

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
8.2.1	Stage 1
8.2.2	Stage 2
8.2.3	Stage 3
Annex A	(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