

ISO/TR 37112:2024-03 (E)

Sustainable cities and communities - Case studies in how smart city operating models support an effective public-health emergency response

Contents

Page

- Foreword..... v
- Introduction..... vi
- 1 Scope..... 1
- 2 Normative references..... 1
- 3 Terms and definitions..... 1
 - 3.1 General..... 1
 - 3.2 Public-health emergencies..... 2
- 4 Case study framework — Smart city approaches to management of COVID-19..... 2
- 5 Good practice cases across all phases of the ISO 22320 command-and-control process for emergency management..... 4
 - 5.1 General..... 4
 - 5.2 PUTRAJAYA — Observation, information gathering, processing, and sharing..... 4
 - 5.2.1 Overview — Using the city command centre to provide integrated data sensing and sharing across all agencies involved in COVID-19 management..... 4
 - 5.2.2 Objectives of the initiative..... 5
 - 5.2.3 What was achieved..... 5
 - 5.2.4 How the project applied ISO 37106 guiding principles..... 6
 - 5.2.5 Lessons learned..... 6
 - 5.3 New York — Assessment of the situation, including forecasts..... 7
 - 5.3.1 Overview — Use of precision spatial data to support COVID-19 operations..... 7
 - 5.3.2 Objectives of the initiative..... 7
 - 5.3.3 What was achieved..... 8
 - 5.3.4 How the project applied ISO 37106 guiding principles..... 9
 - 5.3.5 Lessons learned..... 9
 - 5.4 China-Singapore Tianjin Eco-city (CSTEC) — Planning..... 10
 - 5.4.1 Overview — Pandemic management map to plan COVID-19 management..... 10
 - 5.4.2 Overview of the objectives..... 11
 - 5.4.3 What was achieved..... 11
 - 5.4.4 How the project applied ISO 37106 guiding principles..... 15
 - 5.4.5 Lessons learned..... 16
 - 5.5 Cities in Scotland — Decision-making and communication..... 17
 - 5.5.1 Overview — Building on Scotland’s smart city ambitions to connect with and engage residents during the pandemic..... 17
 - 5.5.2 Objectives of Scottish inter-city collaboration during the pandemic..... 17
 - 5.5.3 What was achieved..... 17
 - 5.5.4 How the project applied ISO 37106 guiding principles..... 18
 - 5.5.5 Lessons learned..... 19
 - 5.6 Wuhan — Implementation of decisions..... 20
 - 5.6.1 Overview — Ten-day construction of smart emergency hospital to prevent COVID-19..... 20
 - 5.6.2 Overview of the objectives..... 21
 - 5.6.3 What was achieved..... 21
 - 5.6.4 How the project applied ISO 37106 guiding principles..... 22
 - 5.6.5 Lessons learned..... 23
 - 5.7 Hangzhou — Feedback gathering and control measures..... 23
 - 5.7.1 Overview — Health code in the city management to prevent COVID-19..... 23
 - 5.7.2 Overview of the objectives..... 23

5.7.3	What was achieved.....	24
5.7.4	How the project applied ISO 37106 guiding principles.....	25
5.7.5	Lessons learned.....	27
6	Key themes and preliminary conclusions.....	28
6.1	Key themes.....	28
6.2	Preliminary conclusions.....	29
	Bibliography.....	31