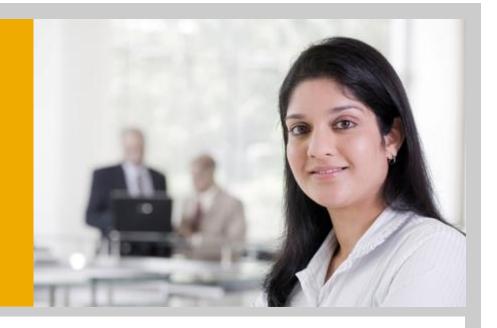
Citizen Services Collaborative Approaches



Dr. Anupam Saraph, CIO, Pune City Friday 6th June 2008

Agenda





- Office of the CIO for a City
- Expectations
- Challenges

Office of the CIO of a City



Motivation

- Alarming urban services
- Concerns about sustained urban gdp growth
- Recognition of need to improve information flows

PPP

- Industry Associations
- Governmental Authorities

Reporting

Advisory Board of Partner Organizations

Role

Connect and collaborate

Expectations



Collaborative Planning

- Cross department and cross authority
- Open and inclusive
- Self-help based participation

Connected Operations

- Departments and Authorities
- Businesses
- Citizens

Simple, Integrated and Mission Focused Delivery

- Fewer interfaces
- Single point interactions
- Information for delivery of end-service

Initiatives



Collaborative Planning

- Departmental Wikis
- DesignForPune

Connected Operations

- City-Resource-Planning
- Citizen GIS
- Pune-Card

Simple, Integrated and Mission Focused Delivery

- Citizen Accounts for the City
- Unwired Pune: 144 hotspots to drive: Mobility services, energy, water and waste management

Challenges



Evolving PPP's

Business model driven ecosystem of solutions

Security and Trust

- Evolving common standards and processes
- Building shared platforms that provide desired security

Shared Infrastructure

- Rapid deployment and scaling
- Creating replicable models

Thank you!

