ISO 37113:2024-09 (E)

Sustainable cities and communities - Guidance for managing a public-health emergency response in smart city operating models

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Framework for smart city operating models in response to PHEs 2

5 Implementing smart city operating models in response to PHEs 3
5.1 Overview 3
5.2 Strategy management 4
5.2.1 General 4
5.2.2 Leadership and governance 5
5.2.3 Collaborative engagement 5
5.2.4 Integrated planning on a whole-chain basis 6
5.2.5 Capacity building and skills management 6
5.2.6 Procurement and supplier management 6
5.3 Citizen-centric service delivery 7
5.3.1 General 7
5.3.2 Underpinning PHE response with a detailed understanding of citizen needs 7
5.3.3 Empowering citizens through information-sharing, transparency and public accountability 7
5.3.4 Providing integrated citizen-centric services 8
5.3.5 Identity and privacy management 8
5.4 Integrated management of digital and physical resources 8
5.4.1 General 8
5.4.2 Smart enablement of city infrastructure 9
5.4.3 Integration and sharing of data resources 9
5.4.4 Real-time management of emergency response to PHEs 9
5.4.5 Improved decision-making 10

6 Improving the maturity of smart city operating models in response to PHEs within a community 10

Annex A (informative) Maturity model for smart city operating models in response to PHEs 12

Bibliography 18