

Working Group 3

Performance, Impact, and Maturity Assessment of Digital Transformation in People-Centred Cities

Presented by:
John Smiciklas, WG3 Co-leader, U4SSC Thematic group on Digital
transformation for people-centred cities
05 November 2025



Scope

The scope of WG3 is to 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.

Timelines

- Started work in 2022
- Developed set of KPIs
- Reviewed by cities
- Decision made to restart work and change approach

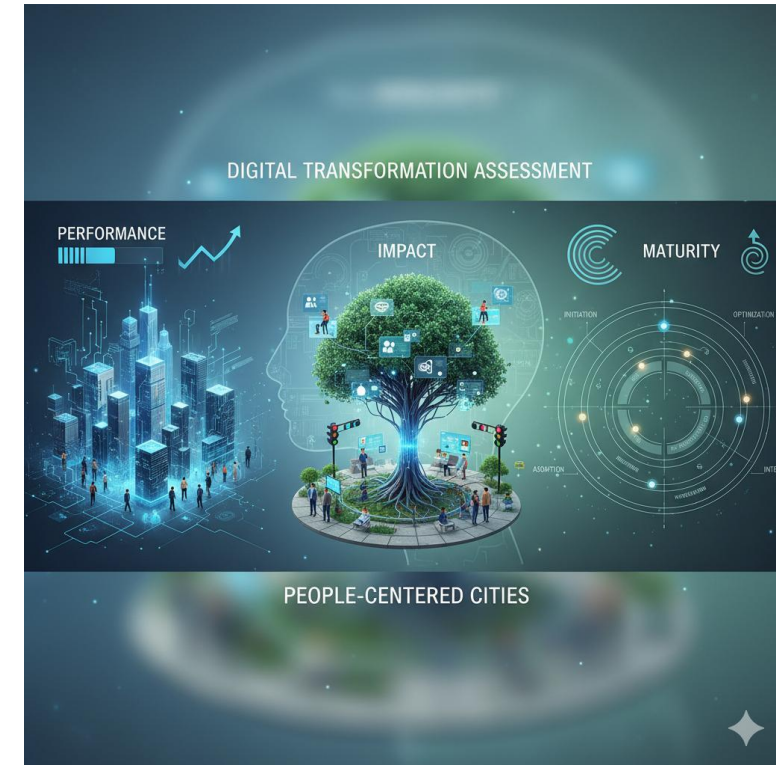
Performance, impact and maturity assessment of digital transformation in people-centred cities

Performance and Impact Assessment of Digital Transformation for People Centric Cities

Phase-I (2025)

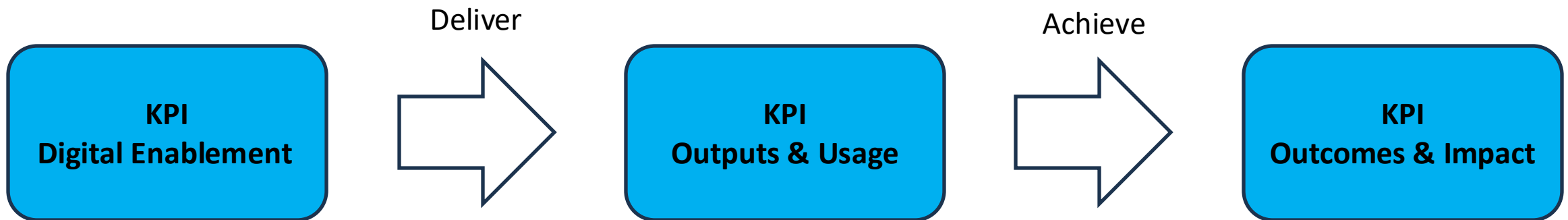
Maturity Assessment of Digital Transformation for People Centric Cities

Phase-II (2026)



New approach

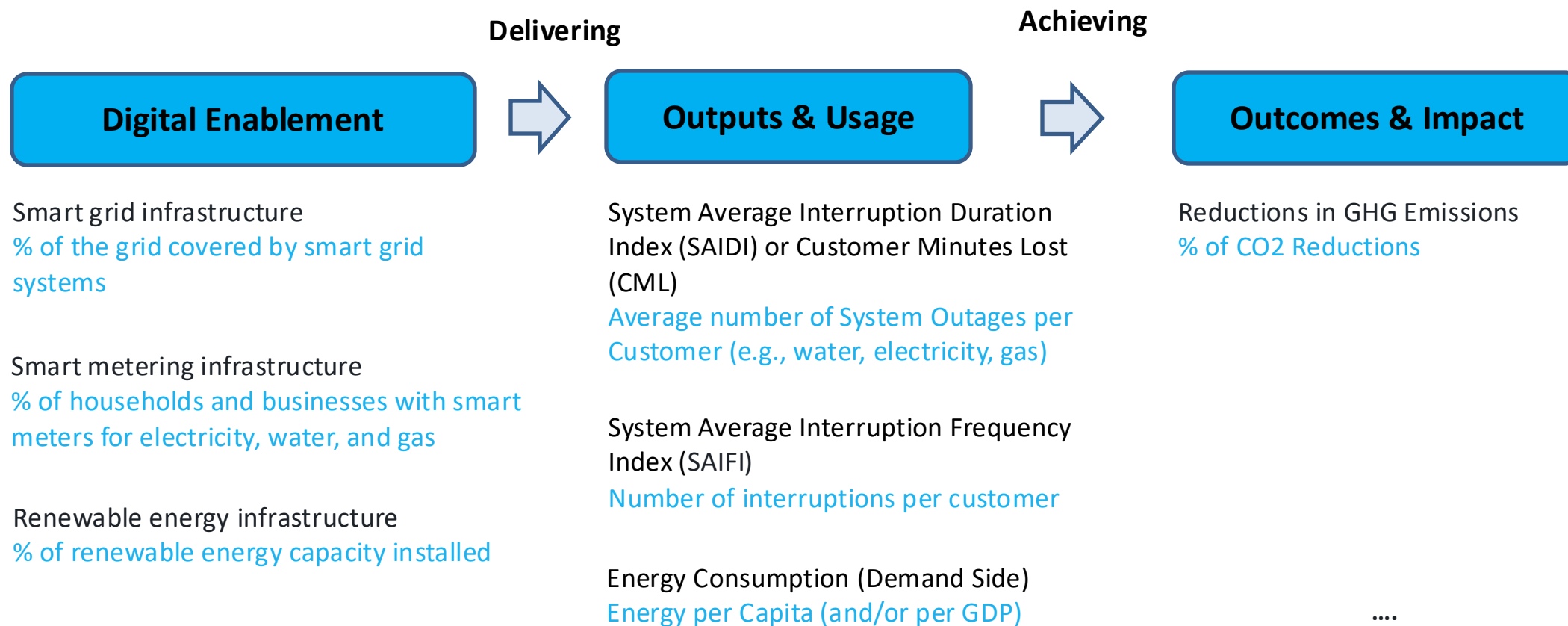
- A need to equip cities with a flexible, people-centered, stage based framework to assess and guide digital transformation, ensuring technology delivers real, measurable benefits for residents.
- Link to outputs / usage & outcomes / impact
- 99 Proposed KPIs



Updated dimensions and sub dimensions



Example KPI structure – energy & utilities



For more information, please contact:

u4ssc@itu.int

U4SSC website:

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

Thank you!

