
United 4 Smart Sustainable Cities: Working Group 3 High Level Overview

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WG3 Scope & Work

United 4 Smart Sustainable Cities Enhancing Innovation and Participation

3 Main Focus Areas

- **Smart Governance,**
 - **Smart Economy,**
 - **Smart People.**
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- **7 E-Meetings were held for each Focus Area resulting in a total of 21 E-Meetings**



WG3 Scope & Work

Main Focus Area	Topics			
Smart Governance	Public Services	Internal Core & Back-office Processes	Public Sector Data	Smart City Governance
Smart Economy	Innovation, Entrepreneurship and R&D	Smart Financing	Smart Sectors	Circular Economy
Smart People	Skills Enhancement	Participation & Engagement	Smart Health	Smart Education

 Covered Topics  Partially Covered Topics  Planned for 2nd Half of WG3



▪ **Public Services – G2C and G2B**

- Digital Transformation of Public Services
- Digital Services Adoption
- Creating efficiencies in terms of time and money
- Reducing impact on city resources / infrastructure
- Cost of public services was discussed and its impact on city resources and infrastructure
- For some cities, services need to be prioritized for digital transformation
- Awareness needs to be created for digital public services
- Value of digital public services needs to be communicated
- Citizen engagement is critical and may link to Smart people focus area
- Leadership and change management are critical aspects in public sector

- **Internal core and back office processes**
 - Streamlining public sector processes
 - Implementing shared services and infrastructure
 - Resulting in public sector efficiencies (fiscal advantage)
- **Data**
 - Open Data (transparency)
 - Shared data across public sector entities
 - Creating opportunities for innovation (data as fuel for innovation)
- **Smart City Governance**
 - A framework including the principles would be beneficial
 - The framework should address issues around inclusiveness and participation
 - It needs to address breaking silos in a city
 - Various issues such as resilience, emergency management, security / safety may require multiple agencies' coordination

■ Entrepreneurship/Innovation/R&D

- Encouraging start-ups, new businesses; Creating new sectors, employment opportunities and skills enhancement
- Encouraging innovation and R&D, knowledge exchange
- IP protection
- World Bank “Doing Business” report can be used to identify some of the best practices
- Barriers to Entrepreneurship need to be addressed
 - Cultural issues
 - Financing
 - Availability of incubators, accelerators, etc.
- Digital access to services are important (e.g. cloud based services, other SME and start-up related services)

■ Smart Financing

- Funding mechanisms and financing alternatives for smart city projects
- Public private partnerships
- Investment incentives
- Preliminary list of global funds

- **Smart Sectors Enablement**
 - Smart ICT usage in economic sectors
 - Enhancing competitiveness and sustainability of economic sectors
 - Increasing productivity
- **Circular Economy**
 - Reusing assets increase sustainability
 - Increased utilization of assets contributes to economic benefits
 - Sharing economy
 - Will be discussed as part of the smart economy subject to further deliberation and discussion

- **Entrepreneurship/Innovation/R&D**
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 - World Bank “Doing Business” report can be used to identify some of the best practices
 - Barriers to Entrepreneurship need to be addressed
 - Cultural issues
 - Financing
 - Availability of accelerators, etc.
 - Digital access to services are important
 - Having cloud based services, other SME and start-up related services ease the lives of entrepreneurs

- **Skills Enhancement**
 - Boosting human capital
 - Designing special programs for uplifting skills
 - Empowering people
- **Participation and Engagement**
 - Stakeholder facilitation
 - Availing opportunities for intensive engagement
 - Designing programs and services
 - Raising Awareness
 - Harnessing city capital in smart city initiatives
- **Smart Education**
- **Smart Health**
- **Others - Culture, Entertainment, Recreation**

▪ Skills Enhancement

- Boosting human capital
- Designing special programs for uplifting skills
- Empowering people
- General discussion on skills we have versus skills we need (creates a skills gap)
- The skills gap needs to be closed through skills programs
- Various digital services can be used to enhance skills:
 - Digital libraries
 - Virtual classrooms
 - MOOCs (Massive Online Open Courses)
- E-learning and related online certifications can be used to incentivize skills enhancements
- Content in local languages needs to be available / created

▪ **Skills Enhancement**

- Some sample programs were mentioned as good practices
 - National Skills Development Programs
 - Universal Digital Literacy Programs
 - Targeted Entrepreneurship Programs
 - Coding skills programs
 - National support programs for taking courses
 - Scholarships for education
 - Internship programs
 - Exchange programs
 - Creating connections at the global level for skills exchange might be beneficial
 - Matching live projects with the skills would empower people

- **Participation and Engagement**
 - Programs launched by cities to tap into its citizens' collective knowledge of city related issues.
 - Citizens can report issues such as broken streetlights, potholes, abandoned cars, etc.
 - Programs created to propose, comment, debate and vote on ideas to improve various aspects of the city.
 - Some cities have implemented digital suggestions and complaints mechanisms to improve various aspects of the city.
 - Programs created to engage citizens and businesses during the design of digital public sector services.
 - Various online and offline mechanisms can be used to improve public services design through a dialogue between producers and consumers of digital public services.

■ Participation and Engagement

- Programs created to crowdsource city related ideas and to vote on them to influence the city budgeting process in a participatory manner.
- Programs created to create a common community / city vision for the future by engaging community / city members through digital deliberations and discussions.
- Programs created to engage citizens for solving problems defined by city authorities, using digitally available tools to debate smart sustainable city ideas and solutions, and decide which of them get implemented (rather than simply asking for suggestions)
- Programs created to engage citizens to collect various city related sensor information from different locations across the city (crowdsourcing city sensor data).

▪ Synergies among 3 Main Focus Areas

▪ Examples:

- Public services may require digital literacy skills in Smart People and can boost ICT related sectors in Smart Economy
- Open Data in Smart Governance may fuel innovation in Smart Economy; it can also enable innovative ideas by citizens to address city challenges and to propose smart sustainable city solutions through engagement and participation in Smart People
- Engagement in Smart People may enhance public services in Smart Governance
- New economy sectors may trigger new skills needs in Smart People
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- **12 case studies were prepared by WG3 members**

The Seoul Open Data Plaza

Airport PPP Experience in India

Dubai Government Electronic Shared Services

Skill India

Maribor Slovenia PPP

MyGov India

Smart Dubai Platform & Dubai Data Initiative

Green Bonds for Cities

London Green Fund

Fit-For-Purpose Land Register

Pan African e-Network

Dubai Blockchain