Category

Digital Transformation

Smart City & Urban Services Digital Transformation Playbook

Connecting city services around resident outcomes, not just around whichever department bought the sensors

- Executive
- Advanced
- Template Included

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Overview

A framework for smart city and urban services digital transformation that connects data and services across city departments around genuine resident outcomes — traffic, public safety, utilities — rather than fragmenting smart city investment into disconnected department-level technology projects that don't add up to a coherent resident experience.

Why does smart city technology so often end up siloed by

department? Smart city investment is frequently initiated and funded department by department (transportation buys traffic sensors, utilities buys smart meters), each solving a real local problem, but without cross- departmental coordination the resulting technology investments don't connect into resident outcomes that span department boundaries.

Where should cross-departmental smart city coordination start if a

full unified platform isn't feasible immediately? With one specific resident outcome that genuinely spans multiple departments — traffic incident response involving both transportation and public safety, for instance — rather than attempting comprehensive cross-departmental data integration from the outset.

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