



SYNERGIA

*Knowledge and management
for social change*

INFORMATION SYSTEMS AND SOCIAL OBSERVATORIES

CURRICULUM ABOUT SYNERGIA ACTIVITIES

Milan, 2010

Via Mauro Macchi 44 - 20124 Milano – Italy - Tel. +39/02/72093033 - Fax +39/02/72099743
e-mail: synergia@synergia-net.it - web site: www.synergia-net.it



SGQ certificato a fronte della
norma ISO 9001:2000



GENERAL INTRODUCTION

Synergia is a social research society training and consulting firm operating since 1989 in the field of social and health policy. In the last fifteen years, Synergia developed hundreds of research projects for the public sector (Ministries, Regional governments, Local governments) and for private companies (firms, foundations, associations), on local, national and European levels, deploying solid scientific expertise with a strong commitment to operating efficacy and timely delivery.

Its works answers to specific knowledge, understanding and action needs and translates into projects that include:

- strategic support to targeted social action policies;
- policy and services planning and evaluation;
- quantitative and qualitative research about needs, expectations, behaviours;
- trend and scenario analysis;
- organisation consulting;
- supervision and training;
- information systems implementation;
- thematic database development.

THE TOPIC

The resource “information”, considered as “reduction of uncertainty, of lack of knowledge or wrong knowledge”, is a key instrument for an effective management of social policies. An efficient welfare system that has to optimize its resources, that are becoming more and more scarce, needs to have a logically integrated system of **methods, instruments, procedures and techniques for the selection, collection, data storage, elaboration, analysis and distribution** of specific information related to the social environment: it is the basis for achieving the necessary knowledge for implementing organizational processes. This system, that can be a “Social Information System” or a Social Observatory, is characterized by nonrandom, cognitive objectives, its own function and structure and it is able to influence the organizational behavior in terms of efficiency, effectiveness and satisfaction of citizen-users. In order that the Social Information System becomes instrument and planning resource for the integrated system of interventions and social services, it should be **timely** (information have to be constantly updated), **systematic** and **organic** (which entails internal coherency among information, and external coherency with respect to the cognitive objectives of the users; stability and methodological rigor), exhaustive, reliable. In this area, the mission of Synergia is to implement systems able to generate “information fields” from which the client can obtain knowledge products (like periodical Social Reports on the status of performances of services, **social-statistic indicators, qualitative and evaluation analyses** on specific needs, **computerized databases** etc.) useful for the management of services and for the decision-making process both at central and at local level. For years Synergia has been a leader firm in Italy for the planning and the implementation of Social Information Systems. Synergia took part in the most significant regional and local experiences of Social Information Systems supporting the planning of social policies.



2010 2nd pilot inquiry for the implementation of SINA-Information System for Non Self-Sufficiency
Customers: Agenzia Regionale Sanitaria - Liguria, Ministero del Lavoro e delle Politiche Sociali
2010 Planning and implementation of Basilicata Region Social Information System (Years 2010, 2011, 2012)
Customers: Regione Basilicata. Partners: Tab Consulting
2010 Management and development of Social Information System of Puglia Region (Second year)
Customers: Regione Puglia
2010 Mapping of migrants associationism in Lombardy region (Second year)
Customers: Regione Lombardia
2010 Systematizing the data flows on non self sufficiency
Customers: Provincia Autonoma di Bolzano - Alto Adige
2009 Pilot inquiry for the implementation of the SINA - Information System for Non Self-Sufficiency
Customers: Agenzia Regionale Sanitaria - Liguria, Ministero del Lavoro e delle Politiche Sociali
2009 Planning of the Provincial Young Observatory
Customers: Provincia di Cremona
2009 Modelling of Punti Unici di Accesso to the network of social and social-sanitary services
Customers: ASL Bergamo
2009 Mapping of migrant associationism in Lombardy region
Customers: Regione Lombardia
2009 Information flow on out-of-family children
Customers: Regione Puglia
2008 Management and development of Social Information System of Puglia Region (2008, 2009)
Customers: Regione Puglia
2008 Planning of the Regional Observatory on Immigration
Customers: Regione Puglia
2008 Feasibility study for the realization of an Agency for the social integration of migrants
Customers: Provincia di Cremona
2007 Revisit of the information flow on home assistance services (SAD-ADI)
Customers: Regione Veneto, Ulss Veneziana
2007 Restarting of the Social Information System of Campania Region (SISARC)
Customers: Regione Campania
2007 Provincial Observatory on Migrants (Fifth year)
Customers: Provincia Autonoma di Bolzano - Alto Adige
2006 Planning and implementation of the Social Information System of Puglia Region
Customers: Regione Puglia
2006 Activation of Observatories on Social Policies in province of Brindisi, Foggia, Lecce and Taranto
Customers: Provincia di Brindisi, Provincia di Foggia, Provincia di Lecce, Provincia di Taranto
2006 Scientific management of the conference on Information Systems
Partners: Fondazione Smith Kline
2006 Provincial Observatory on Migrants (Fourth year)
Customers: Provincia Autonoma di Bolzano - Alto Adige
2005 Regional Social Information System - Campania Region
Customers: Regione Campania. Partners: Università di Napoli Federico II
2005 Provincial Observatory on Migrants (Third year)
Customers: Provincia Autonoma di Bolzano - Alto Adige



2004 Survey on Social Information Systems status
Customers: Formez - Roma/Napoli. Partners: Ires - Istituto Ricerche Economiche Sociali
2004 Planning of the Regional Social Information System in Basilicata Region
Customers: Regione Basilicata
2004 The critical steps of school non-attendance and work placement
Customers: Provincia di Pescara
2004 Provincial Observatory on Migration (Second Year)
Customers: Provincia Autonoma di Bolzano - Alto Adige
2003 Observatory on Substance Dependence
Customers: ASL Varese
2003 Provincial Observatory on Migration (2003-2007)
Customers: Provincia Autonoma di Bolzano - Alto Adige
2003 Observatory on housing situation in Province of Brescia
Customers: Provincia di Brescia, ALER - Brescia
2003 Training programme for technical offices on the social information system for the local planning
Customers: Regione Liguria
2003 Provincial Observatory on Migrants (First year)
Customers: Provincia Autonoma di Bolzano - Alto Adige
2002 Seminar on Social Observatories and the Social Information System
Partners: Formez, Istat, Consorzio Mipa
2002 Training programme for operators in welfare development
Customers: Formez - Roma/Napoli
2001 Region Observatory for the Integration and the Multiethnicity (Years 2001 - 2009)
Customers: Regione Lombardia
2001 Implementation of a Social Information System for Social Policy Observatories
Customers: Regione Marche
2001 Participation in a project on the fragmentation and coordination of social policies in Italy
Customers: European Foundation for the Improvement of Living and Working Conditions - Ireland
2001 Training programme for public managers on the social information system
Customers: Formez - Roma/Napoli
2000 Implementation of the Social Information System - SISAR (Years 2000 and 2001)
Customers: Regione Autonoma Friuli-Venezia Giulia
1997 Definition and planning of the Model for the Social Observatory in Province of Lodi
Customers: Provincia di Lodi
1997 Definition and planning of a model of Observatory on Elderly Condition
Customers: Provincia di Como
1996 Social-statistical survey on basic social services of the Province of Milano
Customers: Provincia di Milano
1996 Consultancy for the social assistance and social-sanitary regional planning
Customers: Regione Autonoma Friuli-Venezia Giulia
1996 Publication of the book: "Pagine aperte 2. Sistemi di conoscenza e gestione del cambiamento"
Customers: Ministero dell'Interno
1995 Observatory for the Elderly of Cremona Province
Customers: Provincia di Cremona



1993 Provincial Social Assistance Information System - SIPSA/LISYS

Customers: Provincia Autonoma di Bolzano - Alto Adige

1993 Training course for public servants on the Information System

Customers: Comune di Livorno

1992 Regional Information System in the Maternal Infant Area

Customers: Regione Emilia Romagna

1992 Writing the book "Pagine aperte. La formazione e i sistemi informativi"

Customers: Ministero dell'Interno

1992 Information flow on home care assistance for the Information System

Customers: Comunità Montana Valchiavenna - Chiavenna

1992 Sanitary report on the Canton Ticino population

Customers: Governo del Canton Ticino - Bellinzona - Switzerland

1990 Analysis and technical support to the management of the Social Assistance Information System

Customers: Provincia di Milano

1990 SISA - Social Assistance Information System

Customers: Regione Veneto

Partners: Studio Synthesis
