

Sustainable cities and communities: ISO 37106

Summary guidance on
establishing smart city operating
models for sustainable communities



Introduction

Turning city vision into reality

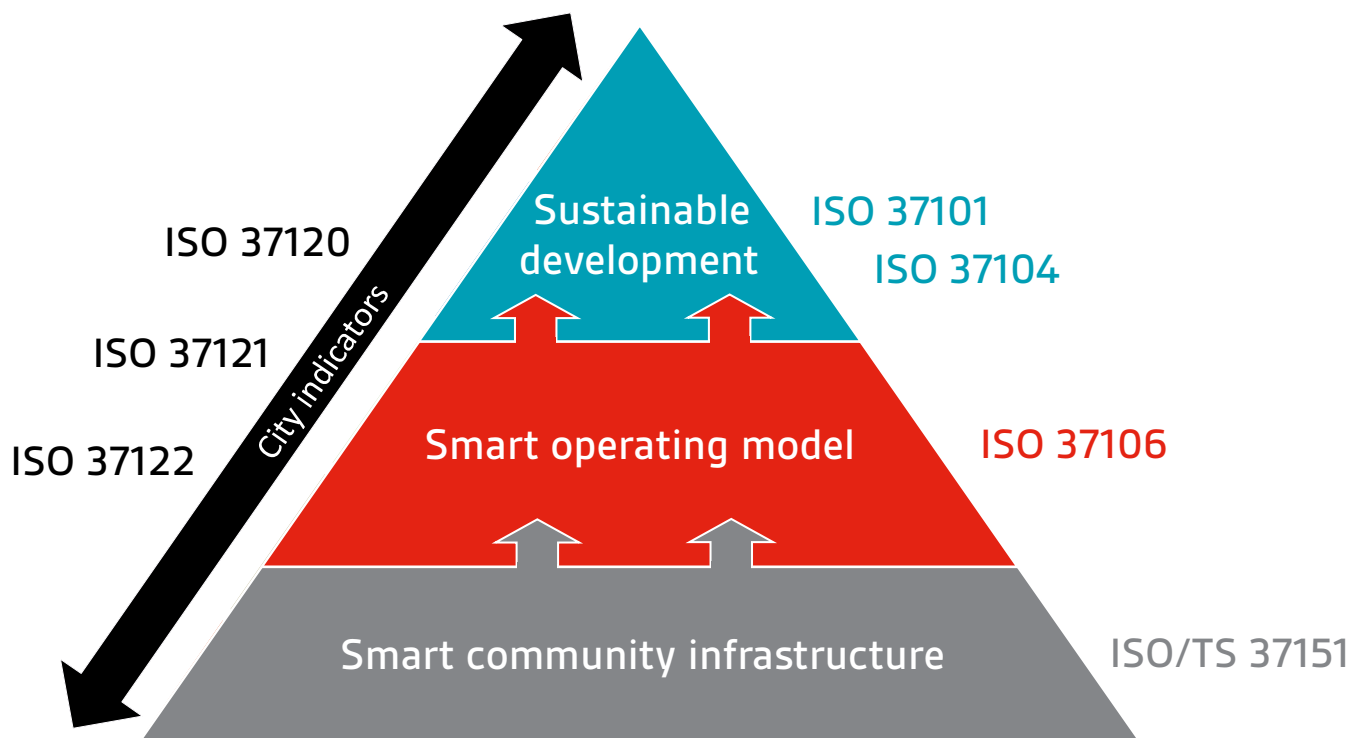
ISO 37106 helps cities deliver their vision for a sustainable future. Published in August 2018, following a five year process of research and engagement with city leaders, ISO 37106:

- Defines a smart operating model for cities, which enables them to operationalize their vision, strategy and policies at a faster pace, with greater agility and with lower delivery risk
- Provides a toolkit of smart practices for managing governance, services, data and systems across the city in an open, collaborative, citizen-centric and digitally-enabled way

Part of an integrated suite of ISO standards

ISO 37106 provides practical support to help cities and communities when:

- Operationalizing the vision, strategy and policy agenda they have developed following the adoption of **ISO 37101**, the management system for sustainable development of communities
- Embedding the set of **ISO 3712x** city indicators into the governance processes of the city
- Understanding how and when to deploy **ISO 3715x** standards on smart community infrastructure



Transforming the city's operating model

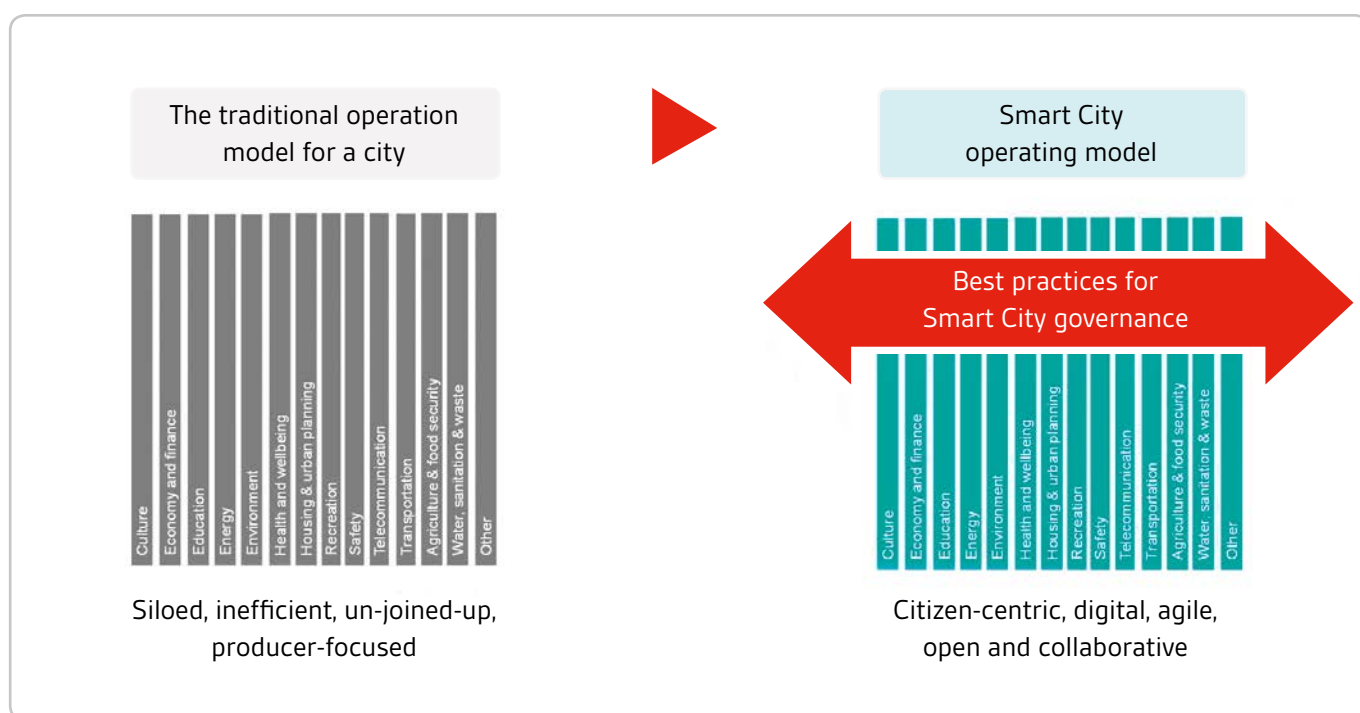
From siloed city to smart city

At the heart of this International Standard lies the idea that the smartest cities are looking to transform the way they have traditionally operated.

The traditional operating model for a city has been based around functionally-oriented service providers that operate as unconnected vertical silos, which are often not built around user needs.

Smart cities need to develop new operating models that drive innovation and collaboration across these vertical silos.

ISO 37106 brings together proven best practices from cities around the world on how to manage this transition successfully.



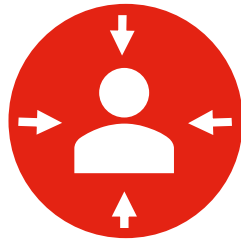
Key features of the ISO 37106 operating model



Relentless focus on end outcomes



Cross-silo governance



Citizen-centric service transformation



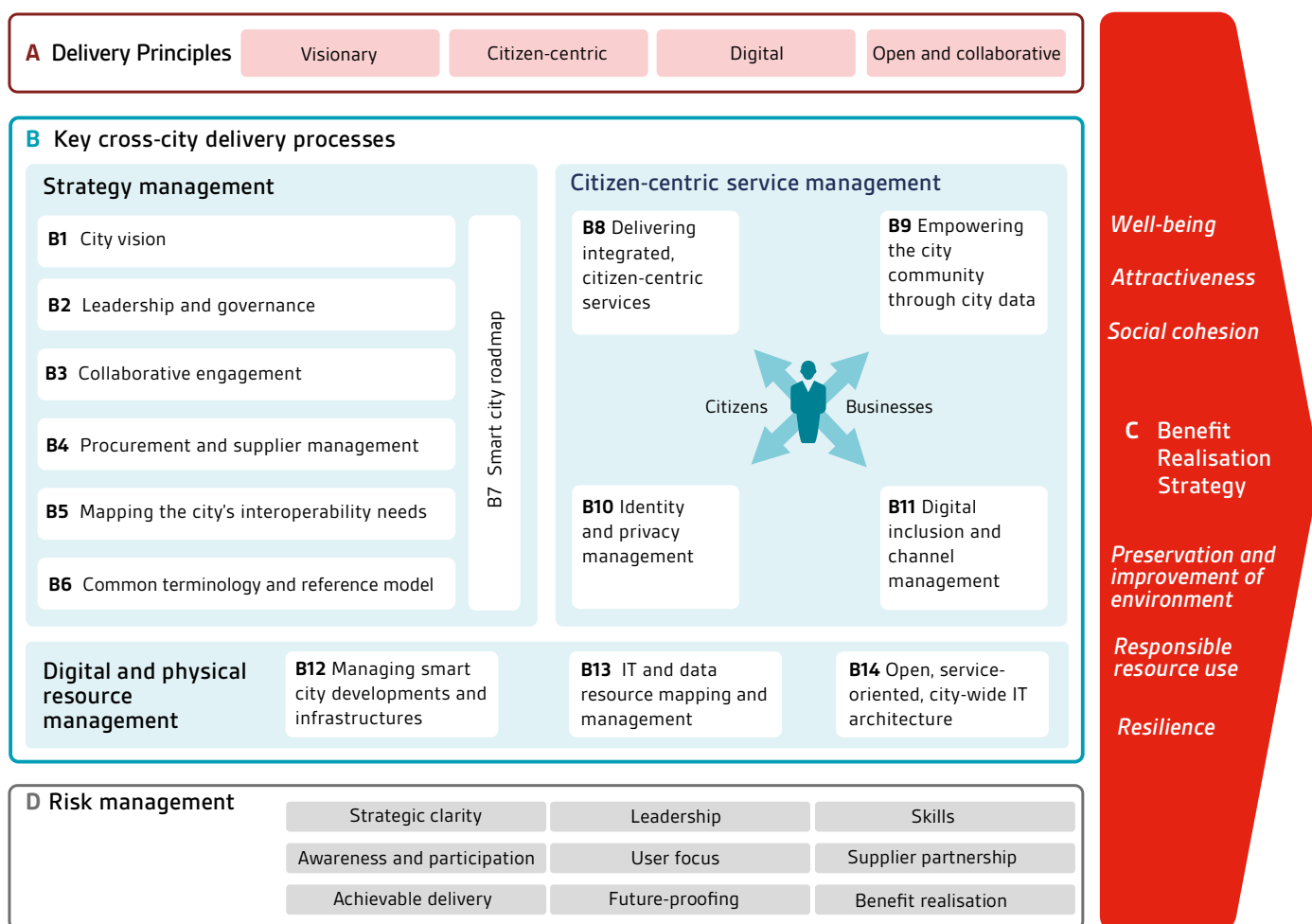
Unleashed city data

Delivering this transformation in practice

This International Standard provides a detailed guidance on how to deliver these changes in practice. As shown below, this covers four main areas:

- A Delivery principles:** a statement of values which city leaders can use to steer decision-making as they seek to operationalize their vision and strategy for the city and the social, economic and environmental outcomes the city aims to achieve, and that the intended benefits are clearly articulated, measured, managed, delivered and evaluated in practice
- B Key cross-city delivery processes:** a set of practical guidance notes on how to address city-wide challenges of joining-up across city silos
- C Benefit realization:** guidance on how to ensure clean line-of-sight between smart city investments
- D Risk management:** a checklist of issues which a city should regularly monitor to ensure that it is effectively managing the major risks to delivering its vision and strategy.

High level structure of ISO 37106



Benefits for cities

Why cities use ISO 37106

Although a newly published standard, ISO 37106 has been developed iteratively in close collaboration with cities. And it is based on an earlier British Standard (PAS 181) which, since its publication in 2013, has secured thousands of users in over 100 countries.

Key benefits that users report include:

- Holistic nature of the standard
- Citizen-centric approach
- Addresses the organizational barriers to getting real benefit out of city data and smart technologies
- Highly supportive of the city's local strategy
- Not a one-size-fits all approach,
- Flexible to meet local needs
- Provides a common framework for action across multiple city stakeholders
- Modular and pragmatic structure of ISO 37106 means cities can choose where to start, then implement further aspects of the standard over time
- Reduces risk

What city leaders say

“ Our city leaders want us to spend less, and at the same time deliver better results for citizens. ISO 37106 is helping us deliver that. ”

“ This is super useful. We are already using the framework to inform our smart city investment priorities. ”

“ The key benefit we see from ISO 37106 is the ability to learn from other cities, and avoid the pitfalls many have encountered as they seek to deploy new technology. ”

“ Any city that wants to take a holistic approach to developing a smarter future should take a look at the practical advice and support provided by ISO 37106. ”

“ It's easy to develop a city strategy, much harder to put it into operation. ISO 37106 is helping us make sure we understand and address all the barriers. ”

“ It gives us a common framework, both for our internal stakeholders and working with other cities. ”

Source: ISO TC/268 WG4 interviews with city leaders



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