ISO/IEC 30145-1:2021 (E)

Information technology — Smart City ICT reference framework — Part 1: Smart city business process framework

Contents

		Foreword
		Introduction
1		Scope
2		Normative references
3		Terms and definitions
4		Smart city business process overview
5		Smart city governance processes
	5.1	General
	5.2	
		Leadership
	5.3	Stakeholder Engagement and Citizen Focus
	5.4	Integrated Management
	5.5	Sustainability and Resilience Management
	5.6	External Interface Management
6		Smart city core processes
	6.1	General
	6.2	Health, Social, Care and Wellness
	6.3	Education and Research
	6.4	Smart Infrastructure and Building
	6.5	•
		Integrated Transportation
	6.6	Resources Management
	6.7	Environment Management
	6.8	Safety and Security
	6.9	Economic Development
	6.10	Culture and Entertainment
	6.11	Tourism
7		Smart city Supporting processes
	7.1	General
	7.2	Enterprise Processes
	7.3	Smart Legal and Regulatory Systems and Services
	7.4	Integrated Portfolio Management
	7.5	Open Innovation
	7.6	Knowledge Management
	7.7	Integrated Engineering
8		Mapping the business processes of a smart city
	8.1	General
	8.2	The methodology
	8.2.	
	8.2.2	
	8.2.3	
Annex	Α	(informative) Mapping the business processes onto ISO 37106 processes
	A.1	Background
	A.2	ISO 37106 processes and business process framework
	A.3	ISO 37106 key cross-city delivery processes in detail