

ISO/TS 37151:2015-05 (E)

Smart community infrastructures - Principles and requirements for performance metrics

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	2
3	Terms and definitions	2
4	Overview	4
4.1	Outline	4
4.2	Possible use	4
4.2.1	General	4
4.2.2	Support tool for community managers	4
4.2.3	Facilitation tool	4
5	Principles	5
5.1	General	5
5.2	Ideal properties to be achieved	5
5.3	Relating community issues onto community infrastructure performances	6
5.4	Possible stakeholders to be considered	6
6	Requirements for common approach to identify metrics	7
6.1	General requirements	7
6.2	Requirements for understanding the perspectives of key stakeholders for community infrastructures	9
6.2.1	General	9
6.2.2	Residents perspective	10
6.2.3	Community managers perspective	10
6.2.4	Environmental perspective	10
6.3	Requirements for identifying needs	10
6.3.1	General	10
6.3.2	Needs from the residents perspective	10
6.3.3	Needs from the community managers perspective	10
6.3.4	Needs from the environmental perspective	11
6.4	Guidance for translating needs into performance characteristics	11
6.4.1	General	11
6.4.2	Performance characteristics from the residents perspective	11
6.4.3	Performance characteristics from the community managers perspective	12
6.4.4	Performance characteristics from the environmental perspective	13
6.5	Requirements for identifying metrics	14
Annex A (informative)	Examples of applicability of the step-wise approach in Clause 6 to existing key performance indicators for particular types of community infrastructures	16
Annex B (informative)	Example of relating community issues onto community infrastructure performances	49
Bibliography		56