

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 | Terms and definitions | 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 |