ITUWebinars - Digital transformation webinar series - Episode 24 : STI Forum side event

A policy management tool based on U4SSC KPIs
the approach of the city of Pully, 3 May 2023, Alexandre Bosshard

- Thank you very much for giving me the opportunity and honor of speaking here today, representing the small city of Pully, which overlooks the Leman lake side, near the cities of Lausanne and Geneva, with 19'000 inhabitants.

- I am currently in the train between Geneva and Munich. I would like to thank the ITU for offering to record my presentation and thank you for your understanding.

- A policy management tool based on U4SSC KPIs

Results of the application of the U4SSC initiative in Pully

- In 2017 Pully launched the project to measure KPIs according to the methodology of the U4SSC initiative led by the ITU, UNECE and 15 UN agencies.

- The result of the application of U4SSC initiative is a 2-meter high Excel chart with around 1000 cells.

- An other result is the U4SSC certificate awarded by ITU and UNECE the 26th of April 2018

Two challenges :

1 - Collecting KPI's target values
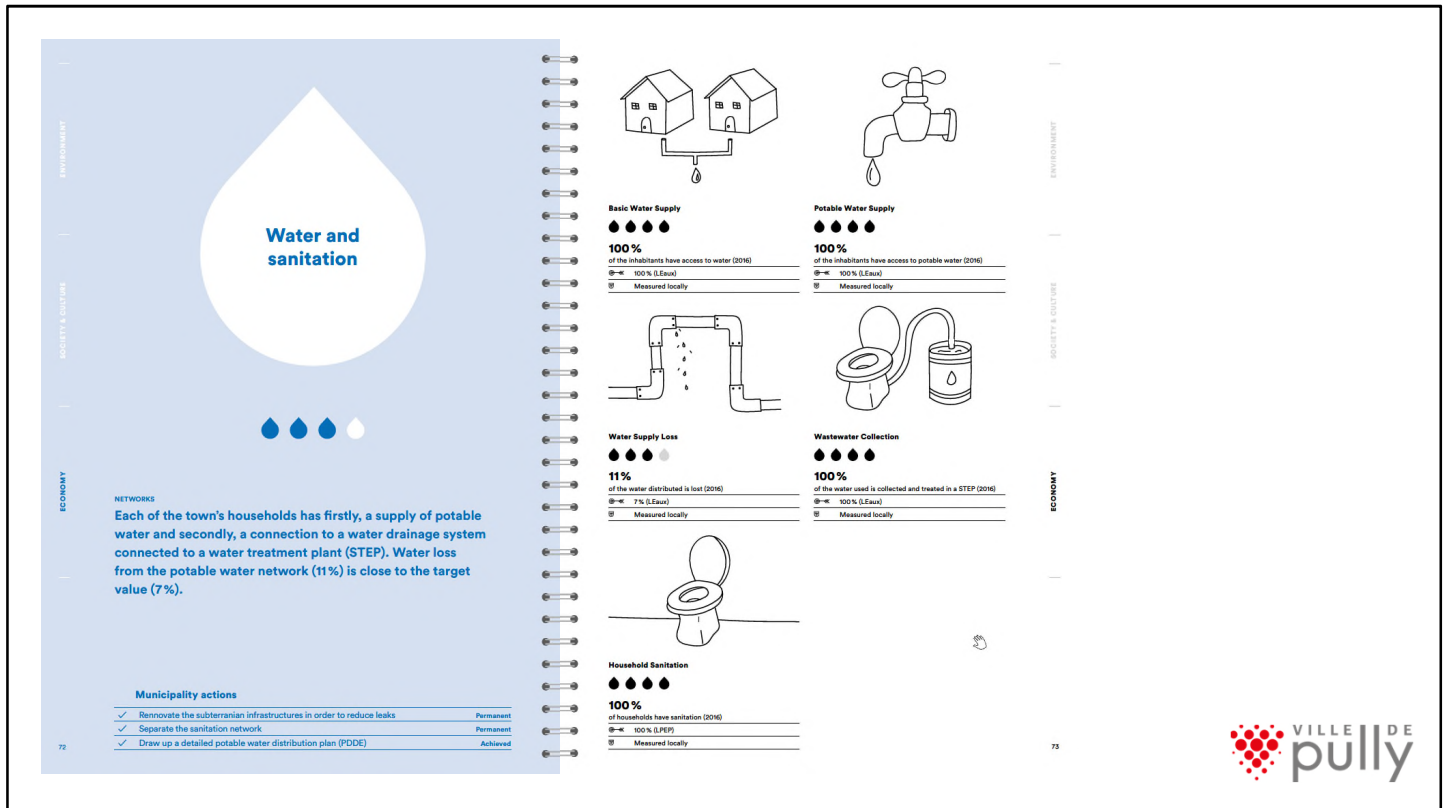

Which target value ?

- The first one was collecting the target values.

- In fact, the U4SSC initiative can be considered an excellent thermometer.

- However, for a thermometer to be truly effective, it is necessary to know that a fever starts at 37 degrees ☺.

Two challenges :

2 – Make it easily usable

- Here are the politicians who represent the city of Pully.

- However, the question remained: "How will they be able to use this two-meter high chart to communicate with the citizens, companies, administrations, other cities, regional and national governments?"

- Therefore we launched a Phase 2 project which consists of developping an intuitive and user-friendly representation of the data, which aims to be as comprehensive as possible.

- Here we have all the KPIs which belong to the category «Water and sanitation»

- For each KPI we choose to represent it with a pictogram. In so doing, the reader has a visual intuitive idea.

- We add the official name, according to the U4SSC initiative, the level of achievement, and some metadatas

- Thereafter, a text summarizing the situation in Pully according to the results of the KPIs

- Finally, examples of actions taken by the Municipality are indicated.

Report «Pully under the microscope»

Now available in english and french versions on the following websites :

- https://smart.pully.ch/pullyunderthemicroscope

- https://www.itu.int/en/ITU-T/ssc/united/Documents/pully-under-the-microscope-u4ssc-E.pdf

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- More information available on the websites:

- smart.pully.ch

- itu.int/en/itu-t/ssc

Strengths

- Global overview

- Limited number of indicators

- International norm : ITU-T Y.4903/L1603

- ICT used as a tool to contribute to reaching SDGs

- Opportunity for politicians to step back and observe the big picture

- To outline the middle and long terms trends

- Internal and external communication tool for the city

- Potential to exchange ideas and resources between cities

- Concerning the strengths we can highlight two levels

- Regarding the U4SSC methodology: Klick

- The global overview of the city Pully
- The limited number of indicators which favor a rapid collection of the indicators
- The international norm which offers a common reference to cities worldwide
- Give a sense of usefullness to ICTs in order to contribute to reaching SDGs

- Regarding the city of Pully, it offers:

- An opportunity for politicians to observe the big picture

- To outline the middle and long term trends

- To provide material for the future «Legislative program»

- Internal and external communication tool for the city

- To increase the potential to exchange ideas and resources between cities

Potential for improvement

- Difficulty to take into account local specificities

- To add some specific indicators

- Update the KPIs every 5 years

- Two following potentials for improvement could be adressed: Klick

- Difficulty to take into account local specificities

- To add indicators linked to data protection, cybersecurity, citizen relationship with police, economic situation, etc.

- Update KPIs every 5 years
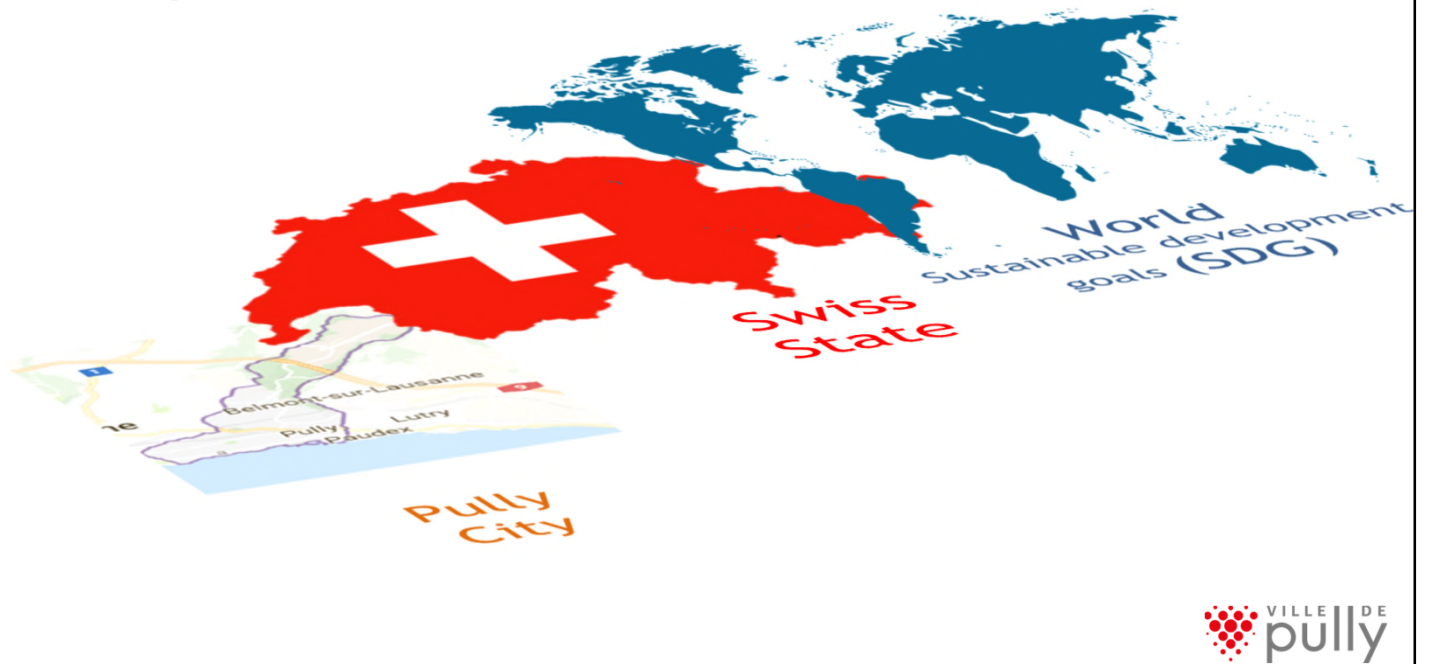
New report
«Pully under the microscope 2024»

Work in progess

- Pully has decided to launch the update of the U4SSC KPIs collecting every 5 years

- That's why we are now working on this update with the objective to publish a new report «Pully under the microscope 2024»

- This is also an opportunity to adress the potential improvements

Add specific local and national KPIs

- National KPIs and local KPIs will be added to global KPIs measured by the U4SSC initiative

- Like that we will have three different scales measured

- The world
- Switzerland
- The city

«Cercle indicateurs» initiative
Developped by Swiss cities and Cantons with 32 KPIs

Some examples:

- Environnement: nesting birds

- Economy: tax burden of individuals

- Society: social assistance rate

- A the national level we rejoined the Cercle indicateurs initiative wich is piloted by the Swiss Confederation with the collaboration of the Cantons and the Cities

- This will add 32 KPIs, for example:

    - Environment: nesting birds which reflect the quality of the biodiversity

    - Economy: tax burden of individuals

    - Society : social assistance rate

Local level
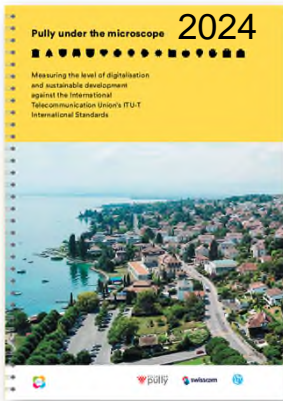
Local KPIs choosen by city departements

Some examples:

- Environnement: State of separation of the water drainage systems

- Economy: Annual investment to maintain infrastructure value

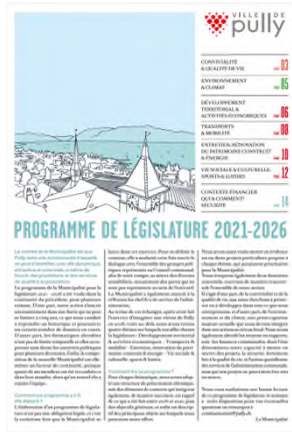- Society: Training of employees in cybersecurity

- At the local level, the departments of Pully will suggest around 30 KPIs, for example:

    - Environnement : State of separation of the water drainage systems between rainwater and wastewater

    - Economy: Annual investment to maintain infrastructure value

    - Society : Gender pay equity or training of employees in cybersecurity

A policy management tool based on U4SSC KPIs

Define → Pilot and realize

Policy Program 2021-2026

Project Management Competence Centre

Measure

- How might we practically integrate U4SSC KPIs as a policy management tool? Here is the

- In Pully after the elections, the elected members of the Municipality published a Policy Program named "Programme de legislature 2021-2026" which describes the projects they want to achieve

- To pilot and realize thoses projects, a new "Project management competence center" was developed with:
  - Project management methodology harmonized for all departments of the city
  - A projects portefolio, currently there are 185 projects in progress
  - A scorecard that measures progress in achieving the objectives of the legislative program with a mid-year review

- Every 5 years the global, national and local KPIs are updated and give the big picture to the Municipality. This will help to define the next Policy program 2026-2031

Merci

σας ευχαριστώ

Gracias

با تشکر از شما

спасибо

شكرا

Thank you

謝謝

Danke

고맙습니다

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Alexandre Bosshard

Member of the Board, coordinator and project leader
Department for industrial services and technical office
City of Pully, Switzerland

alexandre.bosshard@pully.ch

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- So I hope, I've managed to highlight the experience of a small city focused on the use of KPI's, the elaboration of the report as a communication tool, and the way to make it a tool for policy management. I look forward to sharing innovative ideas with you and perhaps, with the help of the U4SSC initiative, co-create a project together in the future.