

## Key Performance Indicators project for Smart Sustainable Cities to reach the Sustainable Development Goals (SDGs)

As a sign of ITU's growing expertise in the area of Smart Sustainable Cities, ITU has been approached by leading international cities such as Dubai, Singapore, Montevideo, Manizales, Maldonado, Moscow, Pully, Kairouan, Valencia, Foshan, Wuxi and many others to assist with their smart city expeditions. Dubai and Singapore are the world's first cities to assess the efficiency and sustainability of its operations using the key performance indicators developed by the **United for Smart Sustainable Cities (U4SSC)**. This set of indicators was developed to establish the criteria to evaluate ICT's contributions in making cities smarter and more sustainable, and to provide cities with the means for self-assessments in order to achieve the sustainable development goals (SDGs).

These indicators have been developed to provide cities with a consistent and standardized method to collect data and measure performance and progress to:

- Achieving the Sustainable Development Goals (SDGs);
- Becoming a smarter city; and
- Becoming a more sustainable city.

The indicators will enable cities to measure their progress over time, compare their performance to other cities and through analysis and sharing allow for the dissemination of best practices and set standards for progress in meeting the Sustainable Development Goals (SDGs) at the city level.

Each indicator forms part of a holistic view of a city's performance in three dimensions: **Economy, Environment and Society and Culture**. Each of these dimensions provides a separate view of progress and when reported together provide a holistic view of a smart sustainable city. [Find out more...](#)

The list of all the KPIs for SSC along with its collection methodology are contained in:

[Flipbook on "Collection Methodology for Key Performance Indicators for Smart Sustainable Cities"](#).

Over 50 cities worldwide are already implementing these KPIs. All cities are invited to participate in this project and pilot these KPIs.

### United for Smart Sustainable Cities (U4SSC)



U4SSC is a UN initiative coordinated by the International Telecommunication Union (ITU) and the United Nations Economic Commission for Europe (UNECE) and supported by 14 other UN Agencies and Programmes (CBD, ECLAC, FAO, UNESCO, UNDP, UNECA, UNECE, UN-Women, UN Environment, UNEP-FI, UNFCCC, UN-Habitat, UNIDO, UNU EGOV and WMO).

U4SSC is the global platform to advocate for public policies to encourage the use of ICTs to facilitate and ease the transition to smart sustainable cities. [Find out more...](#)

## Description of each project

Each project is divided into two phases:



### Assessment and Verification of the progress towards SSC

This phase includes the following activities:

- ITU will provide the city with an excel template which contains all the KPIs to be assessed;
- The city will fill in the template with the information received from the different entities;
- Once the information is provided to ITU, the verifier will verify the data provided by the city; and
- Once the verification process has been completed, the verifier will provide a verification report, which includes the following information:
  - Audit results;
  - Some policy recommendations; and
  - Some suggestions for improvement opportunities.

In case the city requires any assistance during the data collection process,

ITU/TSB will provide any clarification on the KPIs. Additionally, conference calls could be organized if needed with the Verifier and ITU/TSB.

### Verification process

In order to ensure transparency in the process, an external verifier will be hired to perform this work. In this regard, the city can decide on either of the following two options, namely:

- **Onsite verification.** For onsite verification the city needs to pay the verifier an amount of this verification + travel expenses (flight ticket, accommodation + per diem); or
- **Remote verification.** For remote verification the city needs to pay the verifier an amount for this process.

To learn more about the associated costs and expenses of this project please contact the Secretariat at: [u4ssc@itu.int](mailto:u4ssc@itu.int);

**Establishment of the Global Smart Sustainable Cities Index.**

All the cities involved in the project are participating in the establishment of the Global Smart Sustainable Cities Index within the U4SSC. Furthermore, each city will receive an attestation from ITU, testifying that they were successfully evaluated based on a UN standard.

**Additional information on Terms and Conditions to be implemented in each project can be found in Annex 1.**

# Annex 1

## Terms and Conditions to be implemented in each project

### Qualifying attributes of the participating city

- The concerned city should have a keen interest in transitioning into a smart and sustainable city;
- The participating city should commit to contribute their inputs and lessons learnt from the project for the establishment of the Global Smart Sustainable City Index.

### Responsibilities of each participating city

- The participating city is required to collect and record the required information in the excel template provided by ITU and to initiate the verification process by the verifier. Each city will be given 3-6 months to gather the data, if necessary, with the assistance of a qualified third party consultant. The final date for submission of the data will be decided in agreement with the city, TSB/ITU and the verifier;
- Each city may decide whether they wish to have the verification conducted onsite or remotely;
- Participating in the project is self-funded by the city; and
- The participating city is required to provide the travel (in Business Class) and accommodation expenses for the mission to the site for 1 verifier (designated by ITU). These expenses are not included in the overall cost of the project for the city.

### Responsibilities assumed by ITU

- ITU is tasked with ensuring that each participating city is well informed about the processes conducted during the project;
- ITU is responsible for appointing a competent and accomplished verifier who can carry out the verification process; and
- ITU is responsible for deciding on a suitable staff member who can supervise the verification work carried out by the verifier.

### Associated Cost(s)

- To ensure transparency in the process, ITU will designate an external verifier;
- To learn more about the associated costs and expenses of this project please contact the Secretariat at: [u4ssc@itu.int](mailto:u4ssc@itu.int) ; and
- As part of the verification process, the verifier will conduct a series of interviews and will produce a final verification report.

### Additional Information

- The smart city project will be conducted based on the U4SSC KPIs that have been developed by the U4SSC. The U4SSC Initiative has developed a set of international Key Performance Indicators (KPIs) for Smart Sustainable Cities (SSC) to establish the criteria to evaluate ICT's contributions in making cities smarter and more sustainable, and to provide cities with the means for self-assessments.

- The development of these KPIs was coordinated by ITU and UNECE within U4SSC. The U4SSC KPIs are based on the revised version of Recommendation [ITU-T Y.4903/L.1603 “Key Performance Indicators for smart sustainable cities to assess the achievement of sustainable development goals”](#). This ITU-T Recommendation was refined based on the inputs received by 16 UN agencies and programmes, international organizations and cities that participated in this process;
  - The verification report of each city will only be published at the discretion of the participating city;
  - Verifiers and ITU staff members involved in the projects are required to keep all the information associated with the project confidential;
  - All the material published based on the projects will be the intellectual property of the participating city and ITU; and
  - The participating city and ITU can release news on the program and U4SSC initiative.
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