Recommendations

Recommendations I

To achieve the best outcomes, your city needs to…

…articulate its vision

There are a number of characteristics a smart city vision should include, such as goals and priorities, an innovation ecosystem, access to city data, cross-departmental collaboration, and stakeholder engagement. The vision should be citizen-centric, and developed in agreement with citizen and other external stakeholders.

…align its governance structure to the vision

The vision should be in line with the departmental priorities and the stakeholders goals. Key is the support or buy-in of all those involved in the transformation process of your city, internally as well as externally.

…actively involve stakeholders

Build a stakeholder ecosystem involving of an across departments and agencies team, external service and product providers, academia, urban planners and city users, to agree a common language, goals and desired outcomes.

…embrace technologies and data

The opportunities provided through disruptive technologies and advanced data analytics can accelerate your strategic objectives for the city. Above all, it can help make the city the best it can be, as long as you do not lose sight of what it is that increases the city users' quality of life.

…apply standards

Standards enable your smart city development. They provide guidance on how to develop, agree and deliver smart city strategies. Their implementation can transform your city's ability to tackle future challenges and deliver your city's objectives.

…reinvent public-private partnerships

PPPs are crucial as a source of finance and a source of expertise. Often city government and local private entities share the same project vision, rather than the priorities set by national governments. PPPs accelerate progress as they allow cities to share the risks and benefits from projects, to push for faster change, and to remove barriers as part of the investment provided by both sides.

…be consistent in its engagement

It is already difficult enough to get everyone involved in the running of a city to buy into the city strategy. Gaining commitment is only the start, it is just as important to retain both commitment and direct involvement.

…consider sharing knowledge

Learning from neighbouring cities can also establish initiatives that go beyond the municipal boundaries. As many citizens move between cities on a regular basis, a common approach can lead to an increased quality of life experience. On a more practical note, combining resources to work on projects across boundaries can also lower risks.

…measure its vision

While establishing defined priorities, it is the key performance indicators (KPIs) for each of the objectives that allow you to quantify the success of the implemented changes.

Recommendations II

To achieve the best outcomes, your city needs to...

...find additional funds to accelerate the city vision

End the 'business as usual' approach to funding, and start collaborating with other departments in the municipality in order to review long-standing programmes and reallocate budgets according to the new city strategy.

...embrace open data

Making city data sets available free of charge is only one aspect of a comprehensive open data plan. It is crucial that businesses are able to use the data to develop services and solutions, and that machine-readable information and mobile information are provided through Web APIs, as well as that the use of these data sets for service delivery is promoted. All this will foster new business in the municipality.

...share information of captured infrastructure elements

Work with key city stakeholders to develop a commercial model that allows for a wide range of data sets to be made available, while ensuring the compliance with data protection regulations.

...support the digital infrastructure

Commission a study into the existing ICT infrastructure in order to understand what is needed to accelerate becoming a smart city. Any analysis should aim to identify gaps in the infrastructure, the potential of existing assets, and provide short-term strategic ideas for progress.

...introduce standards based ICT equipment

Engage with developers to ensure that standards-based ICT equipment is used to support present and future smart city solutions.

...specify data formats and criteria for making data available

These requirements for developers and companies that manage infrastructure on behalf of the local authority decreases the possibility of vendor lock-in.

...map the existing data assets

This register should include the source, quality, ownership, the date captured, and sensitivity.

...avoid supplier lock-in

Interoperability requirements will ensure that a larger number of supplier provide parts of products or services.

Recommendations III

To achieve the best outcomes, your city needs to…

…embrace and nurture new ideas

Cities need to be willing to experiment and take calculated risks, whilst collaborating with city stakeholders and different departments. For the innovation ecosystem to come of age, the municipality will need to embrace both success as well as failure in order to determine what works and what doesn't.

…provide an incubator space for innovation to take off

An innovation hub aims to be a future focussed, inspirational, integrated and engaged space that fosters ideas and helps turn them into reality. Making data available is not enough, it should also include the engagement with users and stakeholders.

…collaborate with SDOs

Actively engage with SDOs so that devices, networks and technology can communicate with each other, and realise the full potential of the benefits standards can bring to cities.