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Urban Governance in Smart Cities



Strategy | Consulting | Digital | Technology | Operations

AGENDA

- Smart City – Overview
- Major Challenges in Public Services
- Opportunities for Improvement
- Strategies for Implementation
- Implementation Timelines
- Conclusion

Smart City – An Overview

A Smart City **effectively delivers public services** to citizens and businesses in a an **integrated and resource efficient way** while enabling innovative collaborations to **improve quality of life of citizens**



Economic Prosperity

+



Quality Of Life

Smart Cities Deliver High Quality Public Services to Citizens

Major Public Services Challenges faced by Citizens



Quality and reliability of services – water, electricity , urban transport, waste disposal



Information Barrier – Partial or incorrect information dissemination



Access Barrier – Multiple Visits, Multiple Departments, Multiple Forms

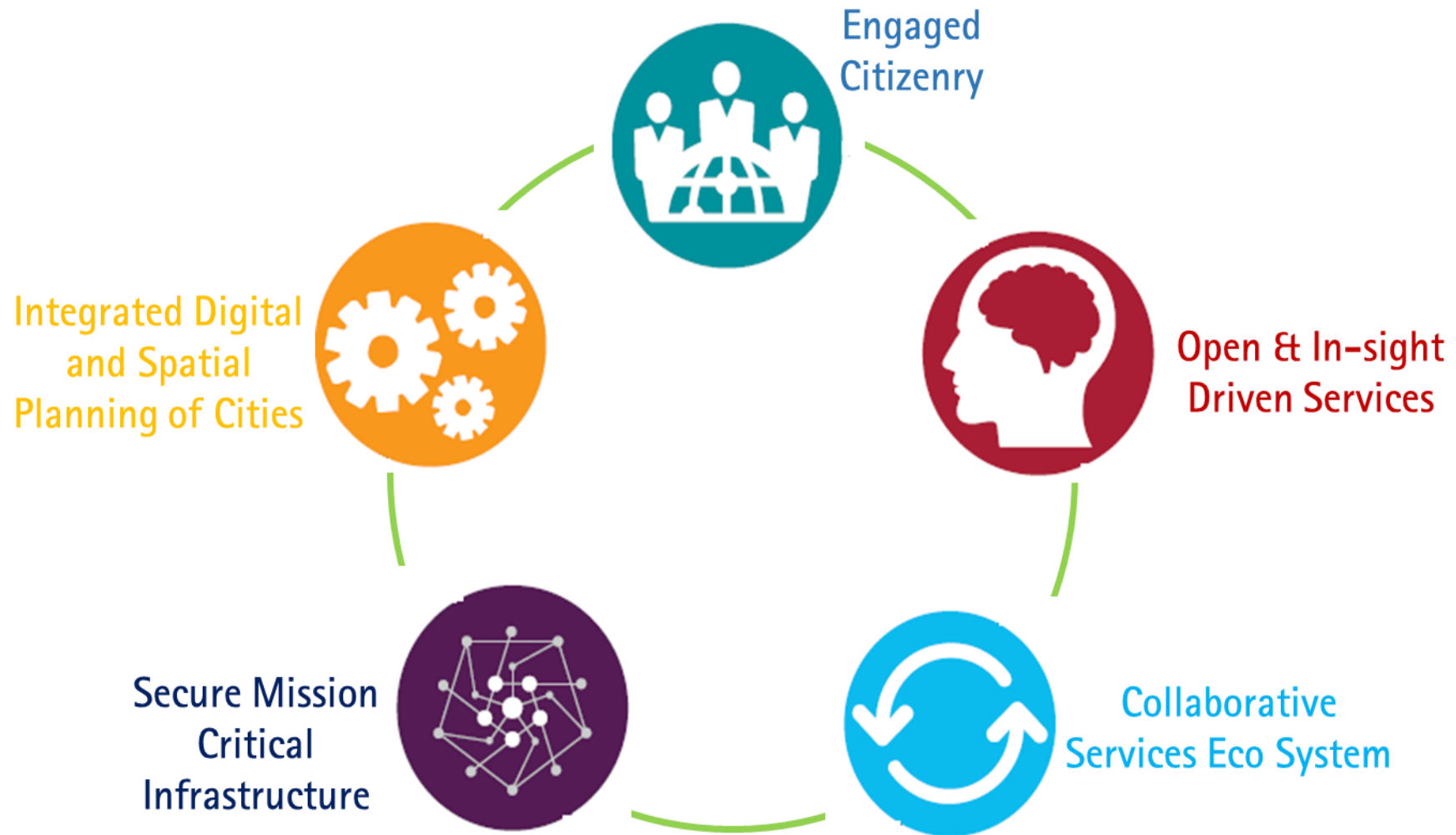


Inadequate provision to track requests and applications



Engagement Barrier –with City officials – On Policy & Program Management

Opportunities for Improvement (1/4)



Opportunities for Improvement (2/4)

1

Engaging Citizens

'Engaged' citizens are actively involved in the decision making of their region which will have an impact in their lives.

Eg. [E-Estonia](#), [BKC](#) engaged with citizen for selection of public services required through voting/survey.

Innovations centered on citizens

This enabler discusses how innovation can contribute to

- (a) provide better and easier access to public services
- (b) Allocate the right benefits to the right citizen,
- (c) pay benefits

Opportunities

- Establish an omni-channel dialogue
- Co-create new policies and programs with citizens
- Promote participatory budgeting

Opportunities

- Different modes of payment
- Multichannel communication
- Personalized Services

Opportunities for Improvement (3/4)

2

Open & insight-driven services

From the citizen's perspective, access to a range of services, be it at city, state or national level should be completely seamless i.e. it shouldn't matter which part of government actually delivers the service.

Eg. [NYC DataBridge](#) a city-wide data sharing platform.

3

Collaborative service ecosystem

A future-ready government would actively seek these partnerships and explore a range of models with different risk and reward structures. Building on existing shared services models that reduce costs, collaboration across multiple depts. is possible.

Opportunities

- Open up' public data and systems
- Build analytics capability for proactive response
- Revolutionise the back office

Opportunities

- Promote data sharing whilst ensuring security
- Scale innovation through market-making
- Create networked innovation hubs

Opportunities for Improvement (4/4)

4

Integrated Digital and Spatial Planning of Cities

Spatial tools, notably geographic information systems (GIS) for mapping and monitoring urban areas which will help the citizens to report crime, road conditions, water/waste distributions etc.

Opportunities

- The street-based, continuously connected grid
- Metrics for identifying patterns
- Modelling the dynamics

5

Resilient Mission Critical Infra

With Government handling increasing amounts of sensitive personal data (from health records to tax revenue data) it is vital that Citizen information is handled in a secure and transparent way.

Eg. [Altinn](#), the Norwegian online portal with strong security infrastructure, providing restricted access to and treatment of data based on user-privileges.

Opportunities

- Introduce stringent security and privacy policies
- Identify and proactively address threats and vulnerabilities
- Engineer to be a non-stop government

Strategies and Plan for Implementation



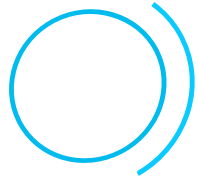
Government as a Platform & Collaborate in the delivery of services

Extending the common data model into the whole economy and developing relationships with all delivery partners (including the private sector) enable the government to better focus on core policy and service delivery competencies.



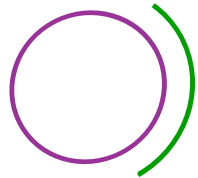
Use data to provide insights and make better decisions

Augmenting the power of analytics across broadly held data sources by adding "social listening" could help the public sector draw better insights and make more effective decisions.



Reinvent business and operating models & Scale Innovation through Market Making

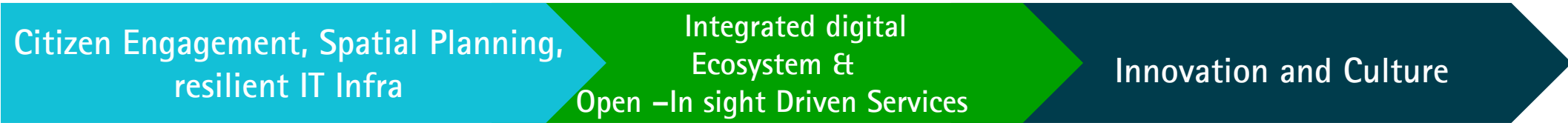
Public-sector organizations that move from IT-focused value to business benefits, adopt fast and iterate often on innovate ideas, and are not afraid to fully embrace new methods for project delivery and rethink capital investment planning to focus on innovation.



Personalize services & Revolutionize the Back Office

By orienting services directly to citizens, transactions are streamlined, self serve becomes a more cost-effective and viable service option, and direct and real-time feedback is obtained by streamlining back office processes

Broad Implementation Timelines



Timing

0 – 52 weeks

53 – 125 weeks

126–172 weeks

Key Activities

- GIS Based , Data Driven Planning
- Omni Channel Communication
- Personalization of Services to Meet Citizen Demands.
- Develop an IT infrastructure that is 'always on', and secure.

- Shared data platforms for Collaborative Orchestration of the Delivery of Public Services between various depts. and citizens
- Creating an 'open-paradigm' of government and leveraging Big Data to catalyze new digital economies, developing an intelligence-driven response capability

- Useful data capture through social media (citizen portals, social networks and online support groups) and mobile apps and devices.
- Building an inclusive culture where citizens are motivated and engaged with their representatives and co-design public policies.

Conclusion

As technology adoption in Smart Cities improve the efficiency of urban infrastructure, Governments in smart cities will have to increasingly embrace technology to improve all aspects of urban governance.

Innovation, Technology and Culture will improve all aspects of urban governance from planning of infrastructure to delivery of services to an engaged citizens across all social strata in cities of the future.

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