

Perspectives: Key factors of success to scale-up Smart Cities

Introduction

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3. PERSPECTIVES: KEY FACTORS OF SUCCESS TO SCALE-UP SMART CITIES



In the final part, we look at practical methods for systematically deploying the best practices highlighted in this issue.

First, Elisabeth Lulin describes public services 2.0, a new framework for creating local public services.

The idea behind public services 2.0. is to offer a conceptual framework for interactions between self-organized collaborative initiatives and more centralized policy strategies.

Public services are generally driven by what can be termed the “vending-machine” approach: people who pay their taxes expect a service in return and are quick to complain if the service delivered fails to meet the expected level of quality. Looking ahead, it will become possible to switch to platform models where users themselves also contribute to the public service. In other words, the trick is to identify how to enable authorities responsible for organizing services to draw on collaborative citizen-led approaches. Those responsible for delivering the service—public authorities and private utility companies—will no longer be the service’s centralizing architects, becoming instead facilitators for collaborative services.

The second issue is to make public-private partnerships systematic, as they alone can foster the emergence of the truly smart city. The key is to use public-private partnerships to interconnect collaborative practices and public policy, combining the common good with citizen self-organization.

This is the position advocated in articles from IBM’s Philippe Sajhau, C40, and Josep-Ramon Ferrer, previously Barcelona City Council’s head of digital. These three articles set out practical steps for cities seeking to construct a smart balance between technological innovation and social change.

They also highlight how these new mindsets apply as much to new ways of making things (fablabs) as they do to new forms of political and environmental mobilization (C40).

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