






IDC Government Insights: Smart Cities and Communities

Strategic Priorities	Programs	Use Cases					
 Economic Development & Civic Engagement	Economic development	Mega events	Digital currencies	Workforce development programs	Smart housing development and eco districts	Smart stadiums	Smart ports
	Civic engagement	Digital equity and accessibility	Next gen non-emergency services	Omni-channel city portals	Data exchanges, spaces and marketplaces	Secure & resilient voting	Augmented participatory budgeting
	Augmented arts, culture and tourism	Connected museums	Immersive spaces & interactive experiences	Intelligent event management	NFTs for local art & heritage collectables		Metaverse services
 Sustainable Planning & Administration	Community resiliency	Connected neighborhoods	Digitally augmented library services	Environmental monitoring	Smart public housing		
	Digital administration	Smart city operations integration	Transparent, accessible legislating	Funding & grant management	Revenue, collections and tax processing	Workplace transformation	Supply chain modernization
	Sustainable land use	Data-driven urban planning	Digital permitting, licensing, & inspections	Digital twin	Climate target tracking and assessment		
 Data-driven Public Safety	Data-driven policing	Digital evidence management	Digital forensics & Intelligence	Interjurisdictional data Sharing platforms	Real-time crime centers	Video observation & management platforms	
	Proactive social services	Alternative response models	Connected field workers	Data-driven social services	Government payments and benefits tracking		
	Public health protection	Addiction prevention & monitoring	Ensuring food safety & traceability	Health promotion & predictive disease management	Humanitarian services		
	Smart emergency management	Alerting & emergency notifications	Early warning Systems	IoT-enabled fire fighting	Next-generation emergency management	Responder wearables	Immersive training
 Resilient Energy & Infrastructure	Smart buildings	Building infrastructure	Integrated physical security	Smart indoor lighting			
	Smart water	Water management systems	Water quality monitoring	Wastewater management			
	Sustainable infrastructure	Distributed energy resources	Smart outdoor lighting	Smart trash collection	Predictive infrastructure maintenance		
 Intelligent Transportation	Connected, autonomous, shared & electric (CASE) vehicles	Advanced public transit	Autonomous vehicles	Vehicle-to-everything connectivity	Electric vehicle fleets	Ride-hailing/ride-sharing	Micro-mobility
	Smart infrastructure & operations	EV charging network	Intelligent traffic management	Multi-modal transit hubs	Smart journey planning	Smart parking	Tolling and congestion charging

Smart Cities and Communities Digital Roadmap



HORIZON 1 - Activate



HORIZON 2 - Optimize



HORIZON 3 - Strategize