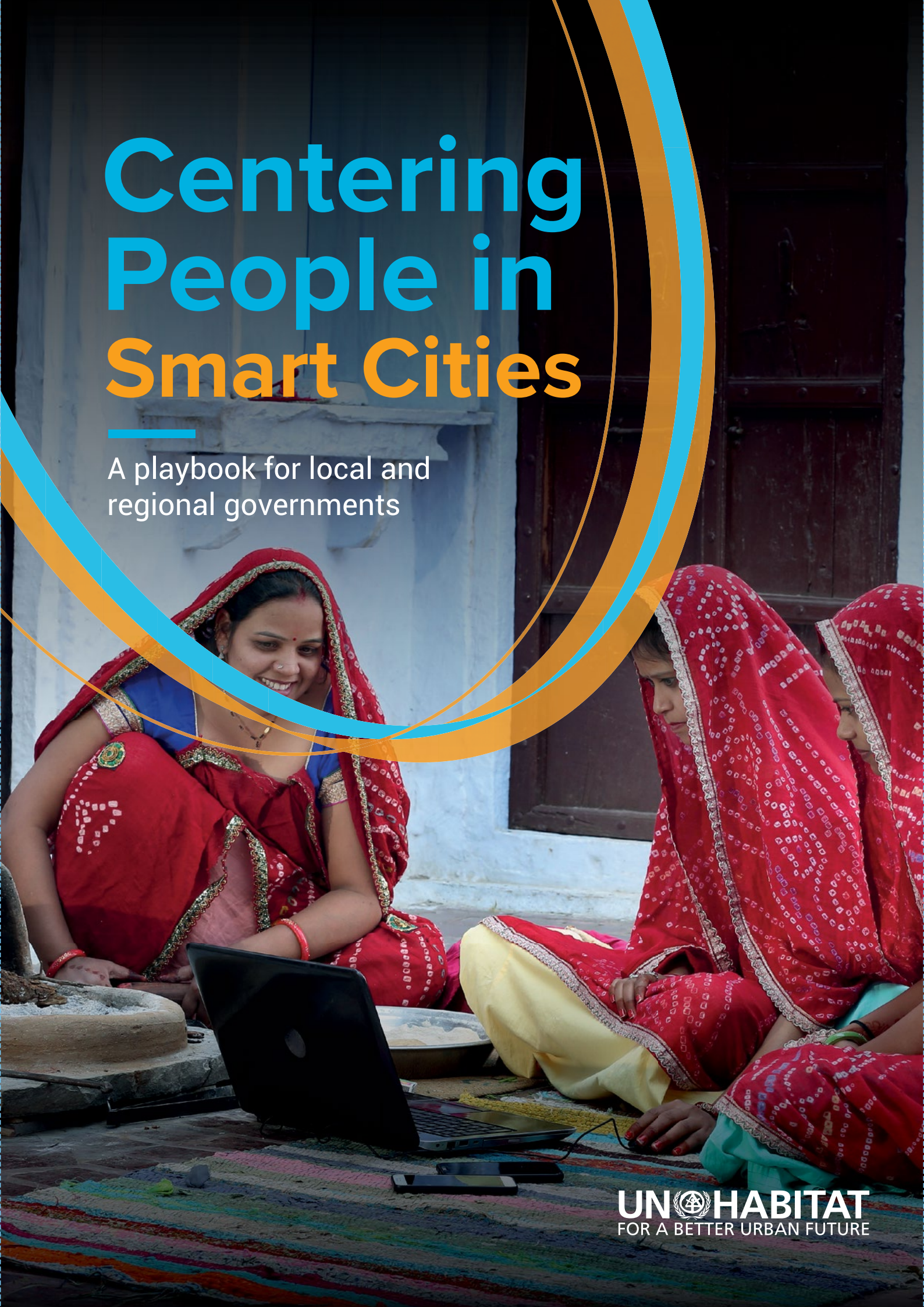
Centering People in Smart Cities

A playbook for local and regional governments



UN HABITAT
FOR A BETTER URBAN FUTURE

UN HABITAT
FOR A BETTER URBAN FUTURE

Centering People in Smart Cities
A playbook for local and regional governments

Copyright © United Nations Human Settlements Programme (UN-Habitat)
All rights reserved
United Nations Human Settlements Programme (UN-Habitat)
P.O. Box 30030 00100 Nairobi GPO KENYA
Tel: 254-020-7623120 (Central Office)
www.unhabitat.org

HS/044/21E

Disclaimer: The designations employed and the presentation of material in this publication do not imply the expression of any opinion whatsoever on the part of the secretariat of the United Nations concerning the legal status of any county, territory, city or area or its authorities, or concerning the delimitation of its frontiers or boundaries regarding its economic system or degree of development. Excerpts may be reproduced without authorization, on condition that the source is indicated. Views expressed in this publication do not necessarily reflect those of the United Nations Human Settlements Programme, the United Nations and its member states.

Cover photo © Mukesh Kumar Jwala / Shutterstock.com

Acknowledgements
Project supervisors: Katja Schaefer, Pontus Westerberg
Principal author: Emily Royall
Contributors: Daisy Jia Li, Livia Schaeffer Nonose, Isabel Wetzel
Peer reviewers: Filiep Decorte, Doug Ragan, Peter Bihr, Melissa Permezel, Telman Maharramov, Jasur Khaydarov, Julie Grandperrin, Ferris Storke, Hector Dominguez, Cristina Bueti, Chiara Co, Chris Ip, John Smiciklas, Robert Lewis-Lettington, Bruno Dercon, Paolo Sabatini, Frederic Saliez, Javier Torner, Simon Okoth
Editing: Linnus Kimani, Pontus Westerberg
Design and layout: Austin Ogola

Contents

Chapters

01 Introduction to the playbook — page 10

02 International development of smart cities — page 12

03 Where local governments sit in the smart city ecosystem — page 20

04 The Community Pillar — page 26

05 The Digital Equity Pillar — page 36

06 The Infrastructure Pillar — page 40

07 The Security Pillar — page 46

08 The Capacity Pillar — page 50

09 Building people-centered smart cities — page 58

10 Participation, co-creation and empowerment in the people-centered smart city — page 60

Tables

Table 1: Public participation models and evaluation criteria 63

11
Challenges with setting up a people-centered smart city
page 66

12
Conclusion
page 70

Boxes

BOX 6.1 Case study: Barcelona digital city plan 28
BOX 6.2 Case study: UK government's data ethics and AI guidance landscape 29
BOX 6.3 Case study: Citizen's voice for digital rights in Tirana, Albania 31
BOX 6.4 Case study: Decide Madrid 31
BOX 6.5 Case Study: Digital matatus 33
BOX 6.6 Case Study: The mobility data specification (MDS) 34
BOX 7.1 Case Study: New York city's internet masterplan 38
BOX 8.1 Case study: Kaduna State, Nigeria's "Eyes & Ears Project" 42
BOX 8.2 Case Study: Digital villages project in Germany 42
BOX 8.3 Case study: Regional data governance coordination in Morocco 44
BOX 8.4 Case study: The city of Seattle's privacy principles 44
BOX 9.1 Case study: e-Estonia 48
BOX 9.2 Using cybersecurity to protect digital inclusion assets in Mauritius 48
BOX 10.1 Case study: Rwanda's Irembo e-services 52
BOX 10.2 Case study: Digital skills for public authorities in the EU 54
BOX 10.3 Case study: Amsterdam's Chief Technology Office 54
BOX 10.4 Case study: The government digital service academy, UK 55
BOX 10.5 Case study: Philippines regional inclusive innovation centres 55
BOX 10.6 Case study: Quantified communities 57

Foreword

Ms. Maimunah Mohd Sharif

Under-Secretary-General and Executive Director, United Nations Human Settlements Programme (UN-Habitat)

As the agency with the mandate to coordinate urbanisation matters within the UN System, UN-Habitat often highlights that half the world's population - 3.5 billion people - now live in cities. The world is both urbanising and digitising at a rapid pace and we see that digital technologies have great potential to assist Member States in their efforts to achieve sustainable urban development. The 'smart city' as a concept is the lynchpin connecting these two global mega-trends. It can help Member States achieve positive transformative change by harnessing ICTs and digital technologies to improve urban efficiency, quality of life and sustainability.

Whilst digital technology can have enormous transformative potential for positive change, it can also perpetuate existing social and economic inequalities. In 2020, I saw many children struggle to get 'connected' including the students in my rural village with many missing out on their educational needs.

To address this yawning digital divide, the UN Secretary-General has made a strong case for human rights in digital spaces in his 2020 Roadmap for Digital Cooperation, which lays out key areas for action including universal connectivity, promoting digital public goods, and ensuring trust and security in the digital environment. Additionally, in the Connect 2030 Agenda, our colleagues at ITU commit to bridging the digital divide for an inclusive information society and enabling the provision of broadband access for all, leaving no one offline.

For UN-Habitat, the use of digital technologies in cities and by cities must be appropriate to ensure that the prosperity they bring is shared among urban residents, cities and regions. Ultimately, the deployment of technology needs to be grounded in the real needs of people. It should pay particular attention to underserved populations in order to address inequalities and bridge social and spatial divides. Our People-Centered Smart Cities flagship programme was launched in 2020 to provide strategic and technical advice to local, regional and national governments to enable them to take a strategic and proactive approach to digital transformation, while meaningfully engaging their residents and ensuring human rights in digital spaces.

We must address the elephant in the room. People-centered smart cities cannot be built when so many remain outside of the digital world. The People-Centered Smart Cities Playbook Series aims to help cities and communities ensure that urban digital transformation works for the benefit of all, driving sustainability, inclusion and prosperity in the process. Each Playbook in the series represents one of five Pillars of People-Centered Smart City development: Community, Digital Equity, Infrastructure, Security and Capacity. Collectively, the playbooks outline key activities, provide recommended actions, and policy toolkits that provide actionable guidance for cities seeking to ensure a more equitable, inclusive and sustainable future for smart cities.

About UN-Habitat

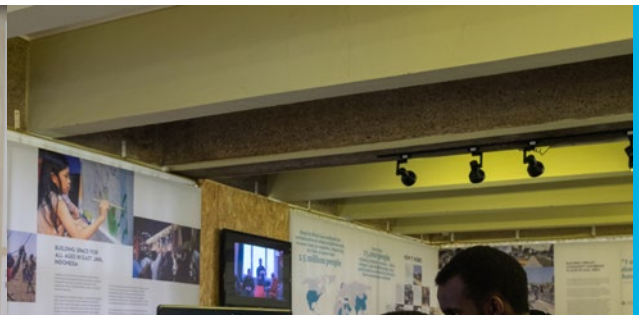
The United Nations Human Settlements Programme (UN-Habitat) is the United Nations programme working towards a better urban future. Our mission is to promote socially and environmentally sustainable human settlements development and the achievement of adequate shelter for all. We work with partners to build inclusive, safe, resilient and sustainable cities and communities and promote urbanization as a positive transformative force for people and communities, reducing inequality, discrimination and poverty. UN-Habitat provides technical assistance, policy advice, knowledge and capacity building to national and local governments in over 90 countries.

UN-Habitat is coordinating the implementation of the UN System-Wide Strategy on Sustainable Urban Development[1] and in close coordination with national and local governments, the agency leads the monitoring of Sustainable Development Goal 11 (SDG11) on sustainable cities and communities as well as the New Urban Agenda.

UN-Habitat's approach to people-centered smart cities

Launched in 2020, UN-Habitat's flagship programme "People-Centered Smart Cities" acknowledges the transformative potential that digital technologies can have for sustainable urban development. Through the People-Centered Smart Cities flagship programme, UN-Habitat provides strategic and technical support on **digital transformation** to national, regional and local governments.

Digital transformation is now critical to meet the demands of sustainable urban development. In the past decade, internet connectivity has become a requisite for full participation in society, including access to education, affordable housing, and critical government services -- yet 3.7 billion people were offline in 2019[2]. In recent years, digital innovations like civic technology, geographic information systems, the sharing economy, open data, and digital platforms have changed how people understand, manage and participate in cities. The COVID-19 pandemic introduced even greater urgency for local and national governments alike to bridge the digital divide especially for marginalized groups and informal settlement communities[3], build more efficient and secure data management systems, and protect citizens' privacy when using digital services. These activities are the foundation for inclusive and resilient smart cities.



预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_17278