

U4SSC Thematic Group on Enabling People Centric Cities through Digital Transformation Work Group 2

**Dynamic Policy Maturity Benchmark on
Digitalization for People-Oriented Cities**

Presented by:
Bettina Tratz-Ryan, U4SSC Thematic Co-Leader
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What is policy benchmarking?

1

Policy benchmarking

Crucial for evaluating a city's existing policy framework in its ability to meet the needs of inhabitants, especially in the context of people-centred cities.

2

Benchmark for Fifth Generation Digital Collaborative Regulation

Serves as a benchmark for inclusive digital transformation across all sectors within a country's economy and society.

3

City's collaborative ecosystem

Requires an understanding of how policies impact various domains such as education, health, culture, society, economy, and environment to enable functioning and people-centric digitalization strategies.

The Need for Dynamic Policy Maturity Benchmarking

Mechanism for continuous evolution of policies that are gaining maturity and adapting to **changing needs in technology, social, environmental or otherwise**

- The impacts of Digital Transformation need to be measured to ensure inclusive, equitable and socially acceptable implementation.
- Policy benchmarking will provide an assessment of the policies' applicability against the progress of digitalization and technology and its achievement towards a people-centric, equitable, and sustainable society.
- Dynamic benchmarking of policies on digitalization in people-centric cities requires dynamic **evaluation** of:
 - KPIs (collection, measurement and display)
 - Policy Scope (Update and Revisions)
 - Policy Maturity and Sustainable Transformation (Leverage, Enhancements and Updates)

Challenges in Policy Maturity



Complexity

Developing mature policies involves navigating complex interdependencies among various sectors and stakeholders.



Resource Constraints

Limited resources and funding can impede the implementation of policies that drive maturity in smart and sustainable cities.



Adaptability

Policies must be adaptable to evolving technologies, societal needs, and global trends to maintain maturity levels.

Dynamic Policy Interactions

Interactions and Evaluation

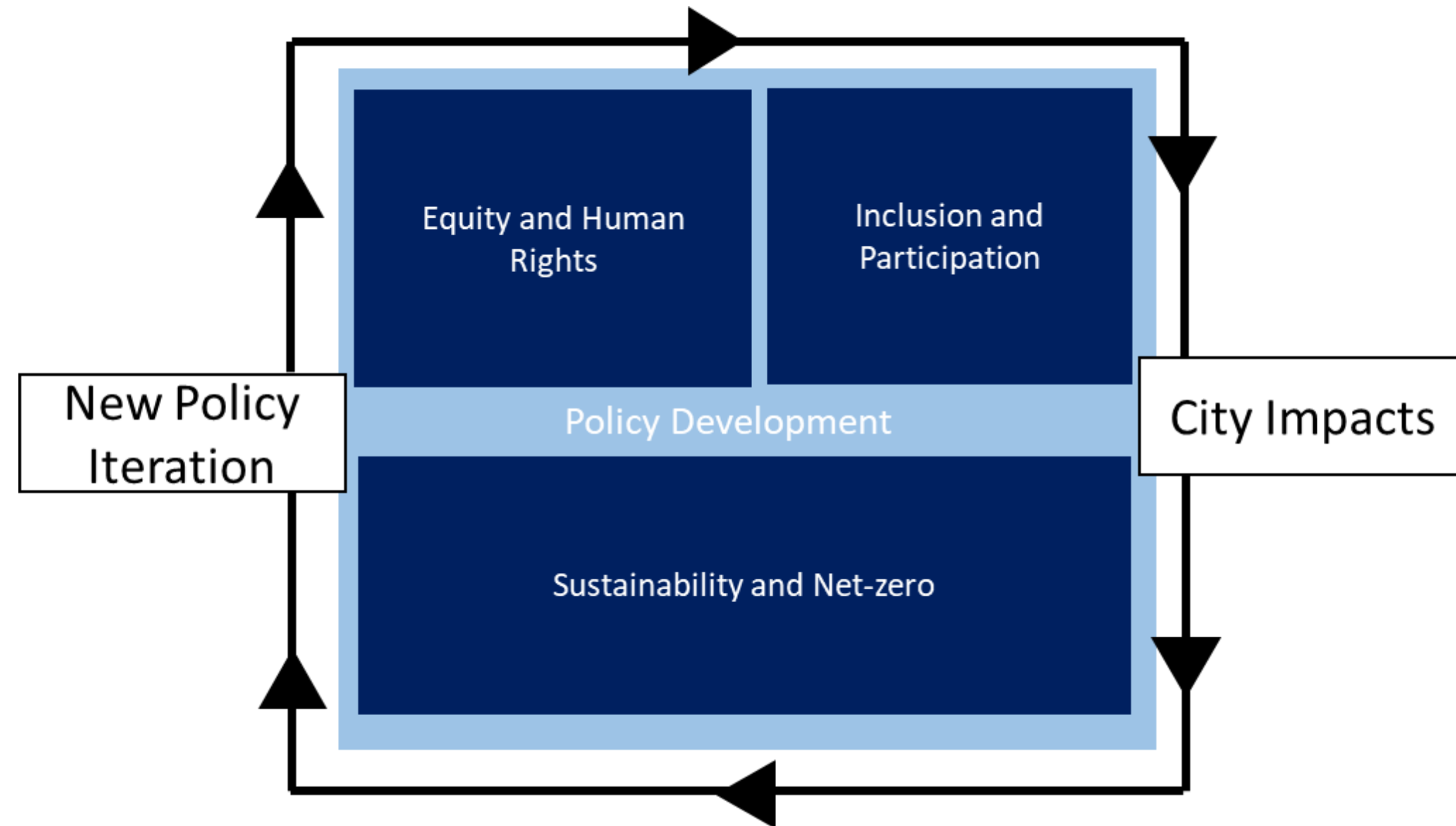
Identification of Digital Innovation (Technologies and/or Services): **Interventions and impacts generated by digital innovation**

Dynamic Maturity Component Assessment: **Assessment of Digital Maturity of a variety of policy levels and their related components**

Evaluation of Dynamic KPIs and Thresholds: **Measurement and update of KPIs thresholds and/or the introduction of new indicators**

Identification of impacted Components and Policies: **Introduction of new policies, or update existing ones to mitigate impacted components**

Dynamic Policy Benchmark Cycle: **Update & introduction of new KPIs, maturity assessments, and policies enabling a sustainable transformation process**



Policy Maturity Level 1 through Level 5

Characteristics of Level 1 to Level 5 Policy Maturity

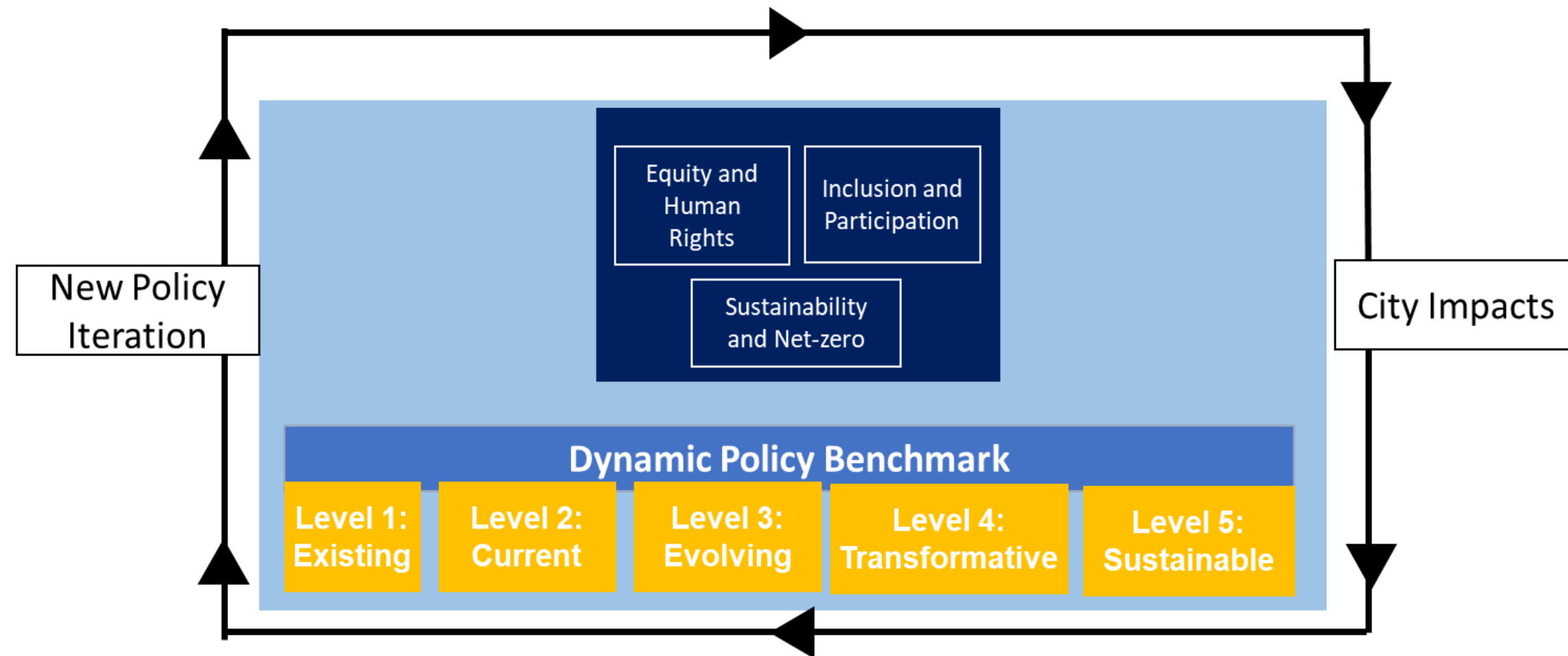
Level 1: Existing: Basic Policy Awareness across Products, Technology Services, Software or Risk

Level 2: Current: Stakeholder Engagement through media outreach, education, language, summaries

Level 3: Evolving: Embedded Evaluation of Impacts, previous practices, Patents and licenses

Level 4: Transformative: Informed digital practices and policy monitoring, including guidelines

Level 5: Sustainable: Feedback Loop on Policy, impacts, and outcomes, services innovation adheres to policy outcomes, standardization, interoperability



Level 1: Existing

Interactions and Evaluation

Characteristics:

Ad-hoc policies are reactive, fragmented, and lack a comprehensive strategy for addressing smart and sustainable city challenges.

Challenges:

Limited coordination, inconsistent implementation, and a lack of long-term vision hinder the effectiveness of policies at this level.

Outcomes:

The initial stage provides an opportunity for cities to lay the groundwork for more structured and integrated policy frameworks. It informs users and citizens



Level 2: Current

Interactions and Evaluation

Characteristics:

Policies at this level exhibit improved coordination, initial strategic alignment, and a growing awareness of sustainability issues.

Challenges:

Inconsistent prioritization, limited scalability, and a need for more holistic approaches to address complex urban challenges.

Outcomes:

Increased stakeholder engagement, pilot projects, and the integration of sustainable practices into city operations. It provides evidence for stakeholders



Level 3: Evolving

Interactions and Evaluation

Characteristics:

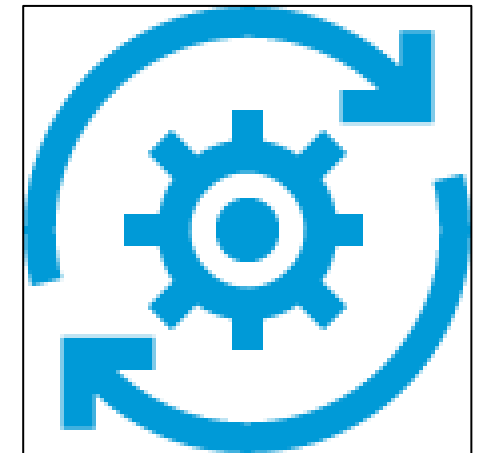
Purposeful policies demonstrate strategic alignment with long-term sustainability goals, comprehensive urban planning, and proactive engagement with stakeholders.

Challenges:

Balancing short-term needs with long-term vision, ensuring inclusivity, and addressing the scalability of sustainable initiatives.

Outcomes:

Data-driven decision-making, multi-stakeholder partnerships, and the integration of smart technologies into iterative policy adjustments.



Level 4: Transformative

Interactions and Evaluation

Characteristics:

Integrated policies demonstrate a holistic approach, proactive adaptation to emerging challenges, and a strong focus on citizen well-being and environmental resilience.

Challenges:

Sustaining momentum, addressing equity concerns, and ensuring the agility of policies in response to rapid technological advancements.

Outcomes:

Enhanced citizen satisfaction, economic competitiveness, and a robust framework for continuous innovation and sustainability.



Level 5: Sustainable

Interactions and Evaluation

Characteristics:

Advancing maturity levels lead to inclusive urban development, improved social cohesion, and equitable access to services and opportunities.

Challenges:

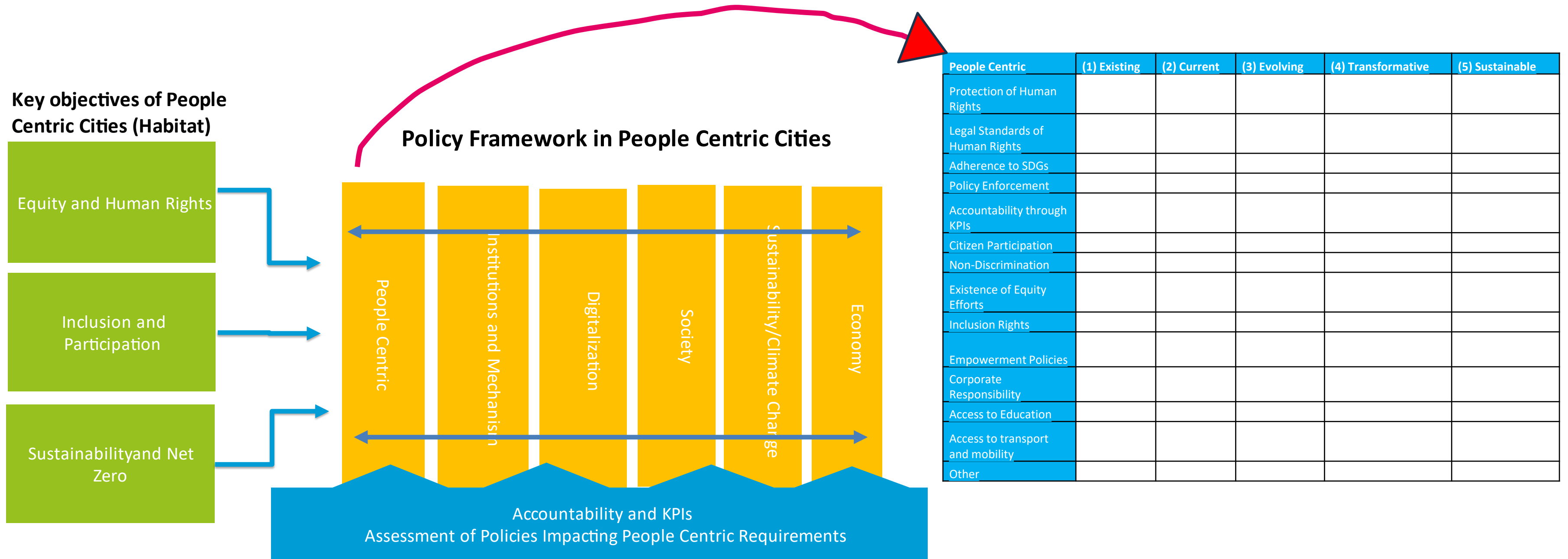
Higher maturity levels result in enhanced public services, cultural vibrancy, and a sense of community well-being and safety.

Outcomes:

Maturity in policies empowers citizens to actively participate in shaping their urban environment and influencing policy decisions. It generates inclusive digital development and citizen outcomes.



Policy Characteristics and its Maturity (Level 1 through Level 5)



Invitation on Case Studies using Dynamic Policy Maturity Benchmark

Hand Out Material for Cities and Entities to Apply the Dynamic Benchmark Includes:

- Description of the Dynamic Policy Maturity Benchmark
- List of characteristics to apply to the policy benchmark assessment
- List of Definitions

For more information, please contact:

Bettina Tratz-Ryan

CONTACT:

Bettina.tratz-ryan@gartner.com

Mythili.menon@itu.int

U4SSC website:

<https://www.itu.int/go/u4ssc>

Thank you!

