

Smarter Working with EPIC

What is a Smart City?

The term ‘smart city’ is widely used by cities and commercial organisations to communicate and promote different types of IT initiatives or solutions within a city context. As a result, there are various definitions for what a ‘smart city’ is or which characteristics define being ‘smart’. EPIC believes that a truly ‘smart city’ is one that is able to:

1. Benefit from the innovative developments of citizens, small businesses and other actors from across Europe rather than just within their own cities;
2. Leverage a service infrastructure that is capable of delivering ‘one stop government’ through the integration of services, interoperability of systems and use of actionable intelligence in service delivery;
3. Contribute to a multi-national service-oriented ecosystem by providing and sharing open business processes as services with other cities.



The **European Platform for Intelligent Cities (EPIC)** is the first truly scalable and flexible pan-European platform for innovative user-centric public service delivery. EPIC combines innovation ecosystem processes, fully researched and tested eGovernment service applications within a cloud computing environment. The resulting overall vision for EPIC can be defined as follows:

“To be the first choice service innovation and delivery platform (with Roadmap) for medium sized (50.000–500.000 habitants) cities across Europe, where any city can cost-effectively share, access and adapt a range of services to work smarter to meet the needs of most, if not all, their citizens, visitors and a wide range of business/social relations”.

EPIC Roadmap for Smart Cities

The **EPIC business focused roadmap** supports European cities in transitioning towards a smart city operating environment. The roadmap provides a comprehensive guide for exploitation of the EPIC solution, covering important aspects such as strategy development, programme management, business case creation, as well as the implementation and operation of smart city services.

Defining a Smart City Vision and Strategy

The initial vision phase of the Roadmap uses a strategic smart city framework to help cities elaborate and defining their smart city vision and strategy. This framework assesses a city’s current ‘smart’ maturity according to pre-determined strategic values including Legal, Financial, Operational and Technical, that will help identify and define potential strategic smart city initiatives.



The concrete implementation of the identified strategic smart city initiatives will require city administrations and SMEs to develop a comprehensive business case which highlights the benefits, potential risks and financial impact of the smart city initiatives to the relevant stakeholders.

After formalizing the business case, the implementation of specific smart city services – available in the EPIC Service Catalogue – can begin.

An EPIC Operating Model for Smart Cities

In addition to the Roadmap EPIC provides the necessary infrastructure/platform (using Cloud) for the efficient implementation and delivery of potential smart city services that could be integrated within a City ecosystem.

The EPIC service catalogue provides the cornerstone for delivering and managing smart city services. It will provide the starting point for any city administration or SME to investigate the service possibilities offered by platform: (1) to leverage and use existing smart city services, or, (2) help service providers develop and migrate new

smart city services. The flexible EPIC service catalogue contains information about two types of services:

- Customer-facing services (or smart city applications) that can be easily deployed in a new city
- Supporting services (or smart city service elements) required by other service providers to develop new customer-facing services using EPIC.

As such, the EPIC service catalogue allows the service provider or external integrators to carefully define and select the most appropriate services for their specific purposes.

The creation of service provision agreements between the EPIC service catalogue and the different providers and consumers of the smart city service ensures the correct operating, controlling, maintaining and financing of the smart city services.

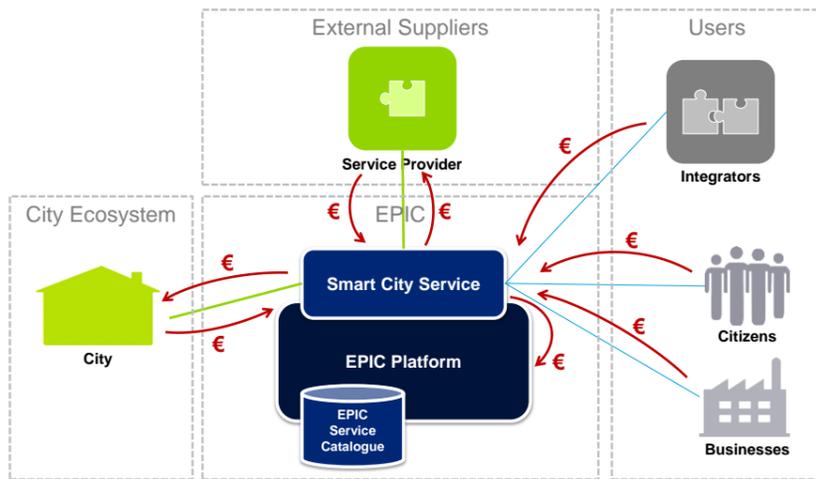


Financial Options for Smart City Services

As an important element in every business model, the financial implications of deploying new smart services, especially cost structures should be investigated and clearly understood by Cities

The EPIC Roadmap helps cities better understand and manage the revenue streams that their new smart services may generate not only for the service provider but for the city administration itself.

For each stakeholder in the EPIC operational model, the specific pricing mechanisms are defined for making available and operating the smart city services. Potential pricing mechanisms include both fixed pricing schemes (e.g. pay per use or menu prices) and differential pricing schemes (e.g. service features or customer characteristics).



Previous EPIC deployments have indicated that pay per use and/or specific service features are the preferred options of citizens when accessing smart city services.

Whilst start-up costs for city administrations and SMEs to develop new smart city services should not be underestimated, the potential returns from deploying the services, and the cost savings from adapting existing offerings in the service catalogue can more than compensate for this outlay.

This cost-effective way of creating and sharing services with other cities across Europe, highlights the power of cloud computing and the collaborative nature of the European Platform for Intelligent Cities.

Testimonial from the City of Tirgu Mures

The EPIC Roadmap for smart cities was developed by a European Commission project involving the Cities of Manchester, Issy les-Moulineaux and the Brussels Region before being deployed in Tirgu Mures, a city of about 130.000 inhabitants in the center of Romania.

“Tirgu Mures City Hall is keen to develop new technological standards for eGovernment solutions that deliver better and faster ways of communicating with our citizens and businesses.

We believe that a smart city vision and strategy, as promoted by the EPIC Roadmap, should be the main driver for implementing the most appropriate smart city solutions that matter to citizens.



As part of implementing our Digital Mures strategy, the EPIC Roadmap, helped show us where in our programme we needed specific expertise, skills and involvement of various stakeholders at both the city management and IT level.

In terms of the future, I predict that as an increased number of smart city services are made available in the EPIC Service Catalogue, we will see a growth in exponential value, not only to us and other cities, but to our SMEs who can sell their services across Europe”

Dr. Dorin Florea, Mayor of Tirgu Mures

Be Smart: Find Out More

This brochure provides a brief summary of the Roadmap for smart cities that was developed by the European Platform for Intelligent Cities (EPIC).

Detailed explanations of each of the Roadmap phases along with tools and templates that can support your own smart city journey can be found on the EPIC website at epic-cities.eu



Find out how the EPIC Roadmap can help your city

www.epic-cities.eu

