SmartCities

Connected Government Framework for Smart Cities

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CITIES HAVE A COMMUNITY OF DECISION MAKERS

- **City Governance**: Core decision-making body.
- **Citizens**: Accountability, transparency, and improved service delivery.
- **Central Govt**: Delivery of the national agenda at the local level.
- **PPP**: With the private sectors (Developers/SIs/Banks).
- **CIO**: Providing the ICT infrastructure required to service the needs of the City both internally and externally.
- **CXO**: Balancing the expectations of elected members with the capability of the organisation to deliver.
- **Elected members**: Delivering their campaign promises and getting re-elected.
- **Business**: Incentives, low bureaucracy, the right skills base and infrastructure for growth.
WHO HAVE A COMPLEX ARENA

- Education
- Environment & Sustainability
- Transportation
- Health & Human Services
- Safety and Security
That is being enabled by new technology

Mobile

Cloud Computing

Pervasive sensor technology

Consumerization of IT

Pervasive broadband

Anytime → Anyplace → Any service → Any network

Technology Operating Framework (Gartner)
That works best through a common OT

The Analyst view of what a smart city needs:

“A framework approach:

• A smart city subsystem contains a variety of ICT and Operating Technology elements that are integrated in a smart solution that spans multiple policy areas or agencies.
• This forms the foundation for global frameworks
• Technology providers have to develop a smart city subsystem solution (using best practice cases), with a view, ultimately, to offering a solution that is competitive from a technological and price perspective.”

Gartner Market Trends: Smart Cities Are the New Revenue Frontier for Technology Providers, 2011
Our Vision for a Connected City

City Outcomes and Aspirations
- Citizens
- Workers
- Leaders

City Processes and Services
- Partner Solution Areas
  - ICT Infrastructure
  - Business Productivity
  - Application Platform
  - Business Applications
- Workplace Modernization
- Service Delivery and Engagement
- Insight and Accountability

Connection
Connected Government Framework

City outcomes and Aspirations

City Processes and Services

Solution Areas

ICT Infrastructure

Business Processes

Service Delivery and Engagement

Solution Areas

CORE IO

Technology Platform

Data and Engagement
Scenarios for a Connected Government in Cities

**GOVERNMENT SERVICE DELIVERY and ENGAGEMENT**
- Citizen Portals
- Contact Centers
- Citizen Mobile Apps
- Citizen Identity
- Citizen Service Apps
- Social Engagement

**GOVERNMENT WORKPLACE MODERNIZATION**
- Employee portals & search
- Case Management / xRM
- Doc & Records Management
- Gov LoB / Tier 1 apps
- Office Business Applications
- Remote & online collab.
- Desktop/Device Mgmt
- Employee Identity

**GOVERNMENT INSIGHT and ACCOUNTABILITY**
- Advanced analytics
- BI for Performance Management
- Data interoperability
- Open Data & Apps
- Master Data Management
CGF in the City-case study

LoveCleanLondon

FAST FACTS
Partner: bbits
Solution: LoveCleanLondon citizen portal

Council Web Portal Cuts Graffiti and Illegal Dumping of Waste in London Boroughs

LoveCleanLondon is a free online portal that helps people in London to upload photographs of community problems that require action by the local authority. An interactive map using the latest Microsoft Silverlight browser plug-in and Bing Maps for Enterprise shows reports in real time. A free application programming interface allows developers to create their own applications and retrieve reports. In Lewisham—where LoveCleanLondon’s precursor, LoveCleanStreets, was pioneered—complaints about graffiti fell by 30 per cent in just two years from the portal going live. Clean-up times have been cut drastically and resident satisfaction with the street cleaning service and local authority responsiveness has increased.

Benefits
• Instant reporting
• 24-48 hours fixing, instant verification
• Feedback built in, social via online site and social media
• Realtime service measurement
• Zero on premise footprint – no ICT management skills needed

In Their Words

“Love Clean London gives people an easy way to…[help]their boroughs to direct finite resources where they are most needed. In tough financial times, this smart use of technology can deliver genuine savings whilst encouraging people to take an active pride in their local environment.” – Mayor of Lewisham
CGF Implementation—LoveCleanLondon

Government Outcomes and Aspirations
- Cleaner City for Olympics
- Efficiency Gains
- Community Support

Government Processes and Services
- Enabled Reporting of Issues
- Citizen Direct Access to Reports
- Integrated Front and Back Office
- Social Media Sharing of Information

Solution Areas
- Solution Area: Service Delivery and Engagement
- Partner: Bbits
- Love Clean Streets Engine

Microsoft Platform
- Dynamics CRM
- Windows Azure
- Windows Phone 7
Microsoft in Public Sector

Public Sector organizations around the world are looking for transformative ways to serve their citizens and spur economic growth and opportunity. Microsoft’s flexible solutions, programs & partnerships meet the unique needs of the Public Sector.

One family forced to flee is too many

Learn about the work of the UN Refugee Agency and how technology is supporting refugees.

Read more

International Organizations

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United Nations Industrial Development Organization

UNIDO helps countries improve the quality of life of the world’s poor through sustainable industrial development.

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See how Microsoft initiatives are helping solve public sector issues throughout the world. Learn more

Shape the Future

Enables governments to attain universal technology access for all their citizens.

Partners in Learning

A global initiative designed to actively increase access to technology and improve its use in learning.

Public Sector Industry Sites

Learn more about Microsoft’s solutions and initiatives tailored for the needs of public sector industries.

Health website

Government website

Education website