

Vitoria-Gasteiz: Urban Management System

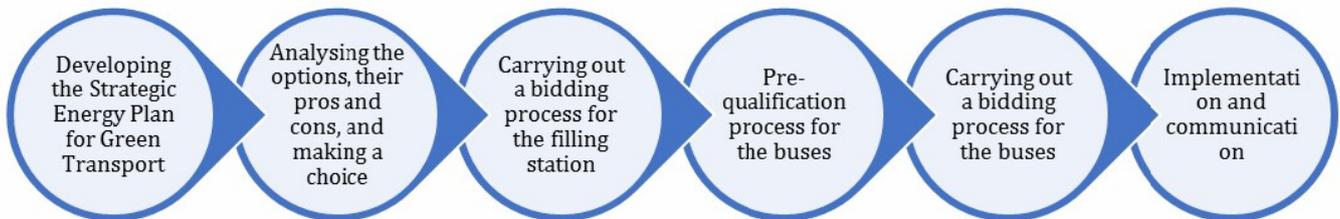
Overview

Urban management systems, most commonly known as city platforms, are complex ICT tools designed to help develop and implement smart strategies of cities. The concept behind the platform is providing the city a place where all the information generated in the city can be stored, processed and retrieved for further purposes. This holistic approach should allow integration with other existing ICT systems and the development of new ones. An open data strategy for the city will provide the means to generate additional added value services for the citizens through this platform.

For Vitoria-Gasteiz, the platform aims to supply the city with a solution where all existing ICT systems will be integrated, and provide a solution for the systematic migration of sectorial legacy systems into the new city platform. During the project, the core of the system will be developed and deployed in addition to a number of specific software modules and applications, which will provide management solutions for activities in the areas of energy efficiency for buildings, urban mobility and citizen engagement.



Process

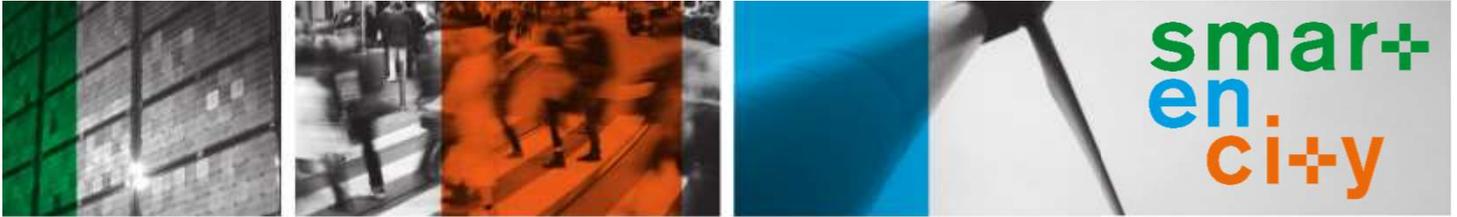


Citizen Engagement

Citizens will be provided with interface software applications to interact with the platform in a transparent way. This means that the citizens will not have to understand the complex technology behind the solutions, the architecture layers and the ICT specifics, but will rather be presented with friendly interfaces that meet their needs. Dedicated websites and apps will be developed for smartphones and tablets based on the specific solutions.

Benefits

- Citizen engagement
- Support City development strategies
- Increased energy efficiency
- Reduction of energy bills
- Reduction of carbon emissions
- Better management of service providers
- Better (evidence-based) planning
- More efficient delivery of city services
- Improved data availability
- New business opportunities
- Increased comfort
- Social integration
- Job creation
- Behavioral change
- Traffic reduction



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Stakeholders

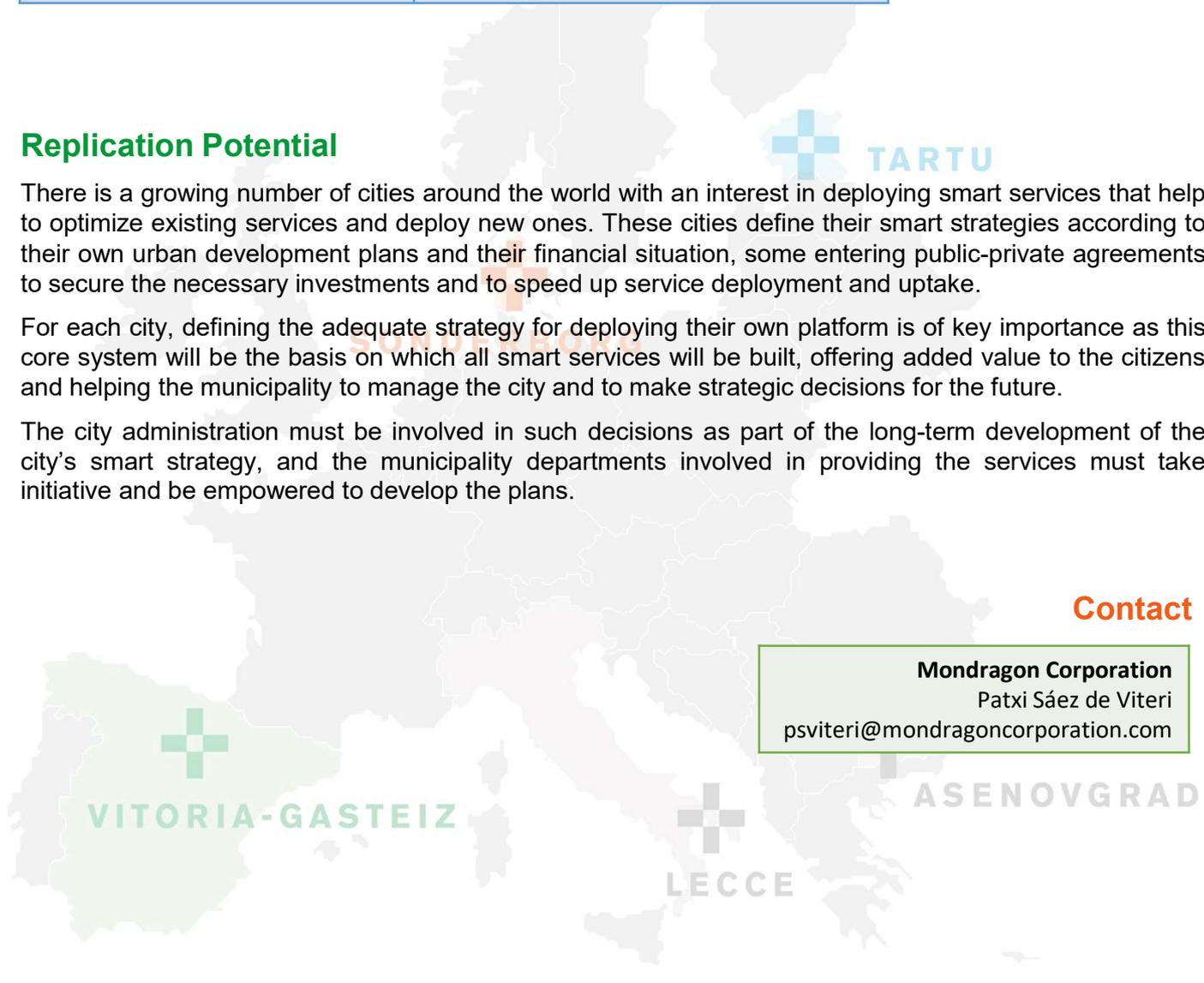
Owner(s)	Project partners involved in the development
Service/Technology Provider	City/Third parties
Users	Citizens
Investors	City Administration

Replication Potential

There is a growing number of cities around the world with an interest in deploying smart services that help to optimize existing services and deploy new ones. These cities define their smart strategies according to their own urban development plans and their financial situation, some entering public-private agreements to secure the necessary investments and to speed up service deployment and uptake.

For each city, defining the adequate strategy for deploying their own platform is of key importance as this core system will be the basis on which all smart services will be built, offering added value to the citizens and helping the municipality to manage the city and to make strategic decisions for the future.

The city administration must be involved in such decisions as part of the long-term development of the city's smart strategy, and the municipality departments involved in providing the services must take initiative and be empowered to develop the plans.



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