



COMMUNICATING SECURITY TO CITIZENS AND
POLICE COMMUNITY.



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WHY

TO APPROACH THE POLICE TO A GREATER
AND GROWING NUMBER OF CITIZENS

TO OFFER A BEST AND VAST RANGE OF
SERVICES

TO GIVE A COMPLETE ANSWER TO THE NEEDS
OF A SOCIETY IN CONTINUOUS EVOLUTION.



HOW

EXTERNAL COMMUNICATION

INTERNAL COMMUNICATION



EXTERNAL COMMUNICATION

HOW

www.poliziadistato.it

www.poliziadistato.mobi



- THE WEB PORTAL OF THE ITALIAN NATIONAL POLICE (WWW.POLIZIADISTATO.IT) IS AVAILABLE IN ITALIAN, ENGLISH, FRENCH, GERMAN AND SPANISH.
- FULLY ACCESSIBLE ACCORDING TO THE ITALIAN AND EUROPEAN LAW
- WEB PORTAL WHICH OFFERS INFORMATION AND SERVICES TO THE CITIZEN
- DIVIDED INTO 8 THEMATIC AREAS



1. PASSPORTS

IN THIS AREA OF THE WEB PORTAL CITIZEN CAN FIND COMPLETE INFORMATION ABOUT THE PASSPORT (RELEASE, RENEW, DUPLICATE, PASSPORT FOR MINORS, COLLECTIVE ETC.)





2. ROAD POLICE

IN THIS AREA CITIZEN CAN FIND INFORMATION FROM THE ROAD POLICE ABOUT THE FOLLOWING TOPICS:

- AUTOVELOX AND TUTOR.
- TEXT OF THE ROAD CODE
- DRIVING LICENCE
- SAFETY BELTS AND HELMET
- CHILDREN IN THE CAR
- ICARO PROJECT: EDUCATION TO THE ROAD SAFETY FOR YOUNG PEOPLE.
- ALCOHOL EFFECTS DURING THE DRIVING





3. IMMIGRATION

AREA CONTAINING THE
MAIN RULES FOR THE
FOREIGN CITIZENS
THAT WANT TO ENTER,
STAY AND LIVE IN
ITALY





4. WEAPONS

IN THIS AREA ARE CONTAINED ALL THE INFORMATION CONCERNING THE MAIN APPLICATIONS RELATED TO THE FIREARM LICENCE (RIFLES AND GUNS) FOR PERSONAL, SPORTING OR HUNTING USE.





5.FORMS

IN THIS SECTION THE CITIZEN CAN FIND AND PRINT THE FORMS NEEDED TO ASK FOR LICENSES AND PERMITS.





6. KIDS AREA

SPECIAL AREA DEVELOPED FOR THE KIDS EXPLAINING THEM THE DIFFICULT SITUATIONS THEY CAN MEET IN THE EVERY DAY LIFE: TO THE SCHOOL, IN THE STREET AND ON THE INTERNET.

KIDS AREA

HOME (H) GUIDA (G) MAPPA (M) CREDITS (Q) CHIUDI (C)

Polizia di Stato

HOME

ESTRANEO ALLA PORTA

TELEFONATA DA ESTRANEI

COMPUTER

FUMETTO: IL BULLISMO

INTEGRAZIONE RAZZIALE

LEZIONE: PEDOFILIA

LEZIONE: DIVERSAMENTE ABILI

DIRITTI DEI BAMBINI

GUCCIOLO MALTRATTATO

PASSEGGIATA IN BICICLETTA

STRADA SCONOSCIUTA

SE SEI UN ADULTO

SE SEI UN BAMBINO

- VOLUME + MENU' RAPIDO (R) PAUSA (P) RIVEDI (V) INDIETRO (Z) SKIP (S) I CONSIGLI DELLA POLIZIA (O)



7. ON LINE SERVICES

- INFORMATION REQUEST
- ON LINE COMPLAINT FOR THEFT, LOSS OR COMPUTER CRIMES
- POLICE OFFICES LOCATION ON A MAP
- DATABANKS CONSULTATION
- ON LINE POLICE STATION
- ON LINE EXPERT

The screenshot displays the online services interface for the Commissariato di P.S. online. It features a central image of the police station entrance with two officers and motorcycles. To the right is an office map showing the layout of the building with rooms labeled: Immigration (room 4), Passports (room 3), Minors (room 5), On Line Complaint (room 2), Licences and Permits (room 6), ICT Security (room 1), and Recruitment (room 7). The Entrance is marked at the bottom. Below the map is a list of services: 1 - Missing children, 2 - Stolen vehicles, 3 - Lost ID documents, 4 - stolen goods, 5 - counterfeit banknotes, 6 - National Weapons Reg, 7 - fugitives, 8 - Download. The interface also includes navigation controls like a 'Stop' button and a search icon, and a footer with the logo and name of the Commissariato di P.S. online.



DATA BANKS CONSULTATION

- MISSING CHILDREN
- STOLEN VEHICLES
- LOST ID DOCUMENTS
- STOLEN GOODS
- COUNTERFEIT BANKNOTES
- NATIONAL WEAPONS REGISTER
- FUGITIVES
- A SMS TO CHECK IF A VEHICLE IS STOLEN





THE ON LINE POLICE STATION

THE ON LINE POLICE STATION CAN BE REACHED FROM THE POLICE WEB PORTAL OR AT THE URL

(WWW.COMMISSARIATODIPS.IT)

HERE THE CITIZEN CAN:

- FIND INFORMATION ABOUT COMPUTER CRIME.
- MAKE AN ON LINE COMPLAINT ABOUT COMPUTER CRIME.
- RECEIVE VALUABLE ADVICE.
- INTERACT WITH EXPERTS .
- REPORT TO US CONDUCT AND EVENTS OF ILLEGAL NATURE ON THE NET.



[E-mail on copyright violation from a false police captain](#)

[E-mail on traffic violation](#)

ICT Security

Services

- [Report It To Us](#)
- [Computer Crime Online Complaint](#)
- [Information Request](#)
- [Forum](#)

- [Faq](#)
- [News](#)

In Detail

- [Hacking](#)
- [Phishing](#)
- [E-commerce](#)
- [Credit Cards & ATM Cards](#)
- [Spamming](#)
- [Online Child Pornography](#)
- [Copyright](#)
- [Telephones](#)



THEMATIC AREAS MANAGED BY THE ON LINE POLICE STATION

- HACKING
- PHISHING
- PAEDOPHILIA
- TELEPHONES (DIALER)
- E-COMMERCE
- UNAUTHORIZED CREDIT CARD USE
- SPAMMING



Who is the hacker

"The New Hacker's Dictionary" by Eric S. Raymond defines a hacker as a person who enjoys exploring the details of programmable systems and how to stretch their capabilities, as opposed to most users, who prefer to learn only the minimum necessary. Obviously, this is the positive description of a hacker. Little remains however of the purely playful intents which motivated early hackers. Information systems store increasingly more valuable data and their violation causes considerable damage to private companies, government and public institutions. Finally, a difference has to be made between hackers and crackers. Crackers are those who conduct hacking activities for profit. Italian law punishes both hackers and crackers.

- [Report It To Us](#)
- [Computer Crime Online Complaint](#)
- [Information Request](#)
- [Forum](#)

- [Advice](#)
- [Faq](#)
- [Technical details](#)
- [Legal Details](#)

- [Back to the room](#)





INFORMATION REQUEST

ASKING FOR INFORMATION IS VERY EASY.

ONLINE POLICE STATION INVESTIGATORS AND TECHNICAL EXPERTS WILL ANSWER YOUR QUESTION WITHIN FEW MINUTES.

YOU CAN ASK FOR INFORMATION ABOUT:

- HACKING
- PHISHING
- E-COMMERCE
- ATM CARDS
- SPAMMING
- ONLINE CHILD PORNOGRAPHY
- COPYRIGHT
- TELEPHONES



COMPUTER CRIME ON LINE COMPLAINTS

THE CITIZEN CAN LODGE A COMPLAINT FOR THE FOLLOWING COMPUTER CRIMES:

- DIALING SPYWARE – UNRECOGNIZED TELEPHONE TRAFFIC
- E-COMMERCE (PURCHASE)
- E-COMMERCE (SALE)
- COMPUTER INTRUSION
- PHISHING
- UNAUTHORIZED CREDIT CARD USE ONLINE



You can lodge a complaint for the following computer crimes:

- [Dialer - Unrecognized telephone traffic](#)
- [E-Commerce \(Purchase\)](#)
- [E-Commerce \(Sale\)](#)
- [Computer Intrusion](#)
- [Phishing](#)
- [Unauthorized credit card use online](#)

It is to your advantage to go the police station of your choice as soon as possible, so that there will be no delay in the complaint lodging process with the police officer in charge.

For technical reasons, your form will be kept for two working days after completion of the online procedure.

After two working days, the form is automatically deleted. It is always possible to repeat the procedure by both conventional and web procedure.

At the end of the online procedure, you will receive an online receipt, an online protocol number, which will enable you to trace your file in the police station of your choice.


[Next >>](#)[◀ Back](#)[Up ▲](#)



Choosing the Communications Police station



With the aid of this map of Italy, you can verify if there is a police station where you can lodge your complaint in the vicinity. Click on the region and then choose the province where you want to lodge your complaint.

Denominazione	Telefono	Info
POLIZIA POSTALE - Piazza Vittorio Emanuele n.1 92100 - Agrigento (AG)	Tel. 0922551593	Info



[\[Home\]](#)

[Dipartimento della P.S. | Ministero dell'Interno](#)

[Online Compl@int](#)

[Menu](#) | [Close session](#)

Access to the system

You have entered the area in the Polizia di Stato website where you can start lodging a "Computer Crime Online Complaint". To continue you must register.

If you have already registered, type your User ID and Password.

User ID

Password

Log

[Not yet registered?](#)

[Lost password?](#)

[◀ Back](#)

[Up ▲](#)

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Here you can choose which complaint you wish to lodge.



[Useful
Information](#)

Which complaint?

- Dialer - Unrecognized telephone traffic
- E-Commerce (Purchase)
- E-Commerce (Sale)
- Computer Intrusion
- Phishing
- Unauthorized credit card use online

Fwd >

[◀ Back](#)

[Up ▲](#)

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 Help

[Complainant](#) [Facts](#) [Phishing](#)

- [Cancel Complaint](#)
- [Send Complaint Request](#)

Original website URL:	<input type="text"/>	Original website IP:	<input type="text"/>
Reproduced website URL:	<input type="text"/>	Reproduced website IP:	<input type="text"/>
*Date of detection:	<input type="text"/>		
* Time of detection:	<input type="text"/>		
Have you typed in ID details?	<input type="radio"/> Yes <input type="radio"/> No		
*Typing in date:	<input type="text"/>		
*Typing in time:	<input type="text"/>		
*How were you induced to connect to the website?	<input type="text"/>		
*Was the link to the website written in the e-mail?	<input type="radio"/> Yes <input type="radio"/> No		
*Have typed in data been used fraudulently?	<input type="radio"/> Yes <input type="radio"/> No		
If yes, which?	<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>		

Fields in bold and fields marked with (*) are obligatory.

[Send](#)



Your complaint was successfully sent at 17.22 on 06/06/2007

You can go to the following Postal and Communications Police station: Postal and Communications Police Office for Emilia Romagna – Via Francesco Zanardi 28- Bologna- Phone n° 0516352611

and finalize the procedure with the officer in charge.

The reference number you must give to the officer in charge is the following:
96365/2007

Don't forget! Within two working days you must go to the police station of your choice.

By signing your complaint there, it will have legal validity and you will receive a statement that your complaint has been properly lodged.

Don't forget to bring with you the same ID you indicated in the online registration form with you in order to simplify the following steps in the procedure.



REPORT IT TO US.

WITH A REPORT YOU INFORM US ABOUT CONDUCT AND EVENTS OF A POSSIBLY ILLEGAL NATURE, SO WE CAN VERIFY IF SUCH FACTS ARE AGAINST THE LAW. YOU CAN CHOOSE THE SUBJECT OF YOUR REPORT

HACKING

ONLINE CHILD PORNOGRAPHY

PHISHING.



[Entrance](#) > [Hall](#) > Report It to Us

 [Your profile](#) |  [Disconnect \(mirviolo\)](#)

Online Security Report

Choose the subject of your report:

- [Hacking](#)
- [Online child pornography](#)
- [Phishing](#)

With a report you inform us about conduct and events of a possibly illegal nature, so we can verify if such facts are against the law.



Report of online child pornography contents

Online child pornography

If you have found, in any website, images, videos or contents depicting the private parts of minors (up to 18 years of age) or young children who are naked or engaged in sexual activities with adults, you can make a report giving us the website address (URL).

E-Mail: arista4@hotmail.com

Surname

Name:

Telephone:

ONLINE CHILD PORNOGRAPHY REPORT

I found that the website URL *: IP: 0 . 0 . 0 . 0

hour: 00 : 00 hour:minutes - unk:=unknown.

date*: Choose : Choose : Choose day:month:year

showed child pornography.

Report origin: : Choose

*Required fields

**For help, place your mouse arrow on the question mark.



8. MULTICHANNEL AREA

INFORMATION AND SERVICES AVAILABLE
FOR PALMTOP, IPOD AND MOBILE PHONE.



INFOMOBILE

WWW.POLIZIADISTATO.MOBI: A NEW WEB SITE THE CITIZEN CAN BROWSE WITH MOBILE PHONES AND PALMTOP

GRAPHICS AND CONTENTS DESIGNED FOR THE MOBILE DEVICE BROWSING

USEFUL INFORMATION ABOUT PASSPORTS, LICENCES, PERMITS, WEAPONS, IMMIGRATION AND POLICE OFFICES LOCATION.





I-POL

I-POL IS THE NEW POLICE
SERVICE OF PODCASTING

THE RECORDINGS CAN BE
LISTENED AND VISUALIZED
ANYTIME ON READERS MP3,
MOBILE PHONES OR IPOD.





INTERNAL COMMUNICATION

HOW

<http://dv.poliziadistato.it>

www.poliziamoderna.it



INTERNAL COMMUNICATION

WHY

TO PERSONALIZE THE INSTITUTION

TO STRENGTHEN AND TO SPREAD THE SHARED
VALUES

TO HELP THE PERSONNEL TO LIVE THE CHANGE

TO STRENGTHEN THE ATTITUDE TO PROMOTE
THE INSTITUTIONAL IMAGE

TO KEEP POLICE COMMUNITY UP TO DATE



DOPPIAVELA

- DOPPIAVELA IS THE INTRANET PORTAL OF THE ITALIAN NATIONAL POLICE
- REACHABLE EVEN FROM THE POLICE WEB PORTAL
- VIRTUAL SPACE RESERVED TO ALL THE POLICE OFFICERS WITH INFORMATION, LEGAL AND TECHNICAL PROFESSIONAL TOPICS, FORUM AND GROUPS OF DISCUSSION.



POLIZIA MODERNA

- OFFICIAL MAGAZINE OF THE ITALIAN NATIONAL POLICE
- MORE THAN 25.000 SUBSCRIBERS
- IN THE ONLINE VERSION REACHABLE FROM THE POLICE WEB PORTAL OR AT THE ADDRESS (**WWW.POLIZIAMODERNA.IT**) EASILY CITIZEN CAN FIND:

EVERY PRECEDING NUMBER

PROFESSIONAL INSERTS



FOR ANY QUESTION OR CONTACT
YOU CAN WRITE TO:

MAURO.VALERI@INTERNO.IT