

## **Standards in support of digital transformation in cities & communities**

### **Abstract:**

The challenges faced by cities around the world are very complex and multi sectorial with impacts on their economy, environment and before all on their citizens. It is thus important to support and guide cities in setting their priorities, in defining appropriate roadmaps adapted to their context, and then in implementing robust measures.

Standards are efficient “tools” in support of decision making, implementation of solutions, and management, thanks to their elaboration process based on consensus and consideration of best practices from around the world.

ISO TC 268 collects expression of needs from cities and communities, to help them in their journey towards sustainable development. Their own needs are driving our TC 268 activities and new work items.

To start the process, ISO TC 268 recommends cities and communities to define their strategy with a long-term vision and targets, where sets of performance indicators help to define objectives and to trace progress during the implementation phases.

This initial step, supported by ISO 371xx series of standards, provides a quality management approach that clearly sets out the basic requirements that help cities determine their sustainable development needs and strategies.

This fundamental initial step serves as a basis for setting action plans and implementing adequate measures, while digital transformation in cities & communities offers a wide and extended range of opportunities with related standards to pave the way to success, to sustainability, safety and security, and thus to enhanced quality of life for all citizens.