

Working Group 3 on Performance, impact and maturity assessment of digital transformation in people-centred cities

(U4SSC Thematic Group on Digital transformation for people-centred cities)

Update on the work of the U4SSC Thematic Groups and Working Groups

Presented by:

Gamze Geray, Co-leader of Working Group 3 on Performance, impact and maturity assessment of digital transformation in people-centred cities

31 October 2025



Working Group 3 on Performance, impact and maturity assessment of digital transformation in people-centred cities



Working Group Leaders

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Working Group Scope

The Working Group will provide cities with an integrated framework to assess and guide people-centric digital transformation through tiered KPIs, performance and impact assessment, and a maturity model. This approach enables cities to benchmark progress, identify gaps, prioritize actions, and plan strategically. The final deliverables include a KPI framework with actual KPIs, a high-level impact assessment approach, and a maturity assessment method to support digital transformation for inclusive, sustainable, and resilient urban development.



Expected deliverables

- Key Performance Indicators for assessing digital transformation in cities
- Digital transformation maturity assessment



Performance, impact and maturity assessment of digital transformation in people-centred cities

Performance and Impact Assessment of Digital Transformation for People Centric Cities

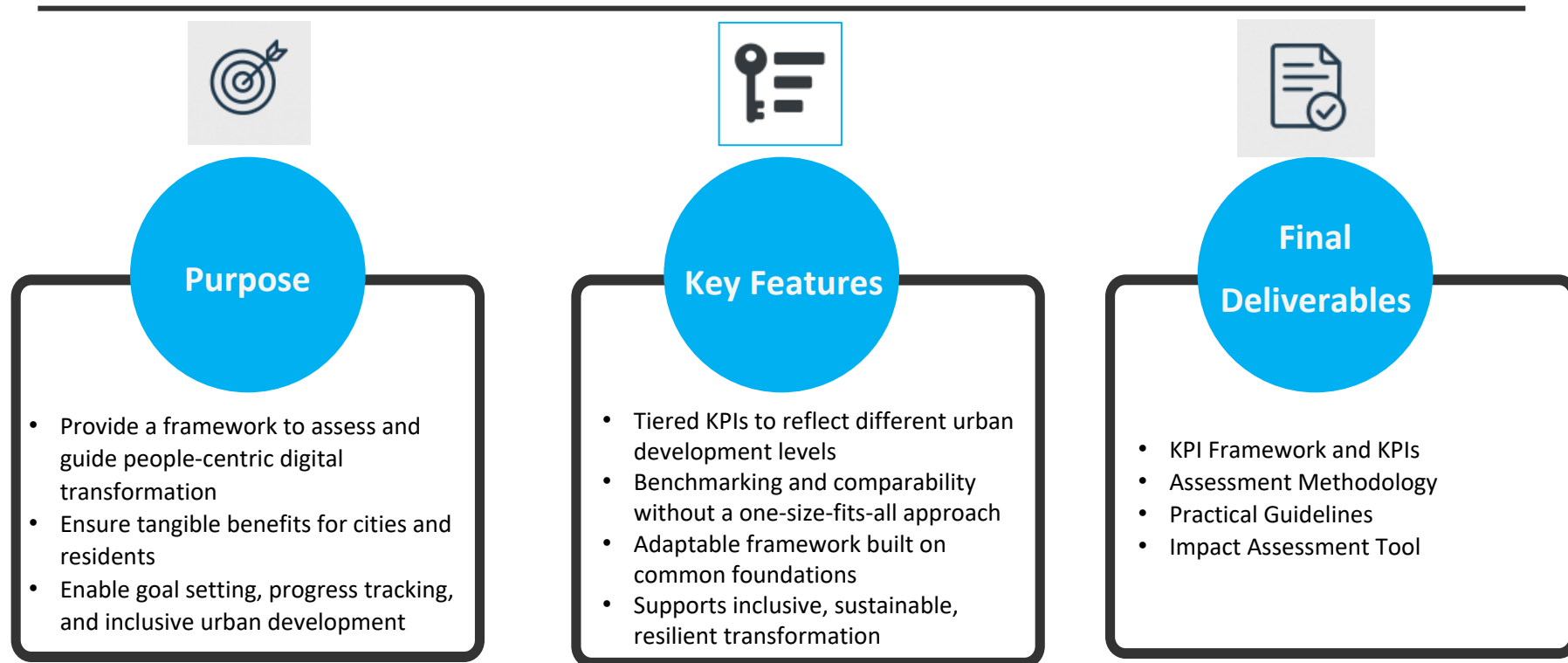
Phase-I (2025)

Maturity Assessment of Digital Transformation for People Centric Cities

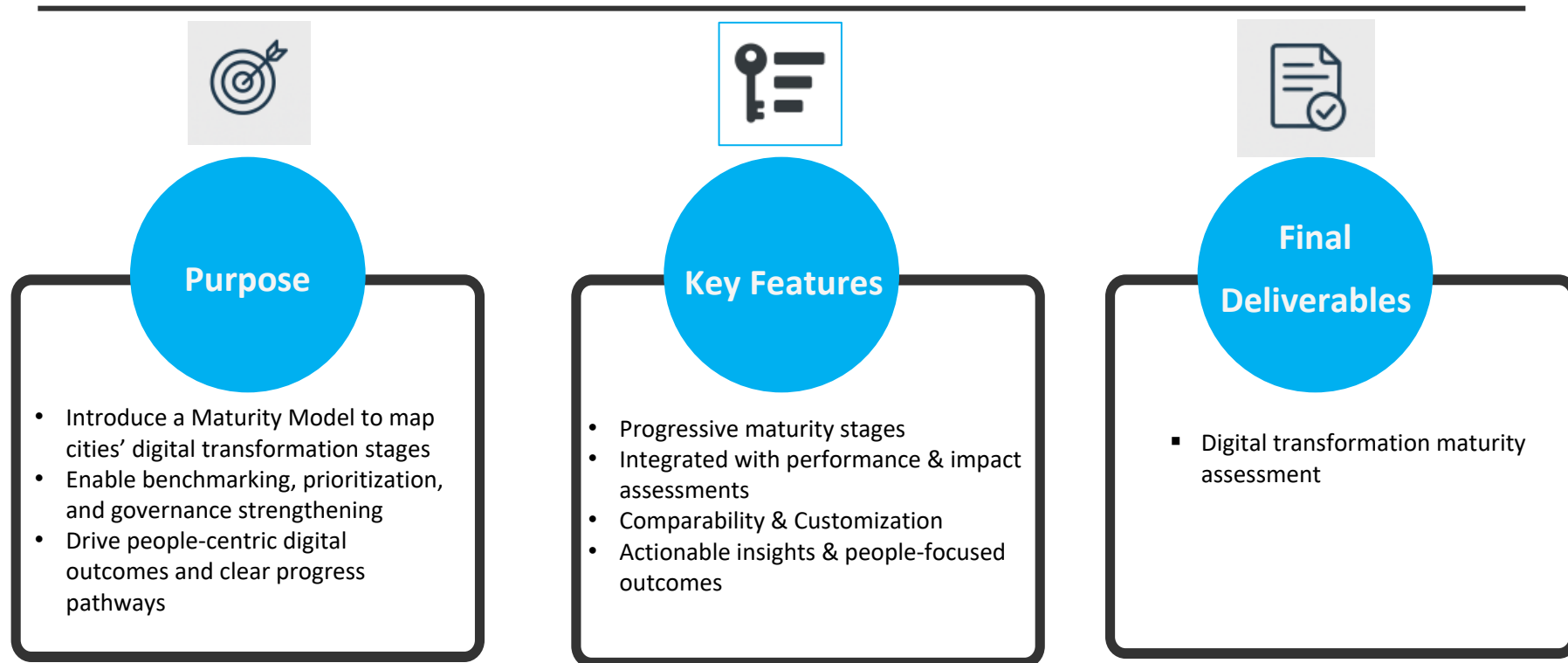
Phase-II (2026)



Phase 1: Performance and Impact Assessment of Digital Transformation in People Centric Cities



Phase 2: Maturity Assessment of Digital Transformation in People Centric Cities



Recap of Progress-Phase 1 (January 2025–October 2025)

- 65% of KPIs finalized, aligned with U4SSC framework.
- Refined classification into core vs. advanced KPIs with detailed definitions.
- Integrated feedback from consultations, ensuring inclusivity & adaptability.
- Enhanced Society & Culture dimension (accessibility & participation).
- Materials uploaded to SharePoint (Tables, KPI template, sample KPIs and meeting minutes).

Next Steps & Upcoming Priorities

- Finalize remaining KPI templates & classifications → end November 2025.
- Prepare Phase 1 final deliverable (Performance & Impact Assessment) → Planned January 2026.
- Begin Phase 2: Maturity Model development (Q1 2026).

Upcoming e-Meetings in 2026 for Phase-2

- 26 March 2026, 15:00 – 16:00 hours, Geneva time (tentative)
- 23 April 2026, 15:00 – 16:00 hours, Geneva time (tentative)
- 4 June 2026, 15:00 – 16:00 hours, Geneva time (tentative)

For more information, please contact:

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Thank you!

