimensione massima consentita per file è 10 MB.

Salva Chiudi

The system will now return to the management interface and will display the following green text "Request inserted". The user will now display the request in the results table with the status "IN PROCESSING".

Richiesta inserita

Visualizza 10 righe per pagina



ID Richiesta	Ufficio/Direzione	Utente	Titolo documento	Provvedimento	Destinatario	Scadenza	Stato	Azioni
ITeR_507	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Decreto	Decreto	Ministro	28/12/2019	In lavorazione	
ITeR_501	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Decreto	Decreto	Ministro	26/12/2019	Rimessa in lavorazione	

Visualizzate righe da 1 a 2 di 2 righe

Precedente 1 Successivo

When the request is saved, it is automatically assigned a **unique Identifier**, which is displayed as the first section of the table and in the title of the request detail.

Visualizza 10 righe per pagina	Dettaglio richiesta ITeR_503				
<table border="1"> <thead> <tr> <th>ID Richiesta</th> <th>Ufficio/Direzione</th> </tr> </thead> <tbody> <tr> <td>ITeR_503</td> <td>Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica</td> </tr> </tbody> </table>	ID Richiesta	Ufficio/Direzione	ITeR_503	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	<p>Tipo Richiesta:</p> <p>Destinatario:</p> <p>Unità organizzativa proponente:</p> <p>Titolo documento:</p> <p>Firma</p> <p>Ministro</p> <p>Ufficio:</p> <p>Dipartimento:</p> <p>Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica</p> <p>Dipartimento per la programmazione e la gestione delle risorse umane, finanziarie e str...</p> <p>Decreto graduatorie</p>
ID Richiesta	Ufficio/Direzione				
ITeR_503	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica				

 **N.B.** Please note that saving the request does NOT automatically SEND it. To proceed with this action, it is necessary to click on the icon  and confirm. After submission the user CANNOT delete the entered request.

ID Richiesta	Ufficio/Direzione	Utente	Titolo documento	Provvedimento	Destinatario	Scadenza	Stato	Azioni
ITeR_507	Direzione generale per i contratti, gli acquisti e per i sistemi informativi e la statistica	Debora Piermarini	Decreto	Decreto	Ministro	28/12/2019	In lavorazione	 