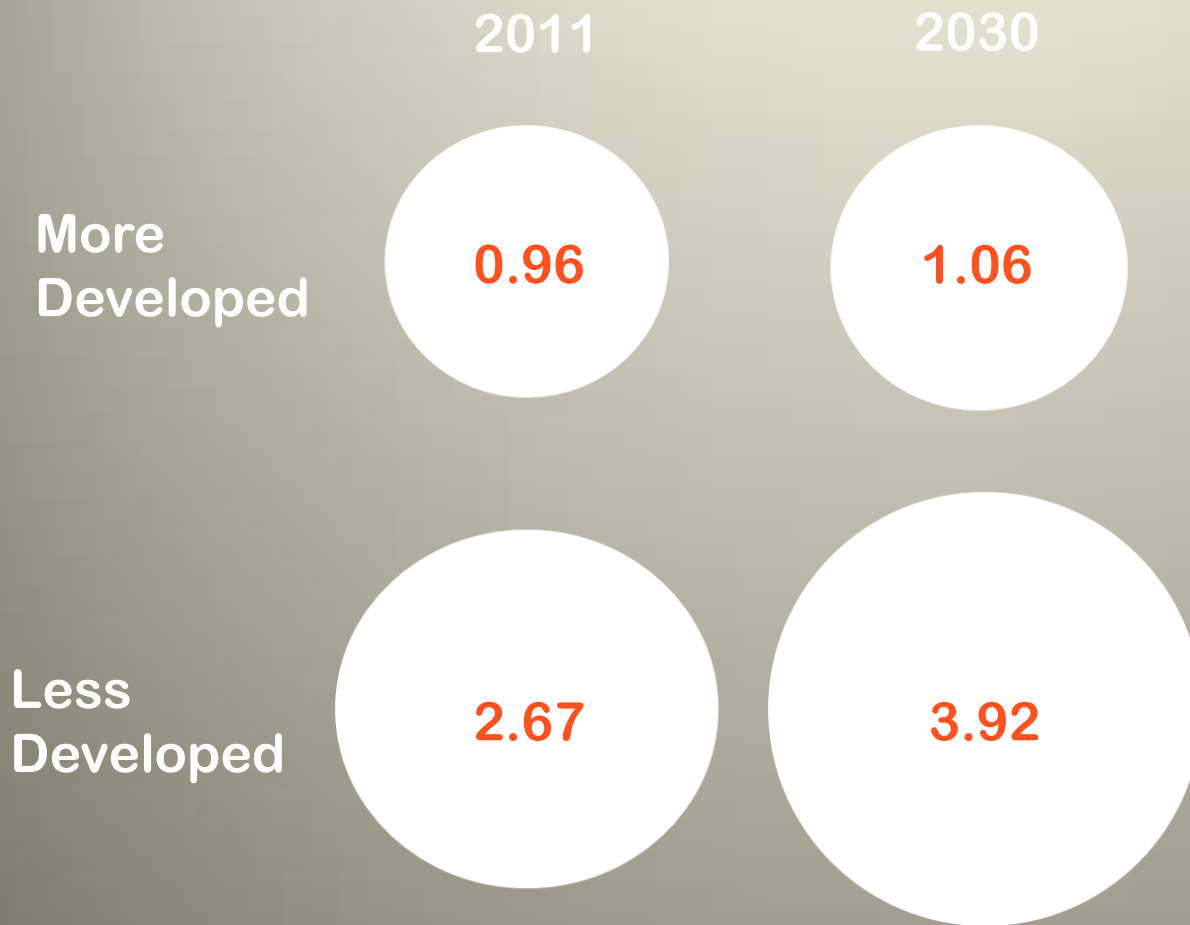# LEVERAGING TECHNOLOGY
For better living in Cities

Measures cities are taking to become "smarter"

Samia Melhem
Lead ICT Policy Specialist

18 Nov. 2014
Global Forum, Geneva

DEVELOPMENT CHALLENGES

Urban Population

	2011	2030
More Developed	0.96	1.06
Less Developed	2.67	3.92

- **90% urban growth = developing countries**
- **65 million new residents / year**

What makes a city « Smart »?

- Helping local / municipal governments deliver their key services with ICTs.
  - New services,
  - Optimizing existing municipal services and infrastructure
  - Better resource allocations (energy, water, space, time)
  - Improving quality of life to citizens, businesses, tourists
- Smart City implies changes in usages and behaviours of both citizens and civil servants, and heavily relied on Smartphone penetration and Internet of things.
- ICT as an enabler to capture signals (sensors) and data from intelligent transport systems
- Critical needs:
  - connectivity,
  - IT integration and applications,
  - data analytics
  - Capabilities and skills to operate and maintain

INNOVATION PLATFORMS: Municipal Governments Engage with citizens on service delivery

SOCIAL TECH ENGAGEMENT

Hackathons
Data Boot
Camps
Challenges
Citizen
Feedback
Gamification
Innovations

APPLICATIONS

Where's My Bus
Check my school
Report A Pothole
Pollution levels/smog
Uber/Lyft/Sharing economy
Report Crime

DATA ANALYTICS

Crowdsourcing

Open data

Dashboards

Sensor networks

URBAN INNOVATION AND TECHNOLOGY HUB

SHOW GOVERNMENTS A DIFFERENT, MORE INCLUSIVE APPROACH

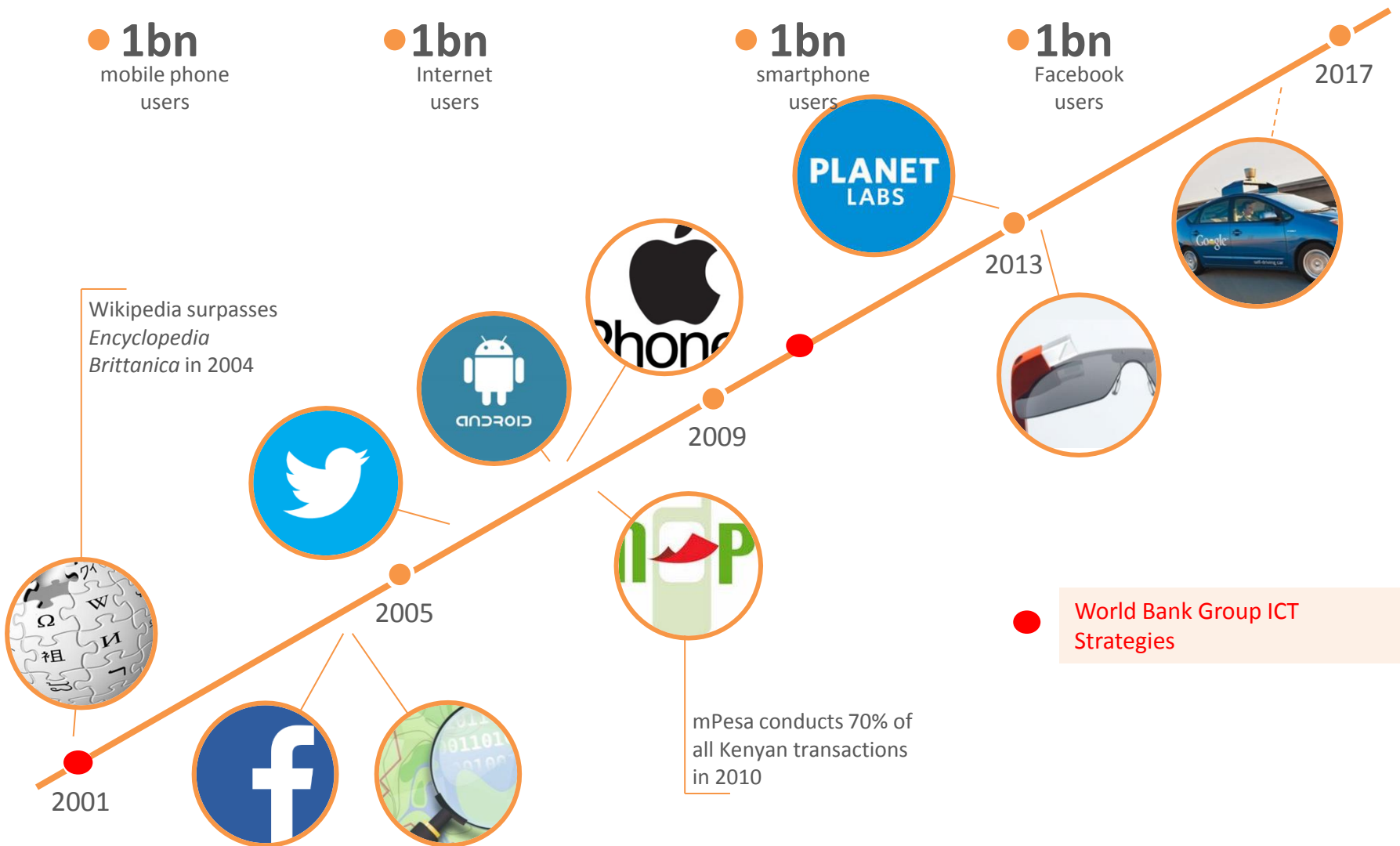TO ENGAGE WITH CITIZENS TO CREATE AND IMPROVE

(PUBLIC) SERVICES

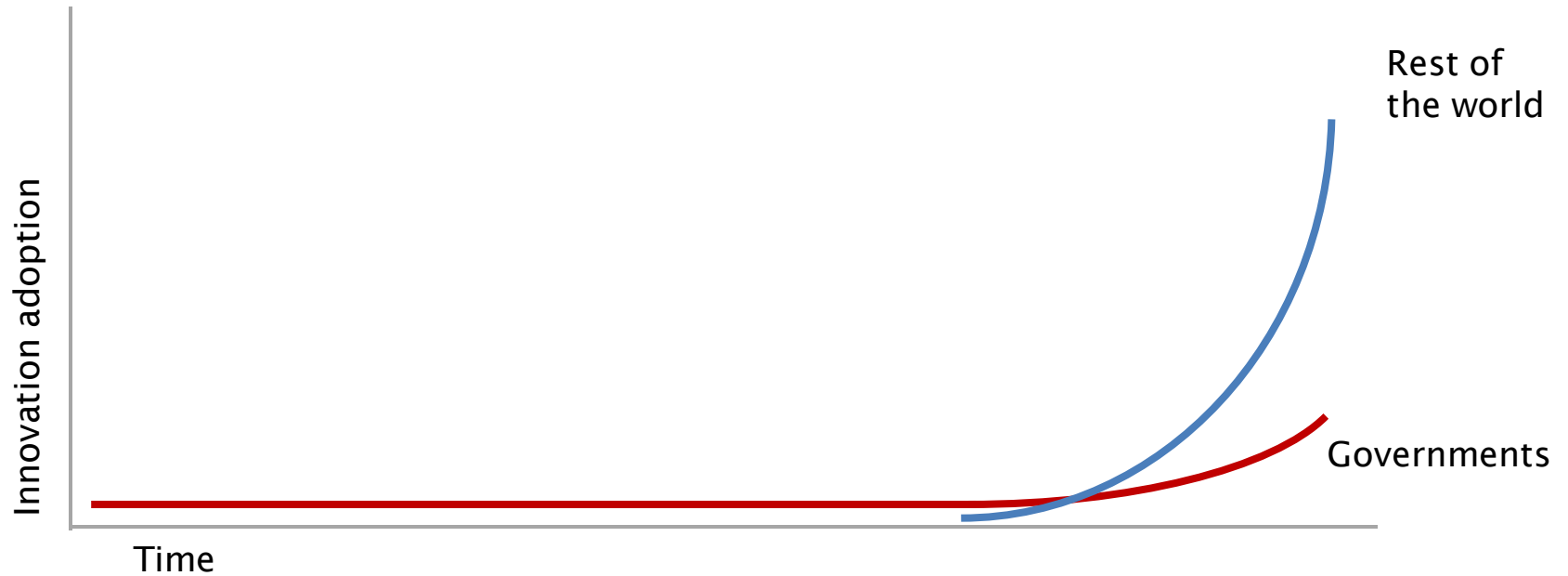FOCUS ON "HOW" RATHER THAN "WHAT"

CONSISTENT WITH "SCIENCE OF DELIVERY"

CROSS-GPs (URBAN, TRANSPORT, ENERGY)

CITISENSE
INNOVATION FROM WITHIN

New Distribution Channels

1bn
mobile phone users

1bn
Internet users

1bn
smartphone users

1bn
Facebook users

2017

2013

2009

2005

2001

Wikipedia surpasses *Encyclopedia Brittanica* in 2004

mPesa conducts 70% of all Kenyan transactions in 2010

World Bank Group ICT Strategies

Technology Consumerisation

Local Authorities' role.

Urban Management Systems

Emergency Management Information Systems and Services

Property Management Systems

Land Titling, Registries, Cadastral Systems

Urban Planning Systems

Transport Information Systems and GPS Applications

Warning systems (traffic, weather, crime, disasters)

Rise of open data, standards, source, innovation

Open Data	Community-Based Information Systems and Services
Participatory Decision Making	Participatory Monitoring
Complaints Handling / Open 311	Crowdsourcing and Citizen Data

Critical Infrastructure, Helsinki, Rio
Boston, Honolulu, Seattle

worldbank.org/ict

THANK YOU!

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