

STF 561

Smart cities and communities: standardisation to meet citizen and consumer requirements

Proposed Report contents

Presented by: **John Ketchell, STF Leader** For: **STF 561 Awareness Meeting #1**

16.05.2019

The formal aspects

- This is a “standardization deliverable”, ie an ETSI Technical Report
- It therefore needs to observe a certain structure, although it is informative and therefore less formal than an actual standard
- But we can be flexible also – we can put material into Annexes...
- The document will be available along with other ETSI Technical Reports free of charge on the website

Formal bits – Clauses 1 to 3

- Executive summary
- Introduction
- Scope
- Informative references – may be a lot, but the detail we can annex; we want cities to access this as a kind of reference to relevant standards
- Definitions and abbreviations

Clause 4 – Setting the scene

- **The smart city: here we describe the overall landscape:**
 - The paradigm, hype etc
 - Technology vendors and pressure to adopt digital solutions
 - Lack of understanding and of participation of cities in standards-making
- **Challenges for the city:**
 - Smaller cities and communities ill-equipped
 - Training and procurement issues
- **Challenges for citizens:**
 - Lack of empowerment, accessibility, digital divide etc

Clause 5 – Citizens' general needs

- Introduction
- Citizen involvement/empowerment, complaint and redress procedures
- Physical and cyber security
- Data about citizens
- Accessibility
- New approaches for society – sharing economy

Clause 6 – Citizens and their local authorities

- **The standards aspects of citizens' day-to-day interfaces with their local authorities:**
 - Residence issues;
 - Community-based initiatives
 - eGovernment standards and citizen interface
- **What are citizens concerns?**
- **What is standardisation doing? Is it helping?**

Clause 7 – Citizens and their local services

- **Designing services for the citizen:**
 - Design aspects take more account of service providers than of citizens
- **What are citizens' concerns?**
- **What is standardization doing?**
- **Supporting citizen “empowerment”**
- **Different individual services, eg mobility and transport, education, recreational services, healthcare services, utilities, emergency**
- **What are citizens concerns?**
- **What is standardisation doing? Is it helping?**

Clauses 8 and 9

Citizen indicators – review of relevant smart city indicators and how these (don't) factor in citizen requirements, links to standardisation etc

Recommendations -to standardisation, to cities, to others (including non-standards issues)

Annexes

- How standardisation can improve its processes to factor citizen issues in
- Detailed list of relevant standards, links to resources etc

Thanks!

We will place the contents list on the web for comment...

Questions, comments, please (now or by e-mail....)

john@raisingstandards.eu

Project e-mail:

standards4citizens@etsi.org