Working Group 3

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

Presented by:

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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



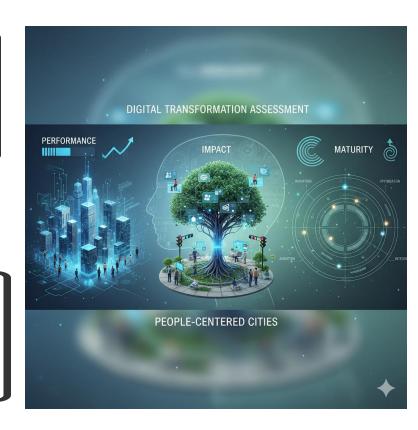
Performance, impact and maturity assessment of digital transformation in people-centred cities

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

KPI
Digital Enablement

Deliver

KPI
Outputs & Usage

Achieve

KPI
Outcomes & Impact



Updated dimensions and sub dimensions

ECONOMY

ENVIRONMENT

SOCIETY & CULTURE

DIGITAL SKILLS

DIGITAL ECONOMY

INFRASTRUCTURE & CONNECTIVITY

TRANSPORT & MOBILITY

CITY RESILIENCE

URBAN PLANNING **ENVIRONMENT & SUSTAINABILITY**

ENERGY & UTILITIES

CULTURE & HERITAGE

PUBLIC SERVICES & ENGAGEMENT

HEALTH

EDUCATION



Example KPI structure – energy & utilities

Delivering

Achieving

Digital Enablement



Outputs & Usage



Outcomes & Impact

Smart grid infrastructure % of the grid covered by smart grid systems

Smart metering infrastructure

% of households and businesses with smart meters for electricity, water, and gas

Renewable energy infrastructure % of renewable energy capacity installed

System Average Interruption Duration Index (SAIDI) or Customer Minutes Lost (CML)

Average number of System Outages per Customer (e.g., water, electricity, gas)

System Average Interruption Frequency Index (SAIFI)

Number of interruptions per customer

Energy Consumption (Demand Side) Energy per Capita (and/or per GDP) Reductions in GHG Emissions
% of CO2 Reductions

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Thank you!



