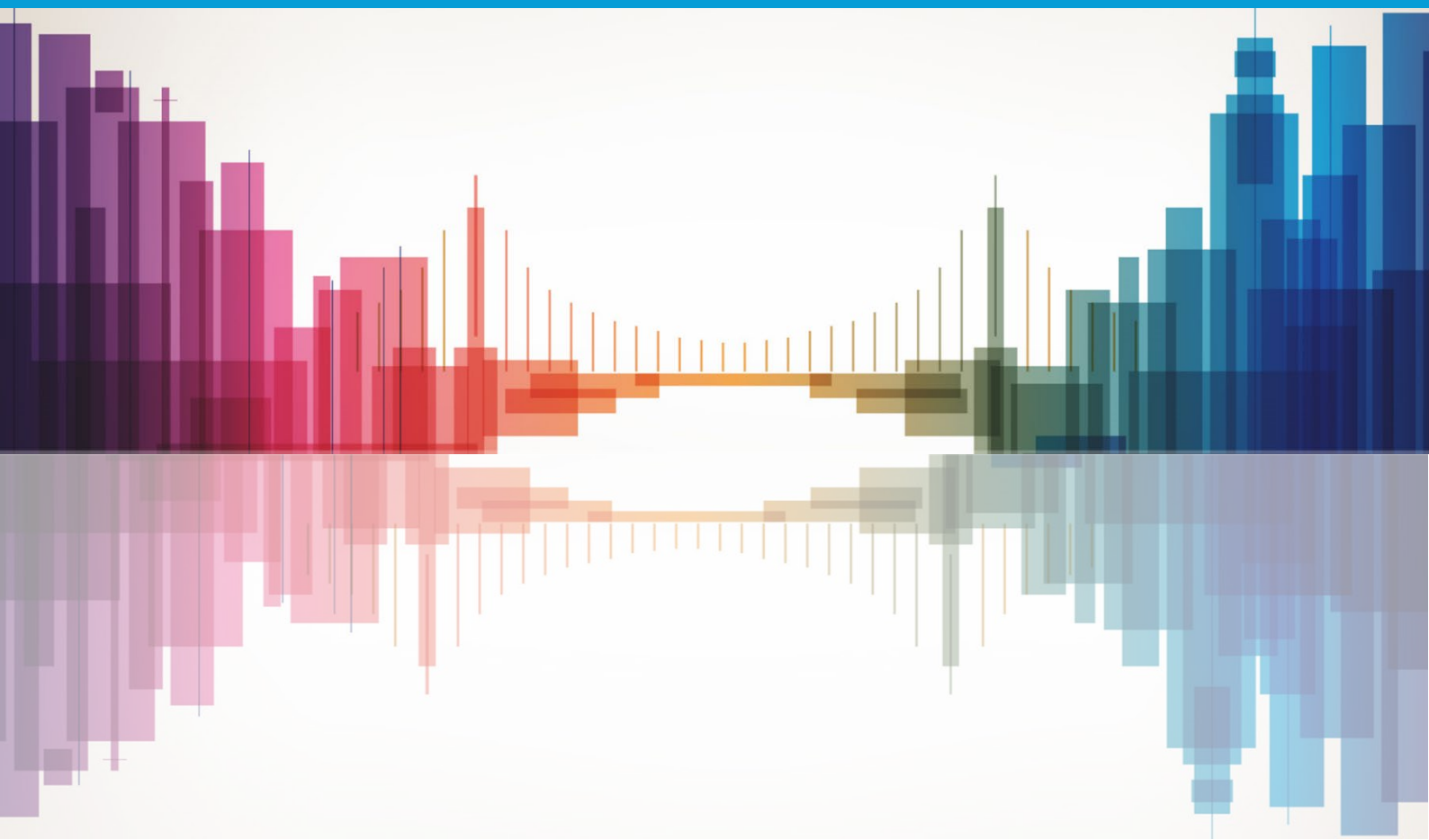
Better Data. Smarter Decisions. Better Cities.

Putting U4SSC Key Performance Indicators into action to drive sustainable digital transformation and support the Urban Monitoring Framework



SUSTAINABLE DEVELOPMENT GOALS

UN-HABITAT

ITU

Contents

Foreword 3
Foreword 4
Better evidence for better city decisions 5
Meet U4SSC and its city indicators 6
One assessment with wider value 7
Measure what matters to your city 8
Turn city evidence into action 9
Your city's assessment journey 10
What will your city gain from participating? 11
Understand your results. Focus your next steps. 12
Make your city's commitment visible 14
Pricing made simple 15
See why over 350 cities have adopted the U4SSC KPIs 16
Get started today! 17

ISBN
978-92-61-44021-3

© ITU 2026

All rights reserved. No part of this publication may be reproduced, by any means whatsoever, without the prior written permission of ITU.

Foreword



Doreen Bogdan-Martin
ITU Secretary-General

Measure what matters. Turn data into action. Transform your city.

Digital technologies are creating new opportunities to improve public services, strengthen sustainability, and enhance quality of life.

But as cities undergo digital transformation, they need reliable data to make informed decisions and direct investments to where they matter most. Crucially, data can also help us measure the true impact of digital transformation on people's lives.

That's why the Key Performance Indicators (KPIs) from the United for Smart Sustainable Cities initiative are so important. They provide cities with an internationally standardized framework to assess their progress across the economy, environment, and society and culture. Based on the ITU standard Y.4903, the indicators help city leaders identify priorities, benchmark performance, and track progress over time.

The KPIs can also support monitoring through aligned indicators of the UN-Habitat Urban Monitoring Framework, where applicable, and contribute evidence to Voluntary Local Reviews.

I hope cities of all sizes will embrace these digital opportunities. With the help of international standards and reliable data, we can build smarter, more sustainable cities for the benefit of all people, everywhere.

Foreword



Anacláudia Rossbach
UN-Habitat Executive Director

Measure progress. Close urban divides. Build cities for everyone.

A city's success is measured by how well it serves its people. Yet too many urban residents still lack adequate housing, essential services and access to opportunities. Digital transformation must help close these gaps, not widen them.

UN-Habitat's Urban Monitoring Framework (UMF) provides cities with a comprehensive approach to measuring sustainable urban development, identifying inequalities and guiding investments where they are needed most.

The U4SSC Key Performance Indicators (KPIs) complement this framework by helping cities assess how digital transformation contributes to sustainable development. Where indicators align, U4SSC assessments can support UMF monitoring and provide valuable evidence for Voluntary Local Reviews (VLRs).

I encourage cities everywhere to leverage both the U4SSC KPIs and the Urban Monitoring Framework to turn data into action, improve housing, expand access to basic services, strengthen climate resilience and build more inclusive, sustainable cities that leave no one behind.

Better evidence for better city decisions

Use U4SSC Key Performance Indicators to plan action and measure progress

Where should your city invest next? Which services need attention? Is digital transformation improving access and quality of life?

Key Performance Indicators (KPIs) from the United for Smart Sustainable Cities (U4SSC) initiative help your city answer these questions through a structured assessment of its performance.

The same KPIs can support wider monitoring including the implementation of the UN-Habitat Urban Monitoring Framework.



As a global leader in innovation and sustainability, Dubai recognizes the importance of collaboration in advancing smart city development. The U4SSC KPIs provides us with valuable insights and benchmarks to continuously improve our urban infrastructure and services, ultimately creating a more connected and prosperous city for all.

Okan Geray, U4SSC Chair

Meet U4SSC and its city indicators

10 years of UN effort to help cities

U4SSC is a UN initiative supported by 22 UN partners and coordinated by ITU, UN-Habitat and UNECE.

U4SSC KPIs used by more than 350 cities worldwide

The U4SSC KPIs help your city measure smartness and sustainability across three dimensions:

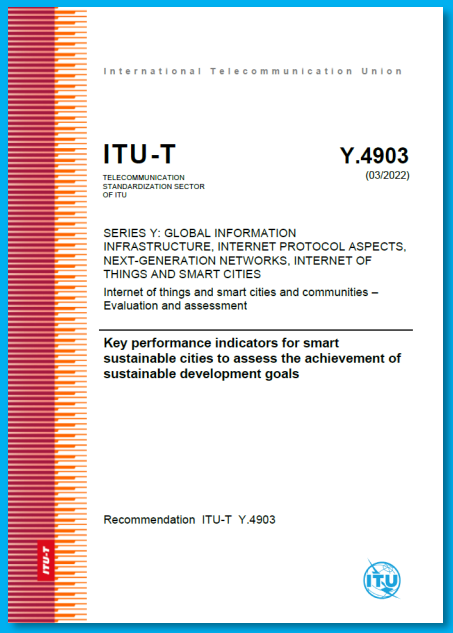
Economy Environment Society and Culture

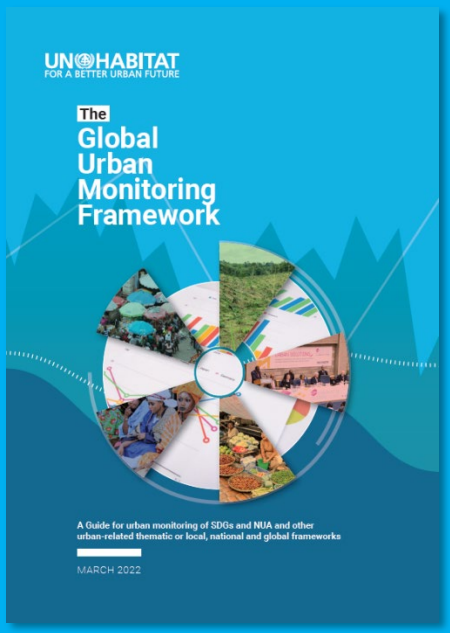
Based on the ITU standard Y.4903, the indicators provide a common approach to assessing current performance and tracking change.

A practical foundation for city action

The KPIs help cities bring data from across departments into one assessment, work with the UN to review the evidence, and use the findings to identify gaps and guide improvements as well as implement UN-Habitat's Urban Monitoring Framework.







One assessment with wider value

Put your U4SSC evidence to work across planning, monitoring and reporting

What is the Urban Monitoring Framework?

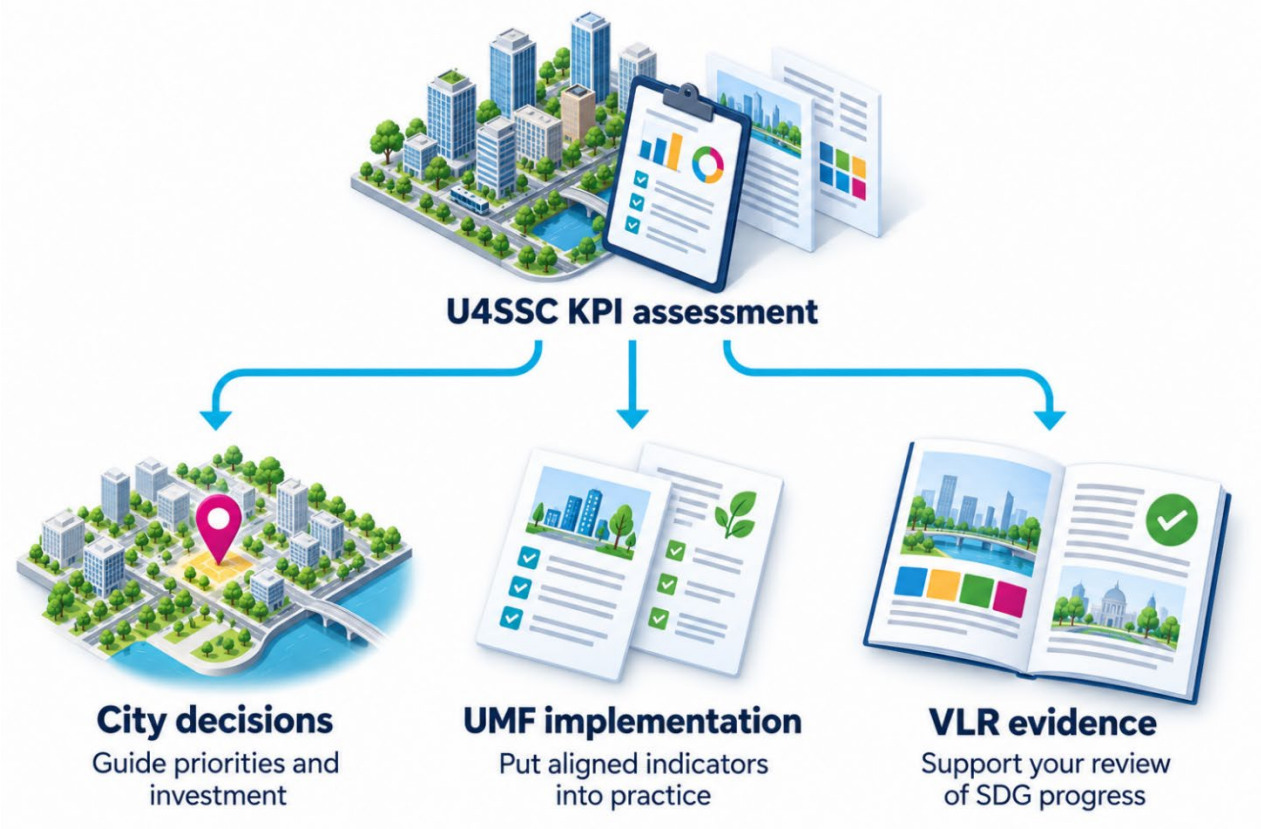
The Urban Monitoring Framework (UMF) helps cities track progress towards the United Nations Sustainable Development Goals (SDGs) and the New Urban Agenda.

How does your U4SSC assessment contribute?

When your city implements U4SSC KPIs, it also implements UMF through aligned indicators and you can reuse your assessment findings within your city's wider monitoring and reporting.

Preparing a Voluntary Local Review?

A Voluntary Local Review (VLR) is your city's review of SDG progress. Your U4SSC findings can contribute evidence alongside local priorities, actions, community perspectives, and lessons learned.



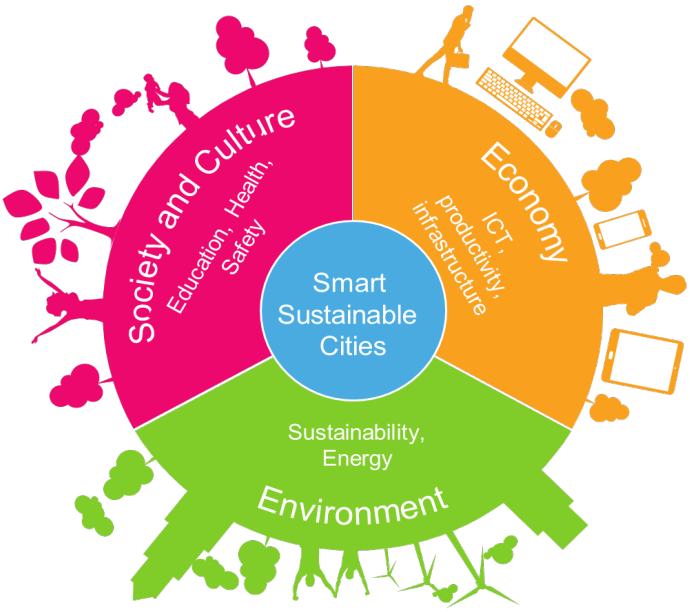
Measure what matters to your city

U4SSC KPIs bring together evidence across three dimensions to help your city understand its performance and identify priorities.

Economy
Are digital services and infrastructure supporting opportunity?

Environment
How well is your city managing resources and environmental quality?

Society and Culture
Are essential services reaching the people who need them?



Economy
- ICT Infrastructure
- Water & Sanitation
- Drainage
- Electricity Supply
- Transport
- Public Sector
- Innovation
- Employment
- Waste
- Buildings
- Urban Planning

Environment
- Air Quality
- Water and Sanitation
- Waste
- Environmental Quality
- Public Space and Nature
- Energy

Society and Culture
- Education
- Health
- Culture
- Housing
- Social Inclusion
- Safety
- Food Security

55 Core Indicators + **36** Advanced Indicators

20 Smart + **32** Structural + **39** Sustainable

132 Data Collection Points

The same findings can also support aligned UMF monitoring and reporting on sustainable development.

Turn city evidence into action

Use your assessment findings to focus attention and investment where they can make the greatest difference.

Understand the findings

Review strengths, performance gaps, and missing data.

Choose priorities together

Combine city-wide results with local evidence, community perspectives, and available resources.

Agree the next steps

Assign responsibilities, plan improvements and measure again to track change.

	What the evidence shows	What your city can do
 Connectivity	Gaps in digital access	Prioritize areas for investment
 Water and energy	Resource performance	Target efficiency and maintenance
 Public services	Access to essential services	Investigate gaps with city teams and communities
 Housing and basic services	Gaps in housing conditions and basic service access	Prioritize housing improvements and extend basic services

Your city's assessment journey

Bring your city teams together to collect data, review the evidence, and turn findings into action. Your city focal point coordinates contributions across departments, working with the U4SSC team and a verifier.

1. Get started
Express interest and nominate your city focal point.

2. Prepare together
Agree the scope, responsibilities, and data needs.

3. Collect and submit
Compile indicator data and supporting evidence.

4. Verify and refine
Address verifier feedback and review draft findings.

5. Complete and use
Finalize the assessment outputs and use the findings to guide improvements.

6. Reuse for the Urban Monitoring Framework
Use the same evidence for aligned UMF indicators and wider urban monitoring. Relevant findings can also inform your city's VLR.



What will your city gain from participating?

Understand your performance, identify priorities, and share your progress with verified evidence and clear assessment outputs.

Your U4SSC assessment also operationalizes relevant indicators aligned with UMF, enabling your city to leverage the same data to track progress, inform decisions, and support broader urban development priorities.



City snapshot
See your city's performance at a glance.

Verification report
Understand the results and the evidence behind.

Factsheet
Explore findings and recommended actions.

Case study
Share your city's journey and lessons learned.



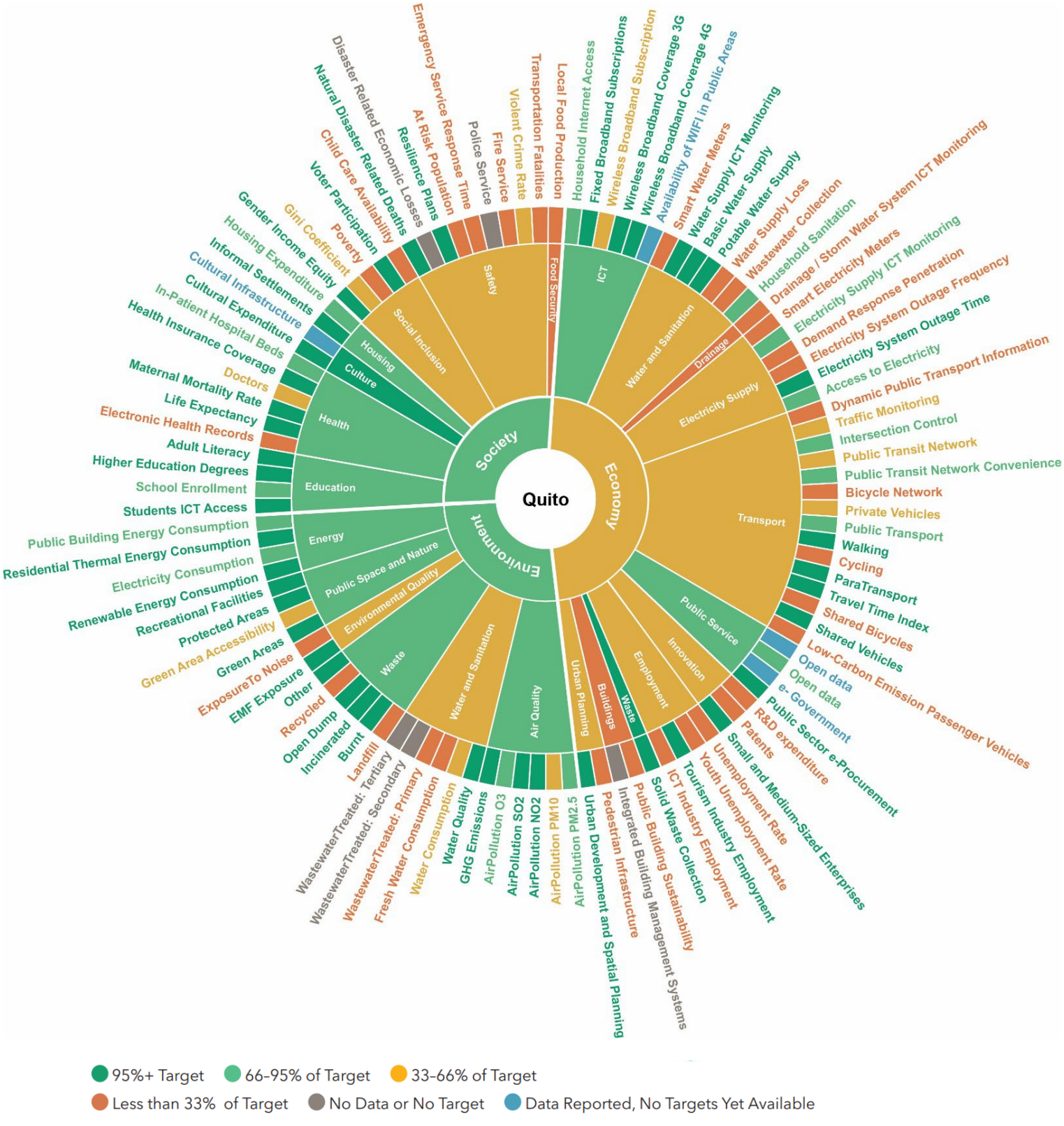






Understand your results. Focus your next steps.

The U4SSC wheel brings your city's assessment results into one visual overview, helping teams see strengths and areas that need closer attention.

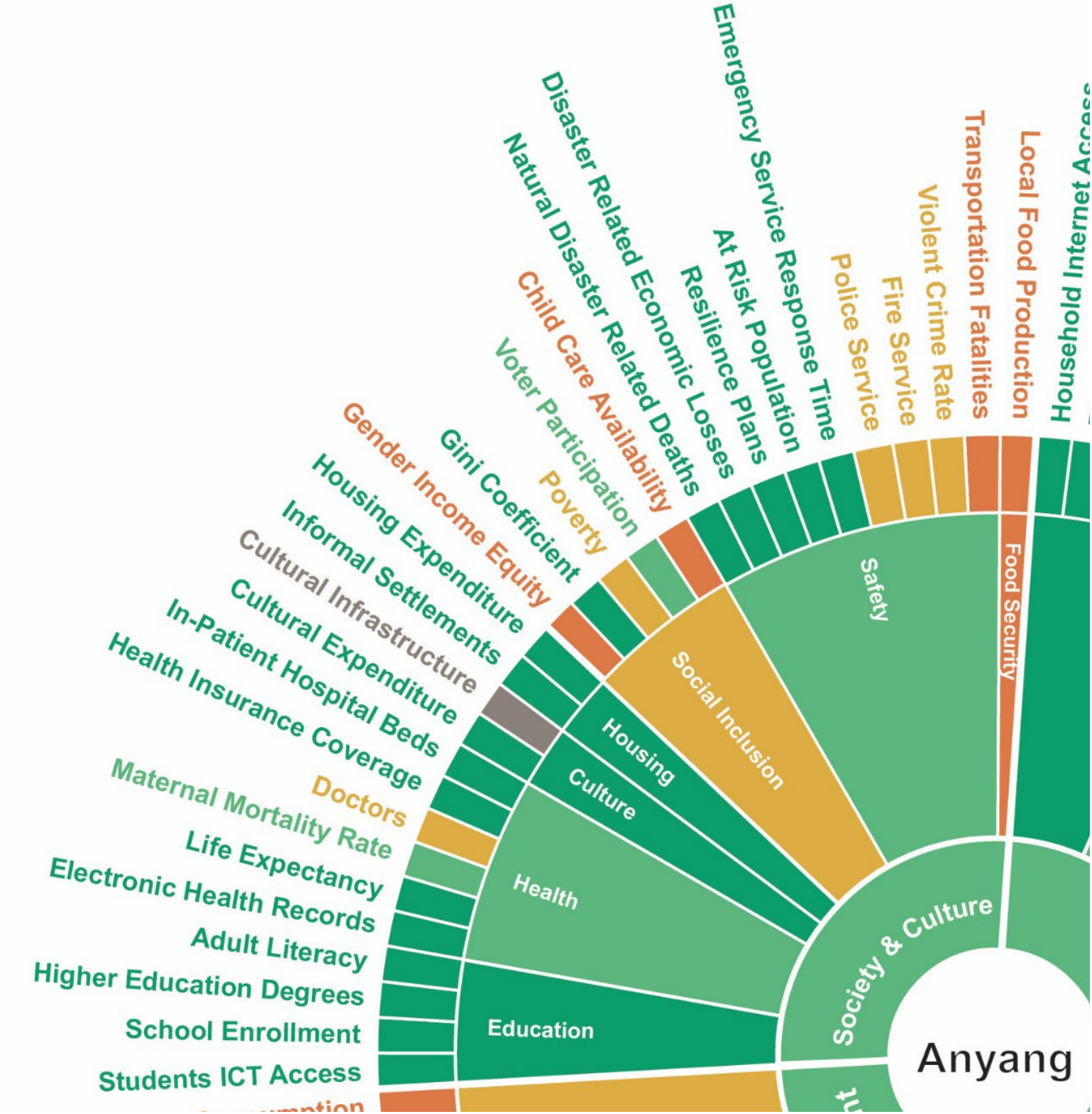


95%+ Target | 66–95% of Target | 33–66% of Target | Less than 33% of Target | No Data or No Target | Data Reported, No Targets Yet Available

See the pattern
Look across the economy, environment, and society and culture dimensions.

Explore the detail
Review individual indicators and the evidence behind them.

Decide what comes next
Combine the findings with local priorities and community perspectives to identify actions.



Make your city's commitment visible

Completing a U4SSC KPI assessment gives your city a verified baseline and recognition of its participation in the initiative.

Share this milestone with residents, city teams and partners and use the findings to explain your priorities and next steps.

Recognize the work. Share the findings. Keep improving.



Figure 1: Mayors and senior representatives from the city of Kristiansund, Norway, city of Anyang, Republic of Korea, city of Kyebi, Ghana and city of Moscow, Russian Federation

Pricing made simple

Participating in the U4SSC KPIs program is more than just a certification– it's an investment in the sustainable growth and digital transformation of your city. Our transparent pricing structure is designed to accommodate cities of all sizes, ensuring access to globally recognized tools and insights that drive real progress.

Verification of Key Performance Indicators and City Snapshot

Includes: City Verification, City Snapshot, ITU issued U4SSC Certificate		
Population	**Developed Economies**	**Developing Economies**
> 1,000,000	CHF or USD 10,000	CHF or USD 7,000
500,000 - 999,999	CHF or USD 8,000	CHF or USD 5,000
100,000 - 499,999	CHF or USD 6,000	CHF or USD 3,000
< 100,000	CHF or USD 5,000	CHF or USD 2,000

Case study

Includes: U4SSC KPI Verification Report, City Snapshot and ITU Certificate and Case Study	
For all	CHF or USD 30,000

*For on-site verification, the city needs to pay the verifier's travel expenses (flight ticket, accommodation and per diem).

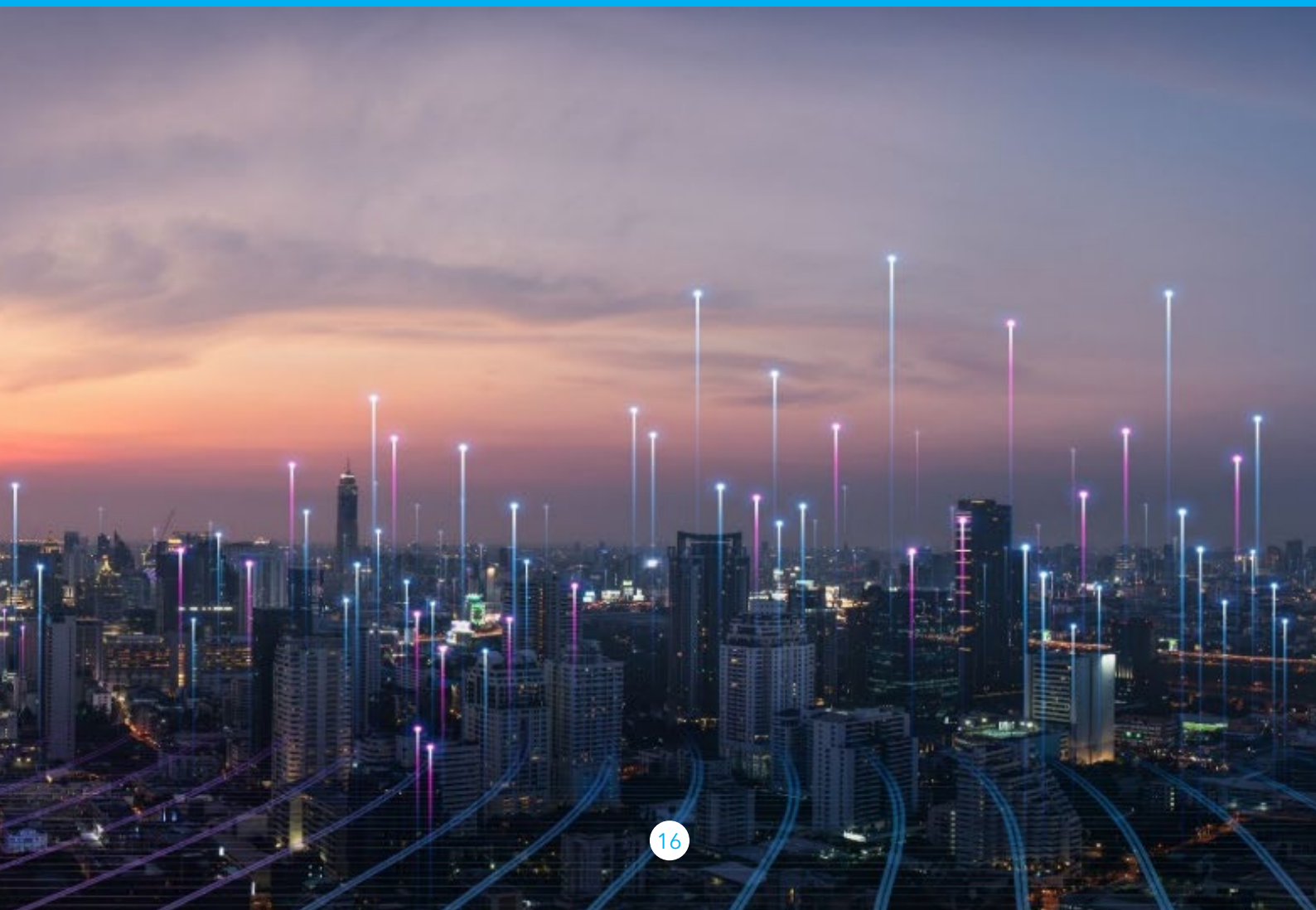
See why over 350 cities have adopted the U4SSC KPIs

By participating in the U4SSC KPIs, we can benchmark our progress against a global standard, ensuring that our initiatives are effective and in line with the best practices worldwide. This collaboration drives sustainable development, fosters resilience, and promotes inclusivity, laying the foundation for a thriving city for generations to come.

- Mayor of Valencia

The U4SSC KPI framework has been crucial in Kyebi's efforts to advance as a smart and sustainable city. The indicators have provided us with a clear path to blend digital transformation with our sustainability objectives, resulting in better public services and an improved quality of life for our community

- Mayor of Kyebi



Get started today!

Start your U4SSC assessment and put aligned UMF indicators into practice.

Use this letter to express your city's interest, nominate a focal point and explain how the assessment will support your priorities, UMF monitoring and any planned VLR.

Subject: Participation in the U4SSC KPI project

Dear ITU-U4SSC Secretariat,

On behalf of [City Name], I am writing to express our interest in participating in the U4SSC KPI project to assess our city's performance, guide local action and implement aligned Urban Monitoring Framework indicators.

[Briefly describe your city's priorities and any planned Voluntary Local Review.]

We will collect data using the U4SSC methodology and submit the supporting evidence to the U4SSC Secretariat. We also intend to leverage the findings for monitoring under the Urban Monitoring Framework (UMF), where possible, and, where relevant, to inform our Voluntary Local Review (VLR).

We are pleased to inform you that the focal point for this activity is [insert name]. We look forward to our participation in the project.

Kind regards,
[Name and signature of city leader / representative]



Interested in Learning More?

Please contact: u4ssc@itu.int
Website: https://u4ssc.itu.int/

International Telecommunication Union

Place des Nations
CH-1211 Geneva 20
Switzerland

Photo Credit: Adobe Stock