IDC Government Insights: Smart Cities and Communities, 2021

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Strategic Priorities P		PROGRAMS	USE CASES						
Economic		Augmented Arts, Culture Tourism	•	Community Identity & Heritage Portals	Connected Museums	Immersive Spaces & Interactive Experiences	Intelligent Event Management	NFTs for Local Art & Heritage Collectables	
Development & Civic Engagement	3	Civic Engagement	•	Digital Equity	Next Gen Non- emergency Services	Omni-channel City Portals	Open Data	Secure & Resilient Voting	
Civic Lingagement		Smart Ecosystems	•	Mega Events	Smart Ports	Smart Stadiums			
Sustainable Urban		Digital Administration	•	Connected Back Office	Digital Legislating	Funding & Grant Management	Smart City Operations Integration		
Planning & Administration		Sustainable Land Use	•	Data-Driven Urban Planning	Digital Permitting, Licensing, & Inspections	Digital Twin			
/ tallimistration		Community Resiliency	•	Connected Neighborhoods	Reliability as a Service				
		Proactive Social Services	•	Alternative Response Models	Connected Field Workers	Data-Driven Social Services			
Data-driven Public		Smart Emergency Management	•	Alerting & Emergency Notifications	Early Warning Systems	loT-enabled Fire Fighting	Next-generation Emergency Management		
Safety		Data-Driven Policing	•	Digital Evidence Management	Digital Forensics & Intelligence	Interjurisdictional Data Sharing Platforms	Officer Wearables	Real-Time Crime Centers	Video Observation & Management Platforms
		Public Health Protection	•	Addiction Prevention & Monitoring	Ensuring Food Safety & Traceability	Health Promotion & Predictive Disease Management			
		Smart Water	•	Non-Revenue Water Management	Water Quality Monitoring				
Resilient Energy & Infrastructure		Sustainable Infrastructure	•	Environmental Monitoring	Smart Outdoor Lighting	Smart Trash Collection			
		Smart Buildings	•	Building Infrastructure	Integrated Physical Security	Smart Indoor Lighting			
Intelligent		Connected & Automated Vehicles	•	Advanced Public Transit	Autonomous Vehicles	Vehicle to Everything Connectivity			Tolling and Congestion Charging
Transportation		Smart Infrastructure & Operations	•	Intelligent Traffic Management	Micro-Mobility	Multi-modal Transit Hubs	Ride-Hailing/Ride- Sharing	Smart Journey Planning	Smart Parking



Smart Cities and Communities Digital Roadmap 2021



