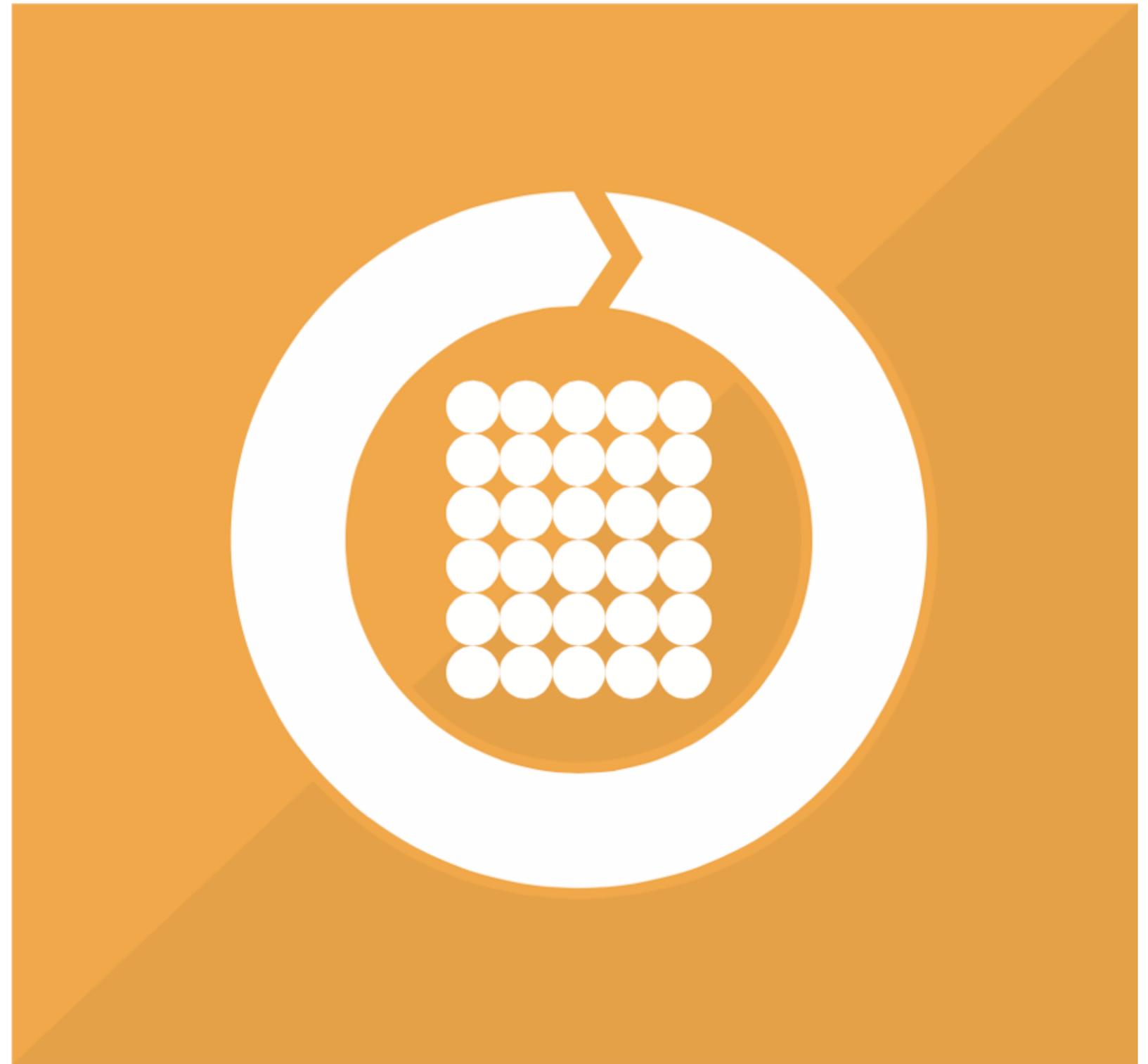


# Can past success help define momentum for change?

What do 30 of the most successful\* smart cities have in common?

\*Most successful defined by the number of awards/recognition received globally

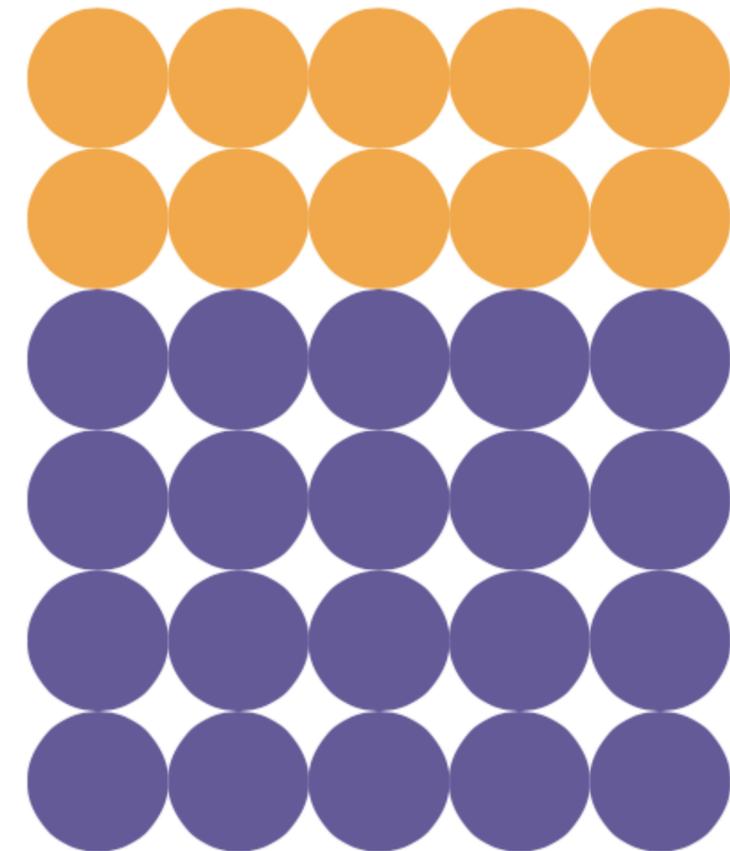


# Getting a little more precise about success

We split the group into two

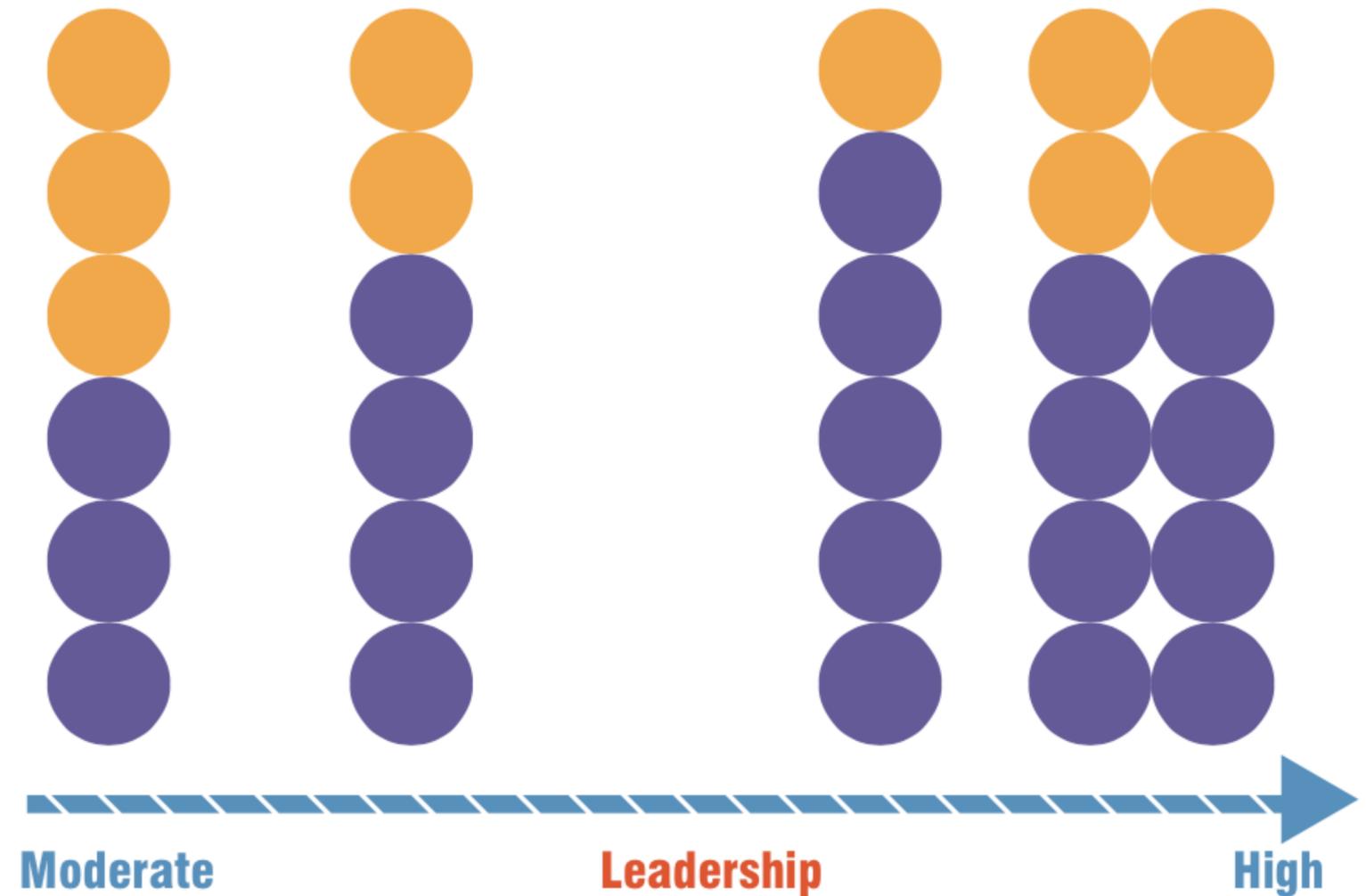
- based on increase in proportion of services delivered digitally after smart city implementation

- Top third for increase in digital service provision
- The rest



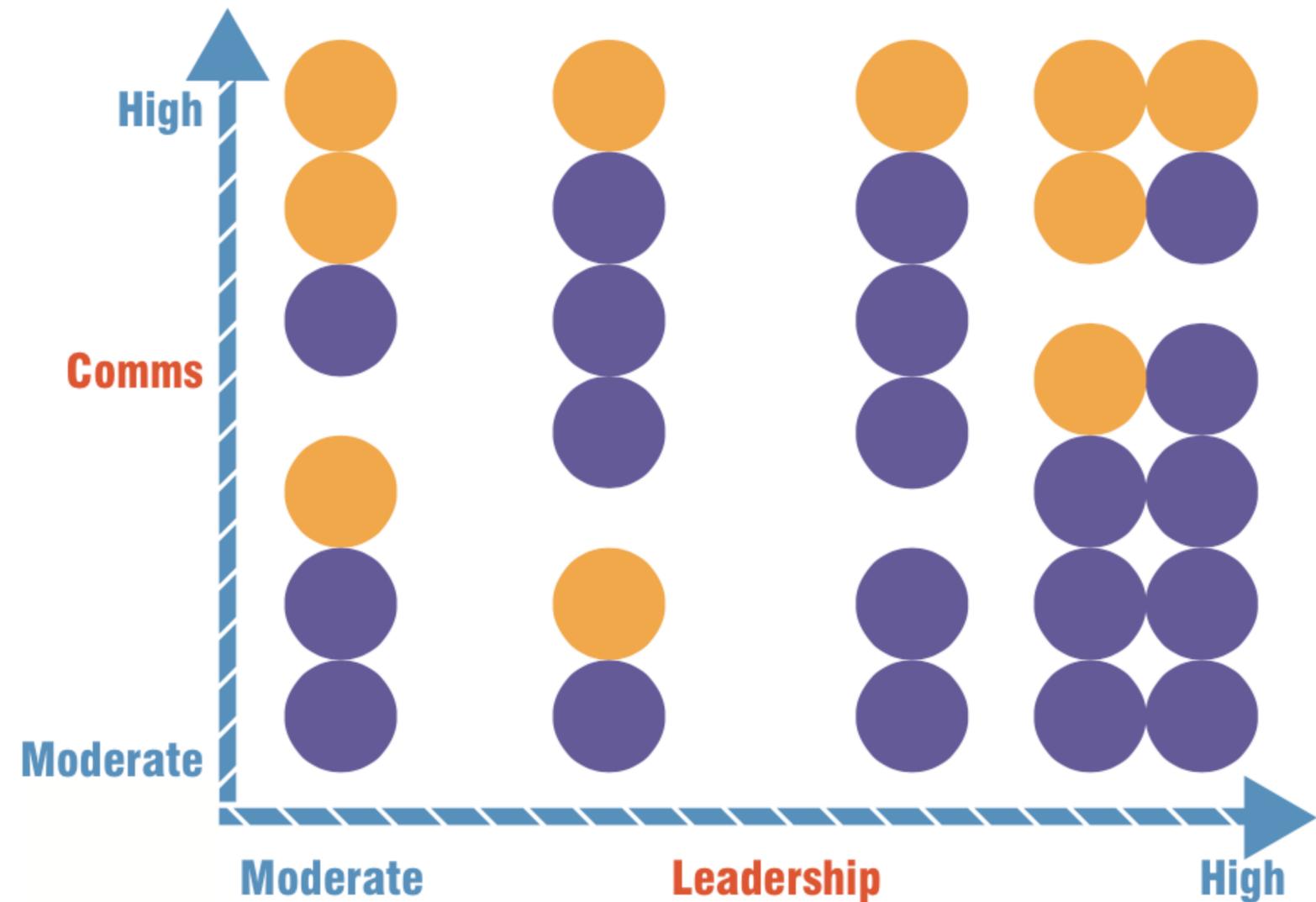
# Charismatic and digitally savvy leaders were a stand-out factor

- but not conclusive in determining higher performance

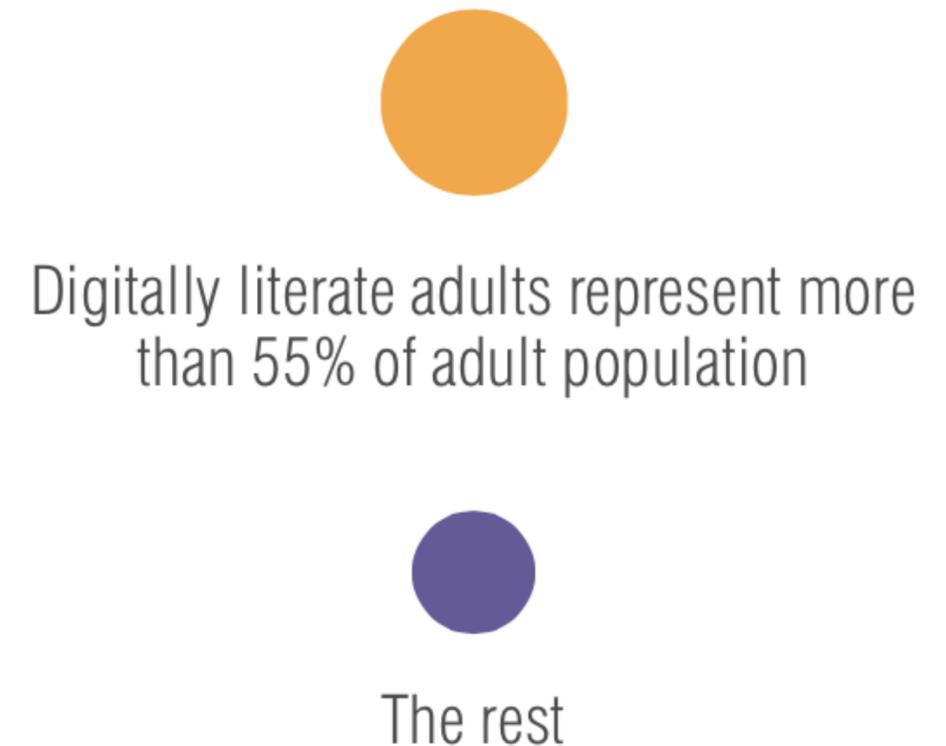


# Strong strategy and communication roadmaps were prominent

- but was not the whole picture, either



# What about the ability of citizens to exploit digital services?



# All high performing cities had high proportion of digital literates

- Only one high proportion digital literate city was not in the high performance category

