

In the framework of

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## STANDARDS ADOPTION FOR SMART CITIES

Dr. Mihai Bilauca – Head of Digital Strategy, Limerick, Ireland

# SMART CITIES REALITY

- **Cities are complex**, with many stakeholders & many views
- **New Expectations** – Urban Transformation
- **Paradoxes**: cities need to handle diverse needs
- **Stable Communities** are developed by a balanced approach

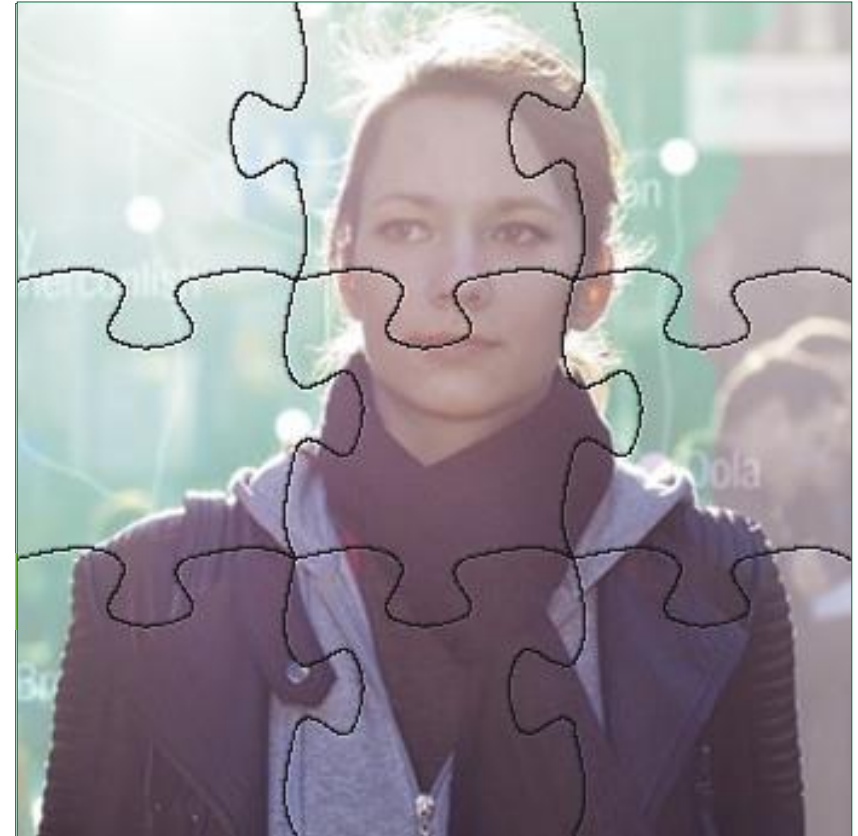


**CHALLENGE: STANDARDS IN A COMPLEX REALITY?**

# SMART CITY STRATEGY TOWARDS VISION



- **Citizen Experience**, as the key driver for new or better services
- **Examine & Rationalise** systems and structures
- **Organise** around the needs of the citizen
- **Remove** unnecessary bureaucratic steps



Source: OECD, 2008; Ireland – Towards an Integrated Public Service

**URBAN DIGITAL TRANSFORMATION FOR A BETTER QUALITY OF LIFE**

# URBAN DIGITAL TRANSFORMATION



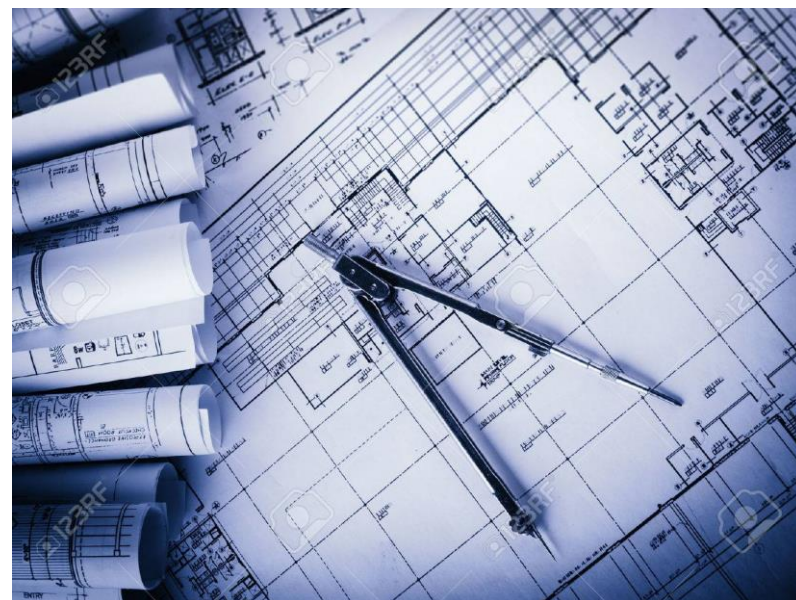
Business Model	Structure	People	Processes	IT Capability	Offerings	Engagement
Economic Social & Physical Development - Smart City  ↑ Traditional Preoccupations	Doing the Right Thing - Doing Things Right - New Departments  ↑ Traditional Siloed	Digitally Aware & Savvy - Staff (Management)  ↑ Public Service Culture	Processes Standardisation - Project Management  ↑ Multiple Local Processes	Single Customer View - EA, MDM, CRM, Web, Mobile, ERDMS  ↑ Fragmented Systems & Data	Service Catalogue Driven - Digital Customer Experience (online, social)  ↑ Disconnected Offerings	Customer Services - Multi-channel Customer Experience  ↑ Multiple Counters

Based on the Digital Business Transformation Framework by M.Wade - Global Center for Digital Business Transformation 2015

# ENTERPRISE ARCHITECTURE AS STRATEGY



- **Enterprise Architecture** for Smart City. Policy & Regs.
- **Seamless Data Flow**, enabled by standards adoption
- **Design for Integration** of systems, data, processes, services
- **Partnerships & Collaboration**  
Standards enabled Value Chain



Source: OECD, 2008; Ireland – Towards an Integrated Public Service

**URBAN DIGITAL TRANSFORMATION FOR A BETTER QUALITY OF LIFE**

# Use case: Collaboration

## Smart Limerick City Region & Communities

- **Local:** Digital Champions Forum, Digital Leaders Network, 65 Members, 27 Organisations
- **National:** All Ireland Smart Cities Forum (7 Cities). National Standards Authority of Ireland – Industrial IoT & Smart Cities Working Groups
- **International:** NSAI-ETSI, TM Forum, WBA, OASC



**BREAK DOWN SILOES  
FOR A TRULLY SMART CITY**



# CONCLUDING REMARKS



- Look at the City's Long term Vision & Goals
- Strategy to Tackle Urban Challenges – not technology
- Break the silo: collaboration & partnerships
- Build a Smart City Roadmap: Urban Digital Transformation
- Citizen first: engagement, participation, innovation
- Standards enabled Smart City Enterprise Architecture
- Integrate Systems, Data, Processes and Services

# THANK YOU

@MihaiVB