



**PROCURA DELLA REPUBBLICA
PRESSO IL TRIBUNALE DI MILANO**



**ORDINE DEGLI
AVVOCATI DI MILANO**

Milano



**Comune
di Milano**

THE PROJECT IN MILANO

A COMPREHENSIVE STRATEGY TO FIGHT CYBER-CRIME



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The increasing use of e-commerce and internet have causes a significant change in computer crime patterns in the last decade



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COMPUTER CRIME HAS EVOLVED FROM INTERNAL-BASED ATTACKS AND THEFTS TO INTERNET-BASED CRIMES

- Frauds
- Identity thefts : credit card credentials, access credentials, full-fledged identity substitutions
- More and more the victims are individuals and not companies
- Limited material damages, but serial crimes



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The implementation of the Budapest Convention in Italy (Law 48/2008) has concentrated the competence on computer crime on a district level

From 119 cases in 2004 to over 4000 in 2008, and growing



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The Public Prosecutor Office had to re-organize the work-flow and the acquisition of informations

A first step has been the creation of a procedure under which every possible criminal activity has been categorized



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ES: Account violation

- Legal qualification: sec. 494 c.p. and 615-ter c.p.
- Description:
 - Violation of e-commerce account (e-bay or other)
 - Violation of social network profile



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In 2011 a standard information protocol has been developed and deployed to the Police forces, plus an information sheet for the victims, to prevent further damages

BUT

a further step was needed



Cooperation between the P.P. Office, the City of Milano and the Bar of Milano

The specific interest of the City is to support the victims in a very peculiar moment:

- isolation
- embarrassment
- possible damages

The aim of the program is to help the victim: from a passive actor, to a contributor of the Police and P.P. in fact-finding activity



The City has assigned a sociologist and a criminologist to support the PP's office

An Education Program has been developed and deployed to the Police Forces

The seminars have been held by 3 Judges and several Internet companies

400 people per session have attended (average)



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The project has been carried out with the active participation of
Bar of Milano

A citizen's desk is active in everyone of the 11 zones in which
Milano is divided, where citizens can find the support of a lawyer
with specific competence on computer crime



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The actors are now several:

- The P.P. Office has increased its efficiency by means of the standard protocols and procedures
- The City is giving due support to the victims
- The Police has increased its competence in a growing field
- The victims have a more specific support



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The next steps

- Sharing best practices put in place in other jurisdictions
- Increase consumers' awareness
- More education at all levels
- The fight against cyber-crime: should it be in EU's digital agenda?