

# Citizen Services Collaborative Approaches



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# Agenda



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



## 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



## 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



## 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

## 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!

