

Work Group 2

Dynamic Policy Maturity Benchmark on Digitalization for People-Oriented Cities

Presented by:

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transformation for people-centred cities

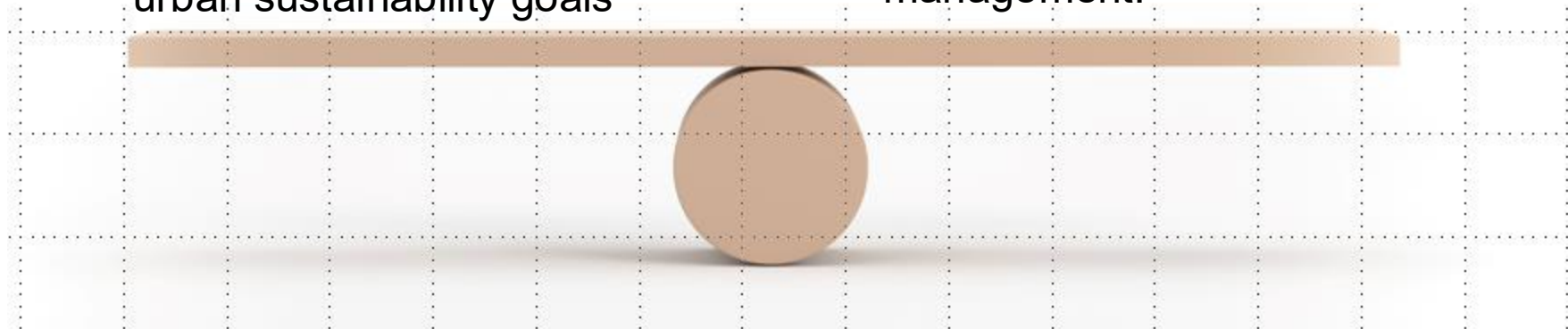
05 November 2025



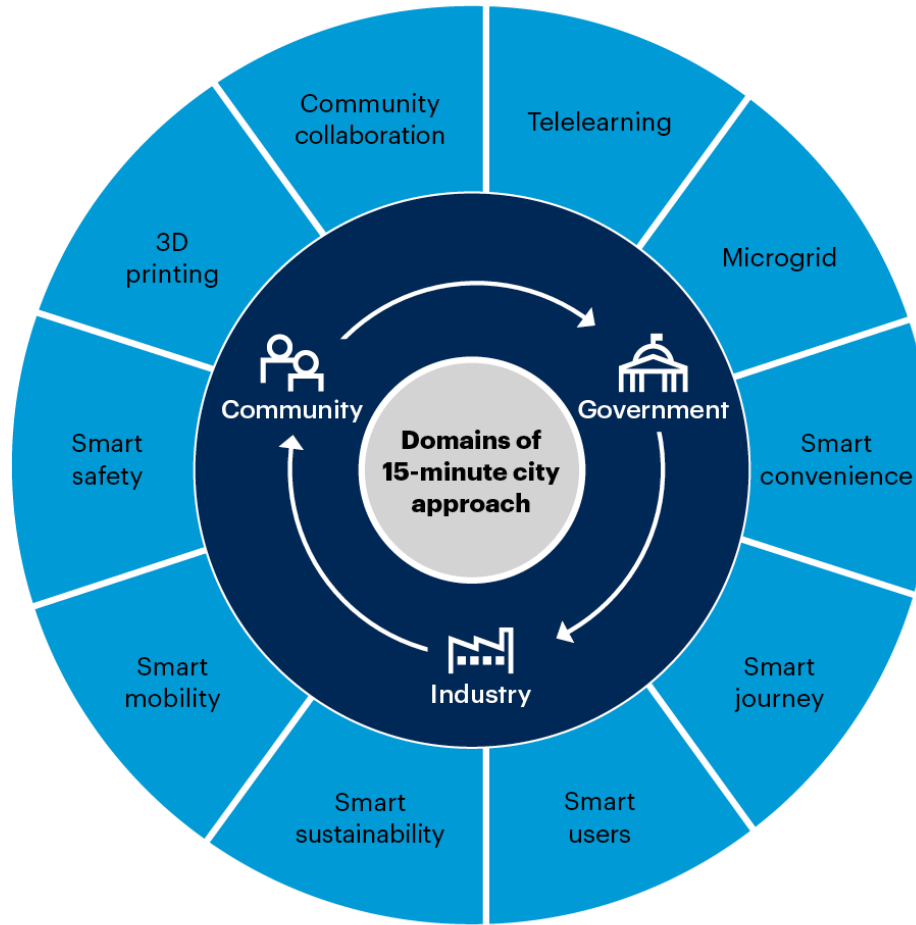
Dynamic policy benchmarks serve as performance and strategic process reference points on digital transformation

Alignment of digital initiatives with emerging technology trends and urban sustainability goals

Degree of integration of digital components in public services and infrastructure management.



City Design Towards 15-Minute Cities



Policies focus on enhancing local accessibility using digital infrastructure, integrating smart healthcare, education, and transportation services

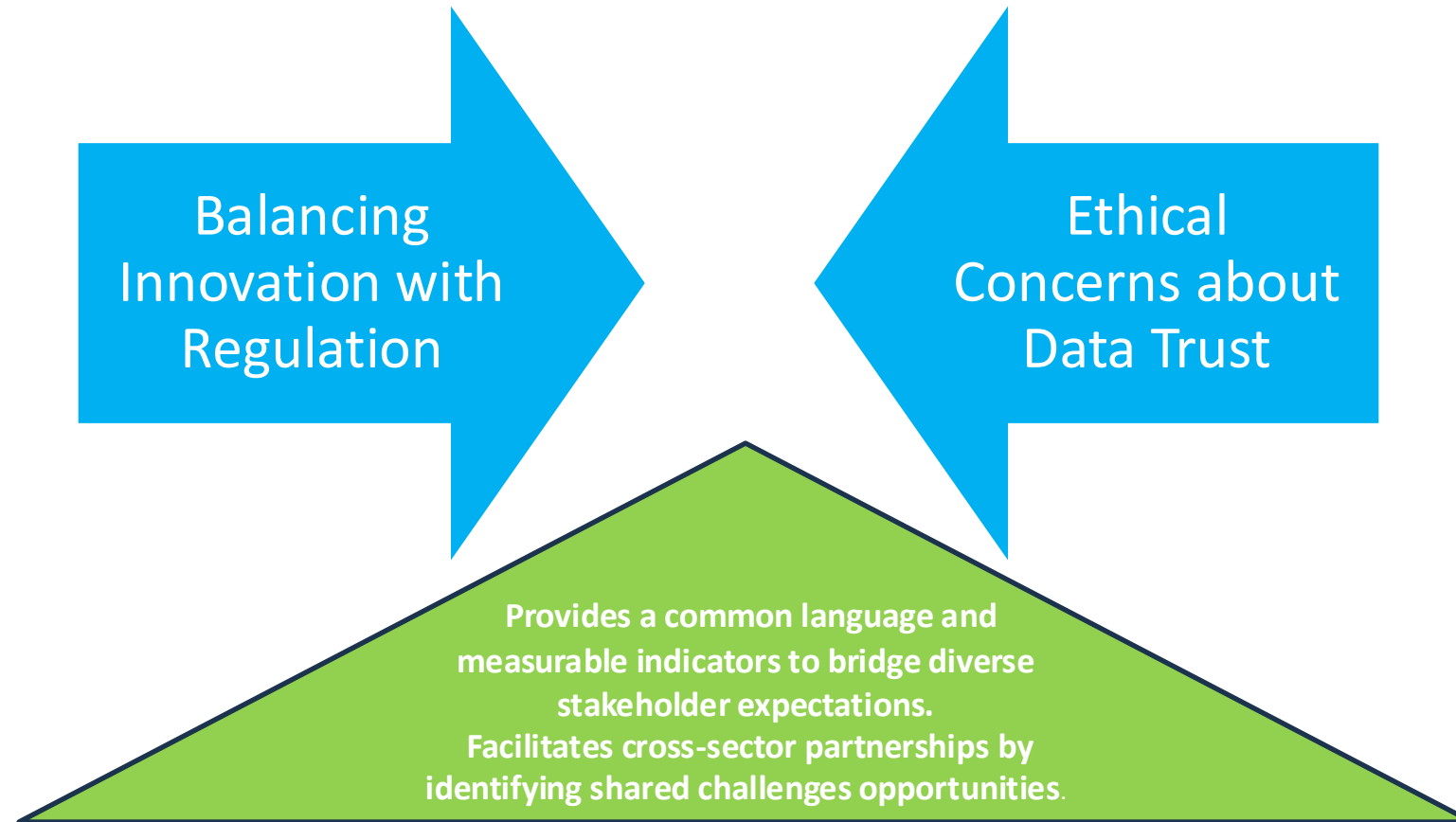
Source: Gartner
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Gartner

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)

Policy Dilemmas and Benchmark Opportunities



Dynamic Policy Interactions

Interactions and Evaluation

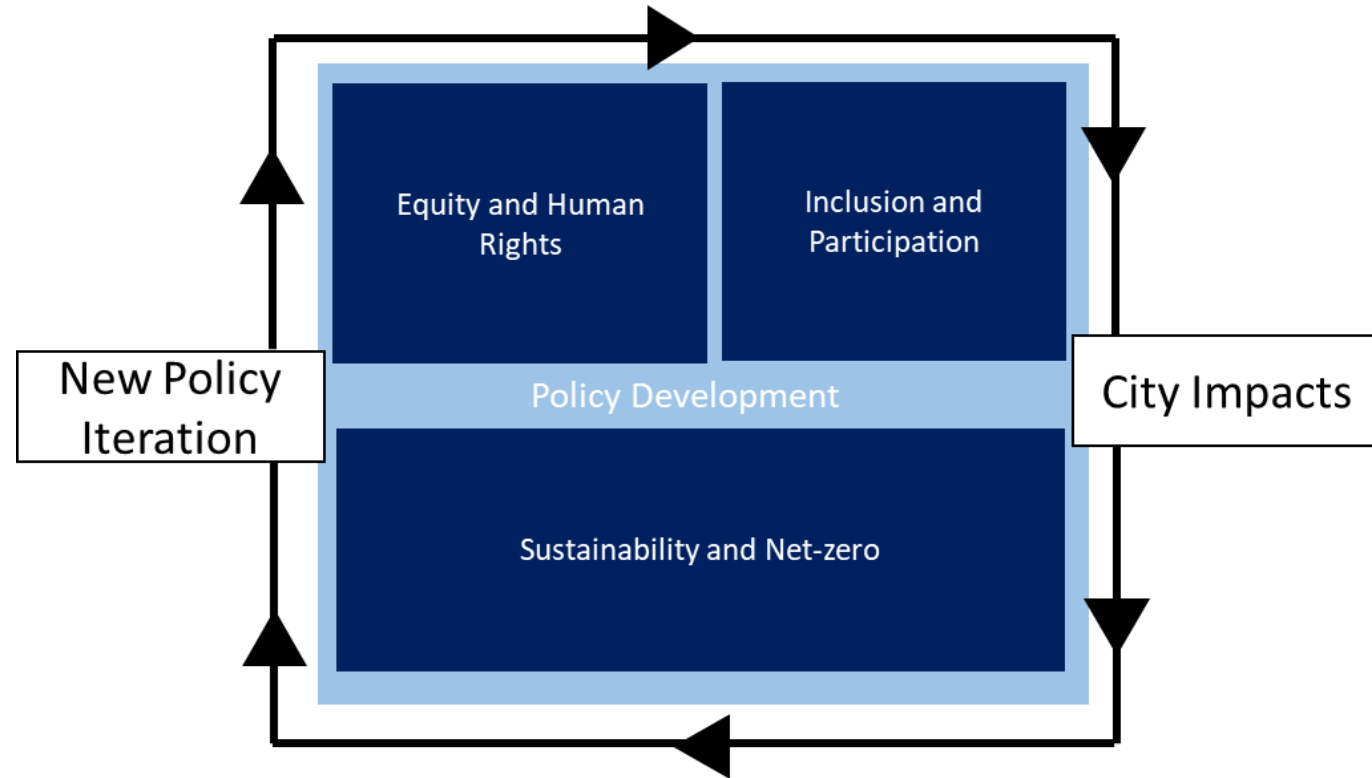
Identification of Digital Innovation (Technologies and/or Services): **Interventions and impacts generated by digital innovation**

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**



Levels of Policy Advancement

1. Exist: The policy is in place.

2. Applicable. The policy is being used in practice

3. Developed. The policy is well-established and detailed

4. Transformed. The policy has been improved and adapted to new needs

5. Sustainable. The policy supports long-term, ongoing positive change

Focus of Dynamic Policy Benchmark Maturity Assessment

- People Centricity
- Institutions and Mechanisms
- Digitalization
- Society
- Sustainability
- Economy

Next Steps

- Call for Pilot Cities
 - FAQ
 - User Guide
 - Sample Benchmark Sustainability
- Reporting Guide
- Publication Template

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Completed



Upcoming Meetings in 2025 and 2026

- 17 November 2025, 13:00 – 14:00 hours, Geneva time
- 01 December 2025, 13:00 – 14:00 hours, Geneva time
- 15 December 2025, 13:00 – 14:00 hours, Geneva time
- 22 December 2025, 13:00 – 14:00 hours, Geneva time
- 14 January 2026, 13:00 – 14:00 hours, Geneva time
- 26 January 2026, 13:00 – 14:00 hours, Geneva time

For more information, please contact:

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Thank you!

