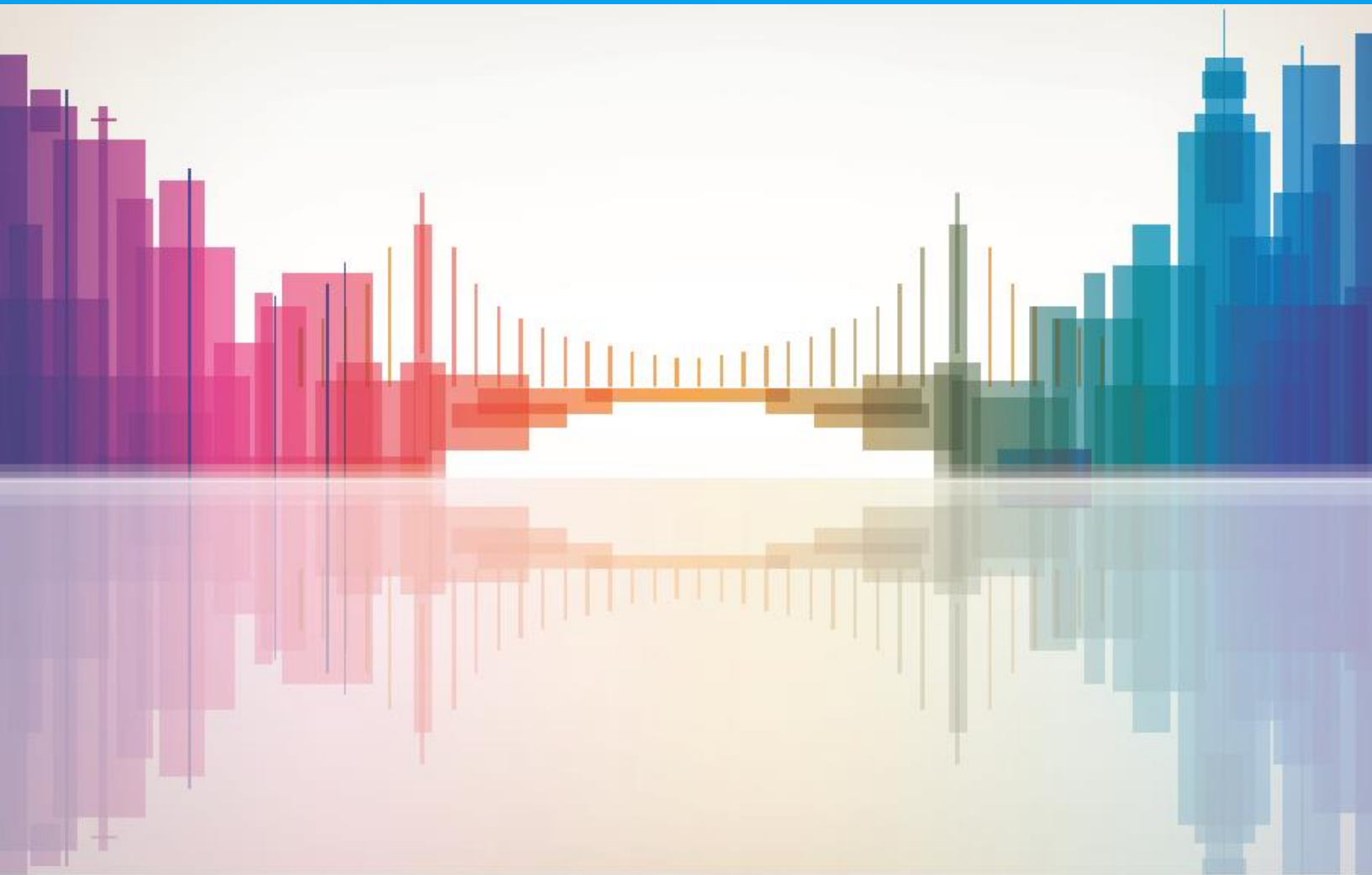


ITU's Implementation of the U4SSC KPIs

Verification Process





The U4SSC KPIs Verification Process

1. What you should know about verifications

ITU helps cities worldwide Implement the United for Smart Sustainable Cities (U4SSC) Key Performance Indicators (KPIs) for Smart Sustainable Cities (SSC). The verification of data submitted to ITU is an important part of the ITU/U4SSC’s city verification process. The verification process ensures that the data submitted by a prospective Smart Sustainable City is complete, accurate, supported and meets the requirements found in the U4SSC [‘Collection Methodology for Key Performance Indicators for Smart Sustainable Cities’](#), which is based on [Recommendation ITU-T Y.4903: ‘Key performance indicators for smart sustainable cities to assess the achievement of sustainable development goals’](#).

2. How does ITU conduct a verification?

ITU assigns an independent, third-party who is certified as a U4SSC Key Performance Indicators for Smart Sustainable Cities Verifier to conduct verification of the data submitted by a city that has signed up to the U4SSC initiative.

The city will:

- collect KPI data in accordance with the U4SSC [‘Collection Methodology for Key Performance Indicators for Smart Sustainable Cities’](#);
- complete the U4SSC data collection template as fully as possible and submit for verification; and
- collect back up documentation for each KPI reported and submit for verification.

The verifier will:

- review the city’s U4SSC KPIs data;
- verify that the data submitted are in conformance with the requirements of the U4SSC KPIs standard through interviews with city stakeholders, review of the backup documentation and review of KPI results against known data from similar cities;
- provide feedback on any issues with the KPIs data;
- prepare the City Snapshot; and
- prepare the Verification Report, which includes the following information:
 - verification results; and
 - high-level suggestions for improvement opportunities.

The verification is conducted using the information made available by the city and any information presented during follow-up activities.

The verifier looks at a number of factors, such as the likelihood or frequency of errors in certain KPIs or whether there are indications of non-compliance with the U4SSC KPIs standard.

The verifier may also look at publicly reported information on the city and may compare the information provided by the city to similar cities (in the same country or region, for example) or consider information from past verifications of city data.

2.1. What is the first step in the verification process?

The ITU/U4SSC Secretariat puts the verifier in touch with the newly signed city after inaugurating the city into the U4SSC initiative. The verifier arranges the date, time, and location of the verification with the city, and provides any further information to start the city's data collection, reporting and verification process.

The city can decide on either of the following two verification options:

- **Onsite verification:** in which case, the city pays the verifier the agreed verification costs plus any related travel expenses (e.g., flight ticket, accommodation and per diem costs); or
- **Remote verification:** in which case, the city pays the verifier the agreed verification costs.

Normally, an onsite verification takes place at the city's offices. An onsite verification often allows supporting documents to be viewed in-person and questions to be addressed quickly, which can minimize delays in completing the verification.

If the verification is not done onsite, it takes place remotely via electronic means. In that case, the verifier asks the city to provide any supporting documents required for the verification electronically.

The verifier may need electronic copies of the city's supporting documents or records during onsite verification as well.

2.2. Sending your supporting documents online to the verifier

The city may send supporting documents either by email or through a file sharing program in accordance with the city's data security requirements.

2.3. What does a verifier examine during the verification?

The verifier will examine reports, books, records, documents, and other information (collectively referred to as 'supporting documents') provided by the city. These can include the following:

- city's annual report(s);
- financial filings;
- policy documents;
- statistical outputs; and
- department or function specific reports and documents; etc.

During the verification, the verifier may have questions or find issues and discuss them with the city. The city can also raise any questions or concerns with the verifier at any time.

2.4. What happens after the verifier examines the city's data and supporting documents?

After the verifier examines the city's submitted data and the supporting documents provided by the city, the following can happen.

Completed verification: If the verifier finds that the city's U4SSC KPIs data is complete, accurate, supported through documentation, and is in compliance with the U4SSC KPIs standard, then nothing more has to be done in terms of verification. The city will receive a notification of completion and the verification will be closed.

Reverification: If the verifier finds that any of the city's data has to be reassessed, the city will receive a notification explaining the reason for the reverification and what the verifier requires to complete the verification.

If the city disagrees with the need for reverification, it is encouraged to contact the verifier to explain why it disagrees and provide any other documents that support its position. The verifier will carefully consider any explanations and respond to the city's questions copying ITU/U4SSC Secretariat.

If an issue is not resolved, the city can contact the ITU/U4SSC Secretariat to discuss it. The Secretariat's contact information is included in all correspondence sent to the city by ITU/U4SSC.

2.5. What happens at the end of a completed verification?

At the end of a completed verification, a notification will be sent to the city and no adjustments will be made to the city's data from that point forward.

The verifier will then develop the City Snapshot and Verification Report for the city.

The city will also receive an attestation from ITU upon completion of its U4SSC KPIs project, stating that it was successfully evaluated based on a UN standard.

2.6. How long does it take to do a verification?

The time it takes to do a verification depends on several factors, such as:

- the state of the city's submitted data;
- the state of the city's supporting documents;
- potential delays due to missing data and/or documents; and
- questions for and/or consultation with city department or function specialists.

Good data collection and reporting and cooperation with the verifier will reduce the time it takes to do a verification. If requested supporting documents are not provided or are hard to find, delays can result.

If the city no longer has certain original supporting documents, it can provide reasonable alternatives or a combination of documents that also support the data being reported. If the city cannot provide any documents or sources to support the data it is reporting, it can discuss this with the verifier who will work with the city to find ways to confirm the data reported.

3. The city's rights and responsibilities

3.1. What are the city's rights?

The agreement that the city signs with the ITU upon joining the initiative sets forth the rights that the city has in its relationship with the ITU and the independent, third-party verifier. These rights confirm the ITU's commitment, including that of the verifier, to serve the city with a high degree of accuracy, professionalism, courtesy, and fairness.

3.2. What are the city's responsibilities?

For the verification, the city should make available to the verifier all its relevant supporting documents (both paper and electronic) and data sources and provide complete and timely explanations to the verifier's questions.

4. Need more information?

To get more information about the U4SSC KPIs verification process, or to provide comment, please contact the ITU/U4SSC Secretariat at: u4ssc@itu.int.

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