**Integrated citizen-centric city services: case survey**

ISO/TC 268 invites city stakeholders to contribute case studies detailing how they used smart data, technologies, and techniques to (re)design and deliver city services that are truly citizens-centric.

In accordance with ISO 37106:2021 *Sustainable cities and communities — Guidance on establishing smart city operating models for sustainable communities*, a service is deemed citizen-centric if its design and delivery is *“driven by the needs of citizens rather than the functional structures of a city’s silos”.*

In this context, the term ***citizen*** includes residents, visitors and businesses within the city. ***Integrated city services*** refers to services delivered using a multi-channel approach that adopts a holistic view of the city and its citizens, dismantling departmental silos to facilitate seamless and efficient provisioning.

Please use this form to share details of your case study with the ISO team at [https://www.wjx.cn/vm/m7H70co.aspx#](https://www.wjx.cn/vm/m7H70co.aspx) or fill it in and send it to gfbc@163.com and yanmm@cnis.ac.cn.

**Case title: \***

**Name of the city/community: \***

**Country: \***

**Name and contact information for the organization submitting the case study: \***

**Which group of citizens are the target for the service(s)?** [multiple] \*

[ ]  All city residents

[ ]  Special groups such as: [multiple]

[ ]  Disabled persons

[ ]  Children

[ ]  Seniors

[ ]  Unemployed

[ ]  Other, please specify:

[ ]  Visitors

[ ]  Type of businesses:

**Please provide a short statement summarizing the key citizen need(s) that the case covers: \***

**How were the citizen needs identified?** [multiple] \*

[ ]  A questionnaire

[ ]  Online

[ ]  Paper-based

[ ]  Other technical tools or channels (Please give a short description):

**What are the citizens’ expectations? \***

**How were the citizen expectations collected?** [multiple] \*

[ ]  A questionnaire

[ ]  Online

[ ]  Paper-based

[ ]  Other technical tools or channels (Please give a short description):

**Please provide:**

1. **Service(s) overview: \***

1. **Service objectives: \***

1. **Stakeholders: \***

1. **Challenges and difficulties encountered in service design and delivery, If the service is redesigned, issues that limited the effectiveness of the previous service：\***
2. **How did you overcome challenges and difficulties?** [multiple] \*

[ ]  Technologies: What innovative technologies were implemented, and how did they enhance the service?

[ ]  Approaches: What novel approaches or techniques were used, and what benefits did they yield?

[ ]  Other, please specify:

1. **What specific integrations were considered from the citizens’ point of view, e.g.:** [multiple] \*

[ ]  Integration of different city functions

[ ]  Integration of user interface

[ ]  Access to services from multiple providers

[ ]  Unified login system / authentication

[ ]  Unified feedback channels

[ ]  Other, please specify:

1. **What specific integrations were considered from the service providers’ point of view, e.g.:** [multiple] \*

[ ]  Integration of business processes

[ ]  Data sharing and integration

[ ]  Integration of intelligent technologies in services

[ ]  Adaptive integration

[ ]  Other, please specify:

1. **What are the service delivery channels?** [multiple] \*

[ ]  Mobile applications

[ ]  Online service platforms

[ ]  Self-Service terminals

[ ]  Telephone hotlines

[ ]  Social media platforms

[ ]  Other, please specify:

1. **How did the citizens participate in the design, delivery, feedback, and performance evaluation of city services?** [multiple] \*

[ ]  Public hearings and discussion sessions

[ ]  Online surveys and feedback platforms for public opinion

[ ]  Community representatives' involvement in planning committees

[ ]  Urban planning exhibitions and information sessions

[ ]  Rarely or no opportunity for participation

[ ]  Other, please specify:

1. **Did lack of standardization in any of the following areas hinder your service (re)design, delivery, feedback, and performance evaluation work?** [multiple] \*

[ ]  Service design models

[ ]  Cross-sector business integration

[ ]  Data sharing and privacy protection

[ ]  Service processes

[ ]  Continuous user feedback

[ ]  Service improvement

[ ]  Service personalization and customization

[ ]  Service access unification

[ ]  Transparency and accountability

[ ]  Other, please specify:

Please check to confirm that you are happy to be contacted about your submission in more detail if required. **\***

[ ]  I agree

Please check to confirm that you are willing to make the content that you are submitting available for use by ISO in the standards development process on the basis described in the Declaration for Participants in ISO Activities. Read here: <https://www.iso.org/declaration-for-participants-in-iso-activities.html> **\***

[ ]  I agree

**Please share your contact information** (if different from the organization’s contact information): **\***

Name:

Email:

Country:

City:

Thank you for your time. Please submit your answer online [https://www.wjx.cn/vm/m7H70co.aspx#](https://www.wjx.cn/vm/m7H70co.aspx) or return this form to Yongchao Gao (Project Leader of ISO TR 37118, ISO/TC268 Working Group 4) at gfbc@163.com and Maomao Yan(Secretary of Chinese mirror committee of ISO/TC268) at yanmm@cnis.ac.cn.

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