



People First: Digital Transformation for Inclusive and Resilient Cities

U4SSC Framework for enabling people-centred cities through digital transformation

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31 October 2025

Cities are the heart of human innovation — and humanity itself



Technology alone doesn't make a city smart.

It's how we use it — to empower, include, and connect people — that defines progress.

Why People-Centred Digital Transformation?

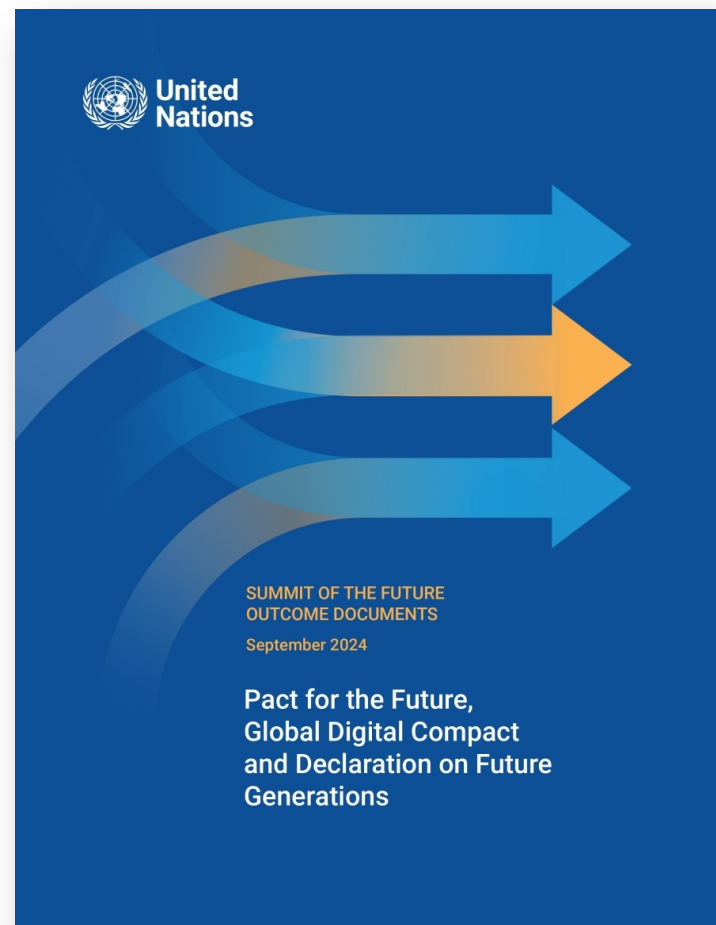


Cities thrive when digital tools:

- Improve daily life
- Strengthen inclusion
- Boost resilience and sustainability

A people-centred approach ensures that innovation translates into dignity, opportunity, and well-being for all.

The Global Context



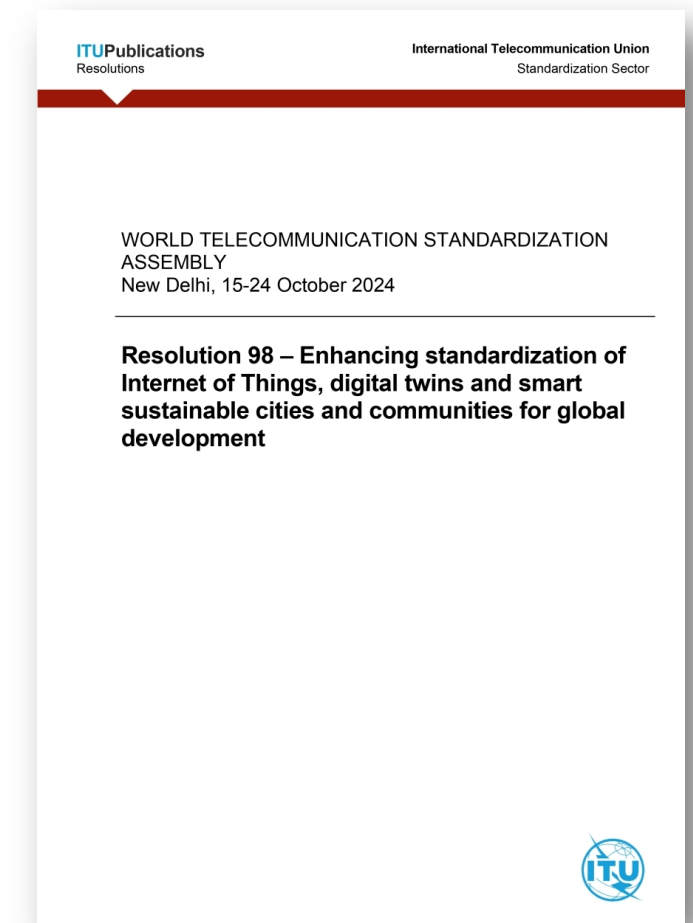
Pact for the Future



Global Digital Compact



New Urban Agenda



Resolution 98 (WTSA-24)
on IoT, digital twins & smart
sustainable cities

Inclusive, rights-based, and sustainable digital transformation

United for Smart Sustainable Cities (U4SSC) Initiative

A UN platform, coordinated by ITU, UNECE and UN-Habitat and supported by 20 UN partners.



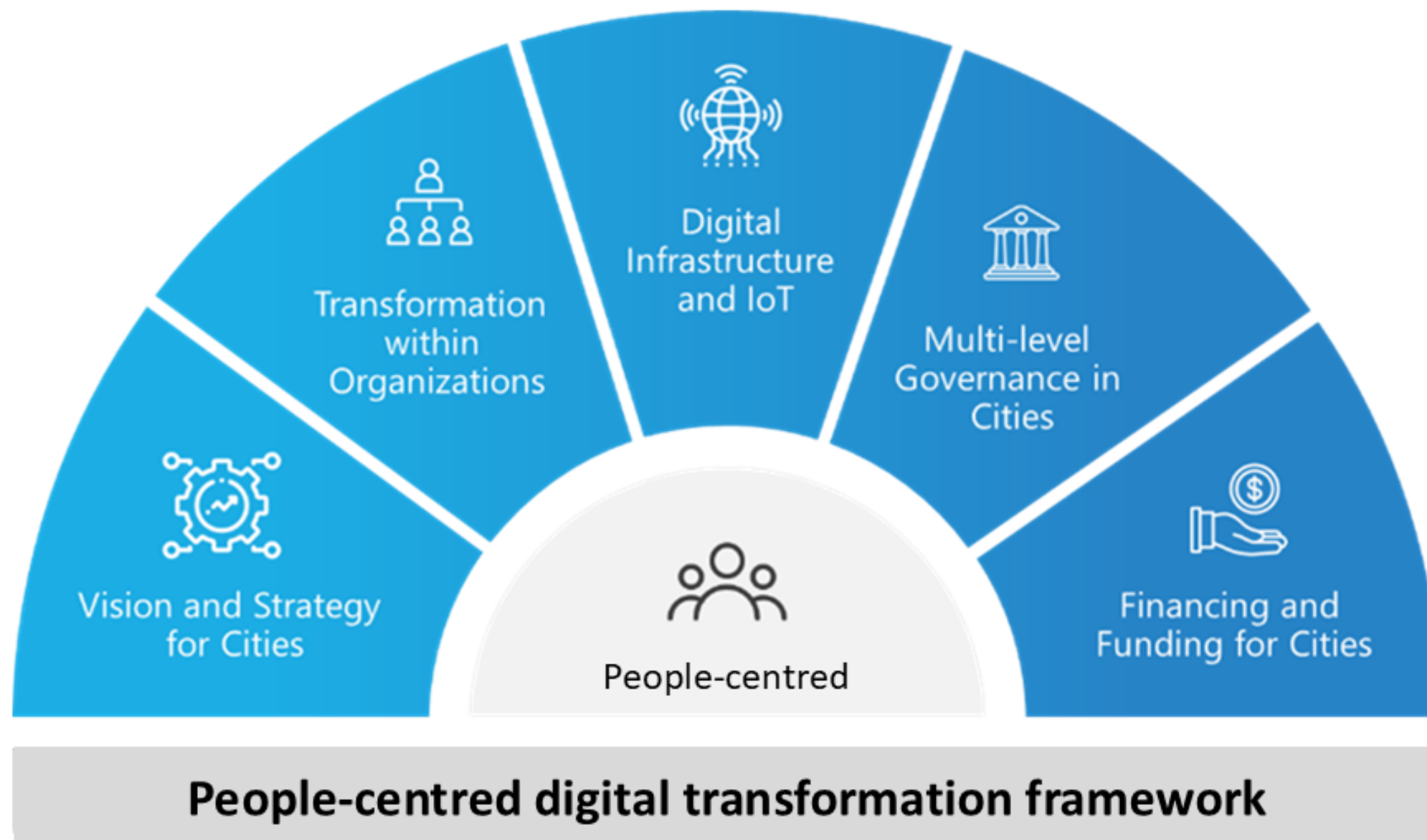
**PACT
FOR THE
FUTURE**



U4SSC Thematic Groups

- Artificial Intelligence in Cities
- Digital Public Infrastructure for Cities
- Digital transformation for people-centred cities
- City Platforms and Data Spaces
- Future Foresight for Cities
- Social-cultural Sustainability in People-centred City Governance
- Sustainable Digital Transformation in Buildings and Energy

The U4SSC Framework



The Five Pillars

Vision and Strategy



a shared,
people-first
vision for
transformation

Organizational Transformation



fostering skills,
innovation, and
inclusion in
public
institutions

Digital Infrastructure & IoT



ensuring
universal access
and human-
centred design

Multi-level Governance






building trust
through
participation
and
transparency

Financing & Funding



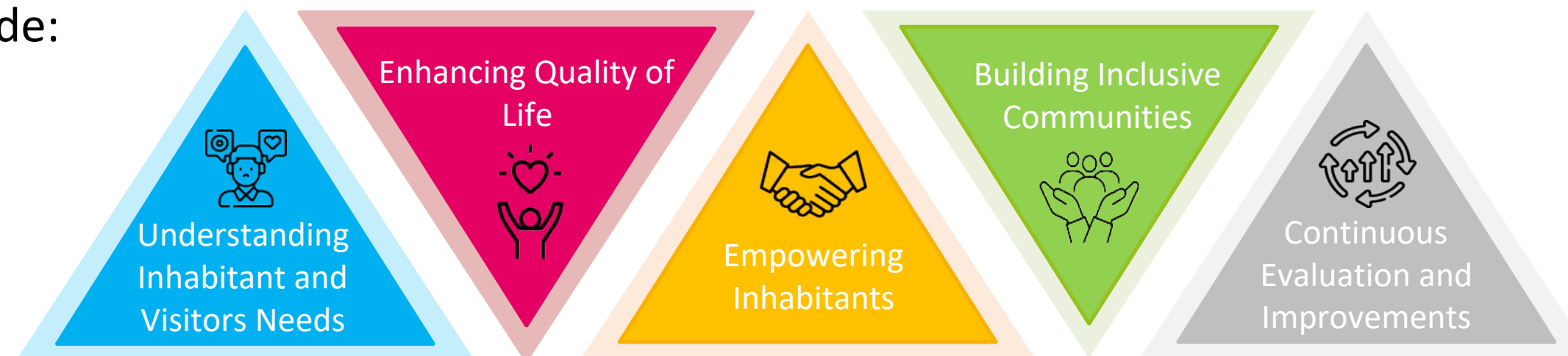
enabling
sustainable,
equitable
investment in
digital
transformation

Pillar 1: Vision and Strategy

	Engage citizens to define priorities
	Build inclusive, resilient digital communities
	Measure what matters — quality of life, not just connectivity

“A city’s digital vision should reflect its people’s dreams.”

Its key elements include:



Pilar 2: Organizational Transformation



Foster **people-centred governance** and digital skills in public servants

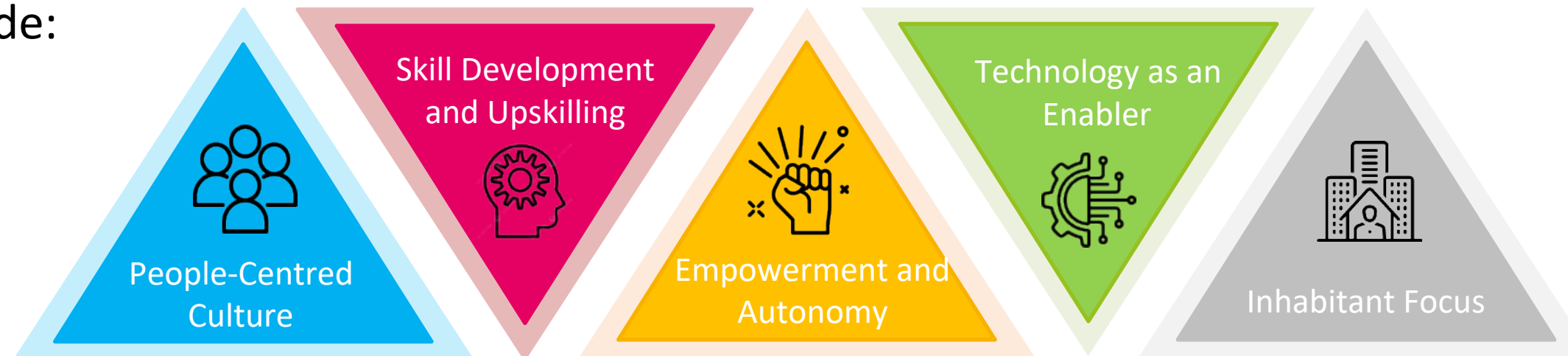


Encourage **innovation, openness, and empathy**



Create a **feedback mechanism** to ensure every voice counts

Its key elements include:



Pillar 3: Digital Infrastructure & IoT



Universal access — no one left offline

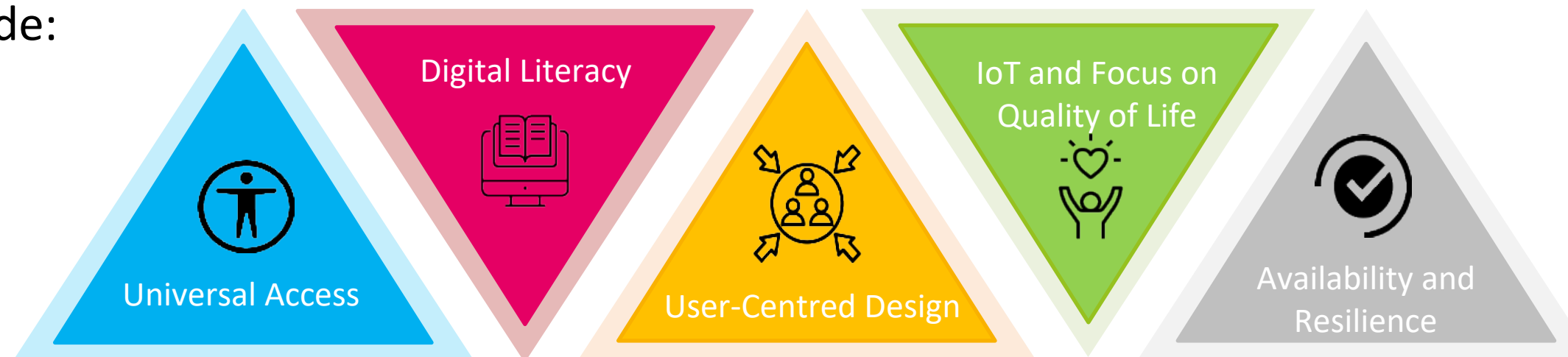


Digital literacy for all generations.

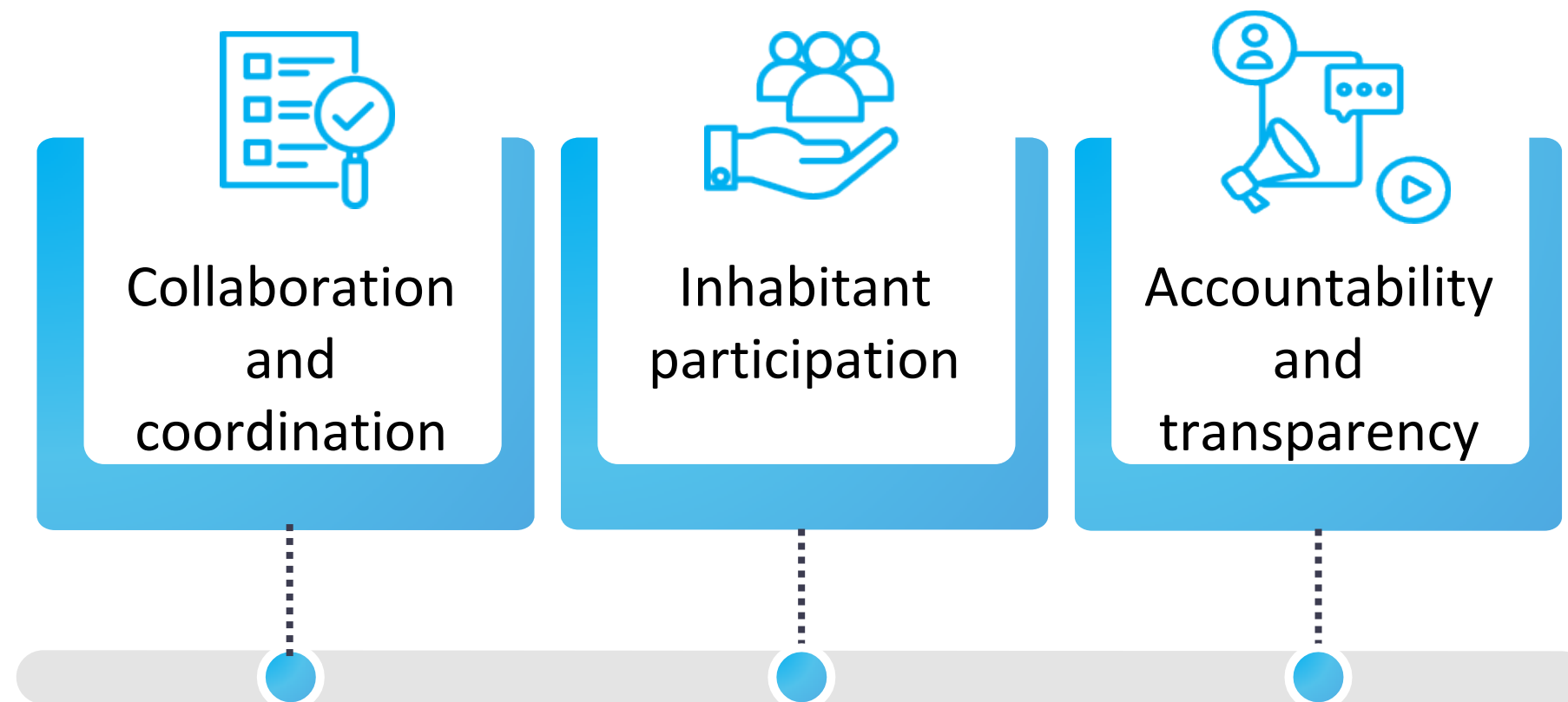


IoT serving human needs: clean air, mobility, energy efficiency

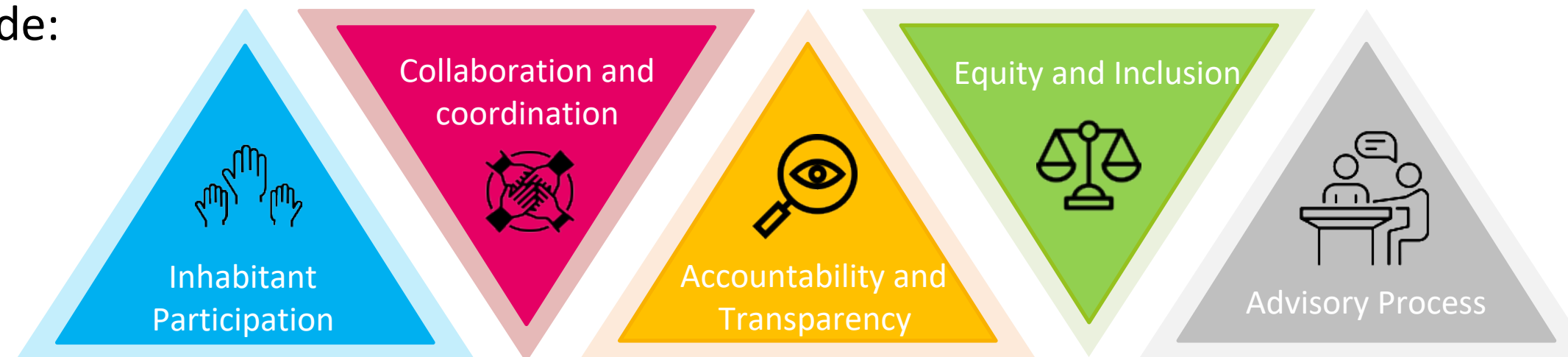
Its key elements include:



Pillar 4: Multi-level Governance



Its key elements include:



Pillar 5: Financing & Funding



Its key elements include:





Examples from U4SSC Partners



Dubai

Citizen engagement through
AI-driven services



Rotterdam

Open data for resilience



Tampere

Digital twin for community
planning



Quito

Participatory city labs for
inclusive digital governance

Key Takeaways



Call to action for Mayors



Adopt a People-Centred Digital Roadmap aligned with the U4SSC Framework.



Invest in skills and partnerships to ensure local ownership.



Join the U4SSC network to share best practices and shape global standards.

Technology connects. Leadership transforms.



Together, let's build
inclusive, resilient,
and connected
cities for all.

Thank you!

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U4SSC website:

<https://www.itu.int/go/u4ssc>