



Dubai Smart Cities Forum

Globally Smart Dubai

Smart Cities

An aerial photograph of the Dubai skyline, featuring the Burj Khalifa on the left and the Burj Dubai on the right. The city is densely packed with skyscrapers and modern architecture, set against a clear blue sky. The foreground shows a mix of residential and commercial buildings, with some greenery and a body of water visible on the left.

Dr. Hichem Maya

**Head of SAP Business Transformation
Services**



Urban is **changing** the world

120

Top cities account 29%
World GDP*

BRIC

Brazil, India & China cities
growing fastest*

80%

World's GDP from Urban*

50%

of World's Users*

What Drives Urban Competitiveness?



Government

Inclusive, Effective, Stable, Transparent



Society

Free, Open, Diverse, Fair



Human & Social Capital

Education, Skills, Availability, Flexibility



Global Attractiveness

Safe, Secure, Friendly, Accessible



Financial Expertise

Maturity, Know-how, Globalized



Economy

Wealth, Growth, Integration, Innovation



Infrastructure

Soft, Hard, High Quality



Resilience & Sustainability

Green, Clean & Risk Reduction

The Dimensions of Smart Cities



Improving
Livability



Transforming
Government



Growing Economic
Prosperity



I want my city to be more livable!
Safe, Green, Clean & Inclusive

Improving Livability

**Empowered
and Enabled
Communities**

**Collaborative
Business
Networks**

**Connected
Communities**

**Open Data and
Information
Sharing**

**Volunteering and
Social
Responsibility**

**Cultured,
Diverse and
Inclusive
Society**

**Art, Culture and
Museums**

**Sports, Parks
and Leisure**


**Diversity and
Inclusivity**

**Healthy and
Caring
Population**

Public Health

**Health and
Human Services**

**Benefits and
Entitlements**

A photograph of two women wearing black hijabs and abayas sitting at a dark table in a modern lounge. They are looking at a silver laptop. The woman on the left is smiling. There are white coffee cups on the table. In the background, other people are seated in orange armchairs. A semi-transparent dark box with white and yellow text is overlaid on the right side of the image.

I want my city to
empower me to
serve our
communities better

Transforming Government

Safe and Resilient City

Investigation Management

Policing Excellence

Emergency Management

Real-time Situational Awareness

Prudent and Sustainable Stewardship

Tax and Revenue Management

Grants, Donations and Incentives

Fighting Fraud, Waste and Abuse

Liberating Knowledge and Creativity

Student Lifecycle Management

Teaching and Learning

Learner Achievement Measurement and Tracking

Research Planning and Execution

Good Government

Policy, Strategy and Governance

Engagement and Participation

Service Delivery and Innovation

Performance and Transparency



My city needs to
be more **business**
friendly

Growing Economic Prosperity

Long-Term
Prosperity and
Economic
Growth

Visioning and
Planning

Innovation,
Technology and
Strategic
Programs

Commerce, Trade
and Tourism

Environment and
Sustainability

Integrated
Transport and
Mobility

Traffic
Management and
Planning

Network and
Route
Performance
Management

Parking, Pricing
and Services

Smart Assets
and
Infrastructure

Assets,
Equipment and
Operations

Land, Housing
and Buildings

Energy and
Utilities

Waste, Recycling
and
Environmental
Services

The **Best Run Cities** Paradigm

Improving Livability

Empowered & Enabled
Communities

Multicultural, Diverse, &
Inclusive Society

Healthy & Caring Populations

Transforming Government

Safe & Resilient Cities

Prudent & Sustainable
Stewardship

Liberating Knowledge &
Creativity

Good Government

Growing Economic Prosperity

Long-Term Prosperity &
Economic Growth

Integrated Transport & Mobility

Smart Assets & Infrastructure

People & Talent

Budget & Finance

Procurement

IT Management

Technology & Platform

Utilizing five Urban Design Principles

**GOOD
GOVERNANCE**



**USER
EMPOWERMENT**



**COMMUNITY
ENGAGEMENT**



**SERVICE
INNOVATION**

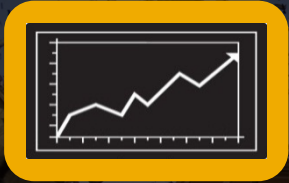


**URBAN
RESILIENCE**

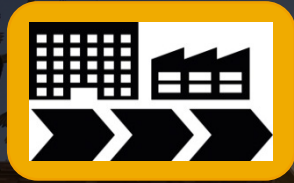


Leveraging **five Enabling Technologies**

ANALYTICS



APPLICATIONS



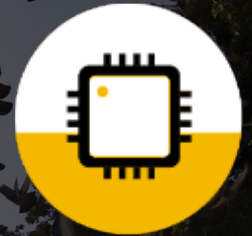
MOBILE



CLOUD



**TECHNOLOGY &
DATABASE**





Enabling the **Real Time City**

**Unleashing
The Power of
Collective
Insights**

**Empower
Developers to
Innovate**

**Unwire the
Business**

- Achieve tangible results on every business priority by accelerating how users acquire, analyze, act on, and apply insights
- Power a new class of real-time analytics and applications with an innovative data platform to give cities a true competitive advantage
- Unleash collective insight through enterprise business intelligence, agile visualizations, and advanced analytics on any device and platform
- Deliver a platform for mobile development and security to innovate employee and consumer apps for any mobile device
- Maximize the business value of your data – both structured and unstructured – across the organization
- Integrate application delivery to maximize agility across people, processes, and systems.

What's changing about Smarter Cities?

... the way it gets done



5 common city level challenges for city leaders have emerged from over 2,000 engagements

1



Managing / Guiding the *unique global value of the place* to create a sustainable and resilient economy

2



Steering the *talent* strategy to assure future gainful employment, self-sufficiency and competitiveness

3



Effectively using *resources* (natural, infrastructure) available and *turning assets into resources*

4



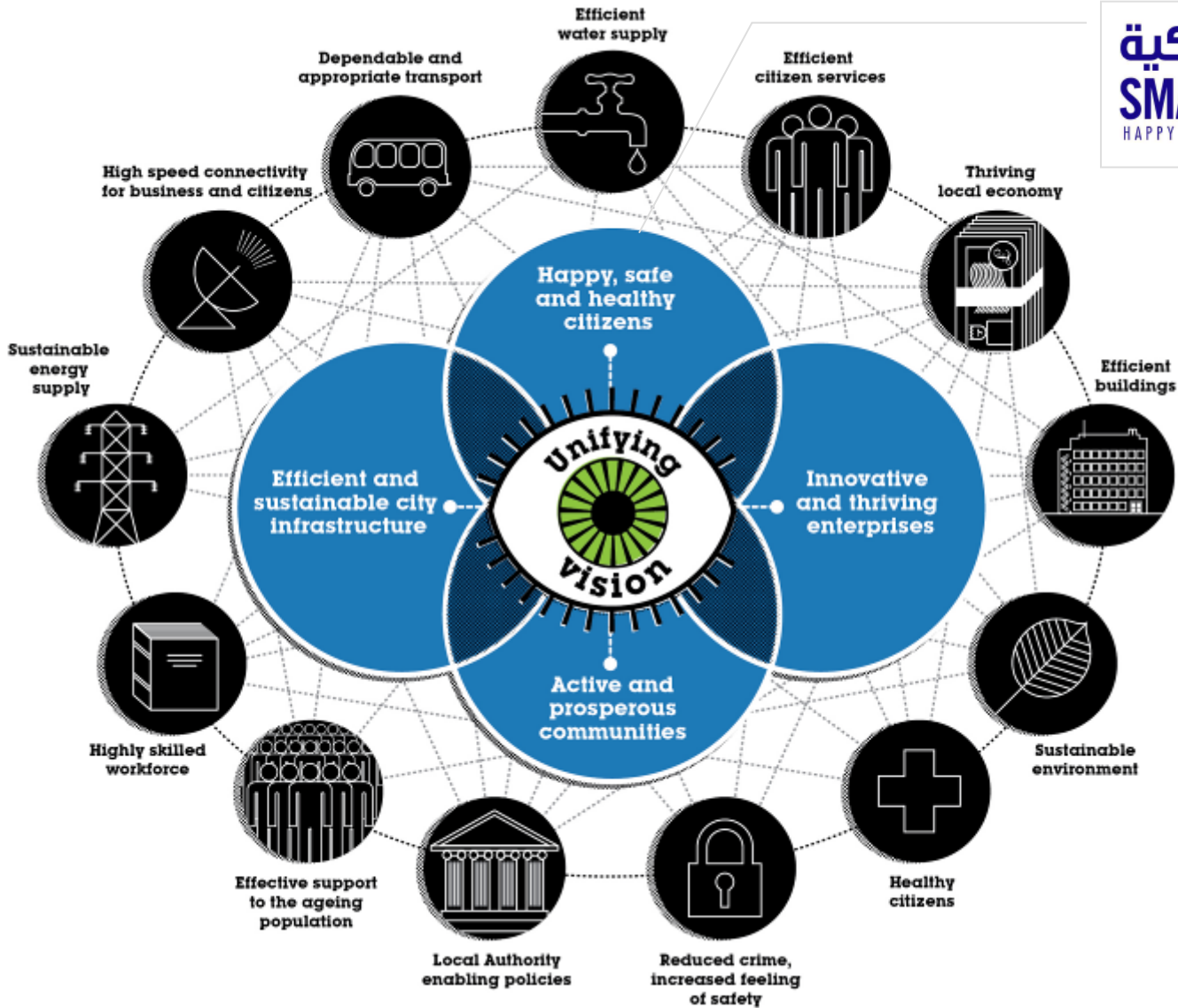
Creating safe and vibrant *communities* that people *want to live in ... contribute to ... co-create*

5



Providing relevant and affordable social services to cope with the changing demographics

Shared outcomes



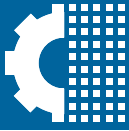

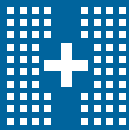
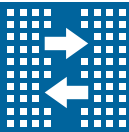

دبي الذكية
SMART DUBAI
HAPPY LIVING | لحياة أسعد

Five patterns of growth by innovating through data

Innovation through data is characteristic of leading organizations

- #1** CEOs rank technology as the most important external force impacting their organizations
- 69%** of outperforming organizations **combine technology with business to innovate**
- 54%** of outperforming organizations as good at **drawing insights from data**
- 57%** of outperforming organizations are good at **translating insight into action**

Organizations can identify data innovation opportunities in five distinct ways

-  **Augmenting products to generate data**
-  **Digitizing assets**
-  **Combining data within and across industries**
-  **Trading data**
-  **Codifying a distinctive service capability**

Technology is in all aspects of daily life ...



WHAT IS A SMARTER CITY AND WHAT MAKES IT DIFFERENT?



It's all about
people +

Is sustainability just another movie show until it suddenly becomes real for an individual?

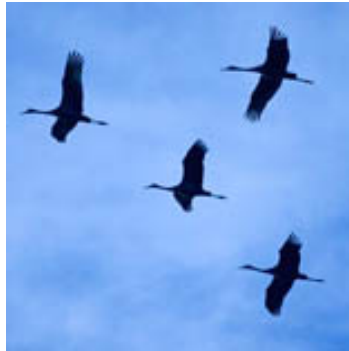


Attracting, retaining and developing a sustainable core of talent is a key to the future success of cities

City Services



Quality of Life



Place to learn



Healthcare



Public Safety



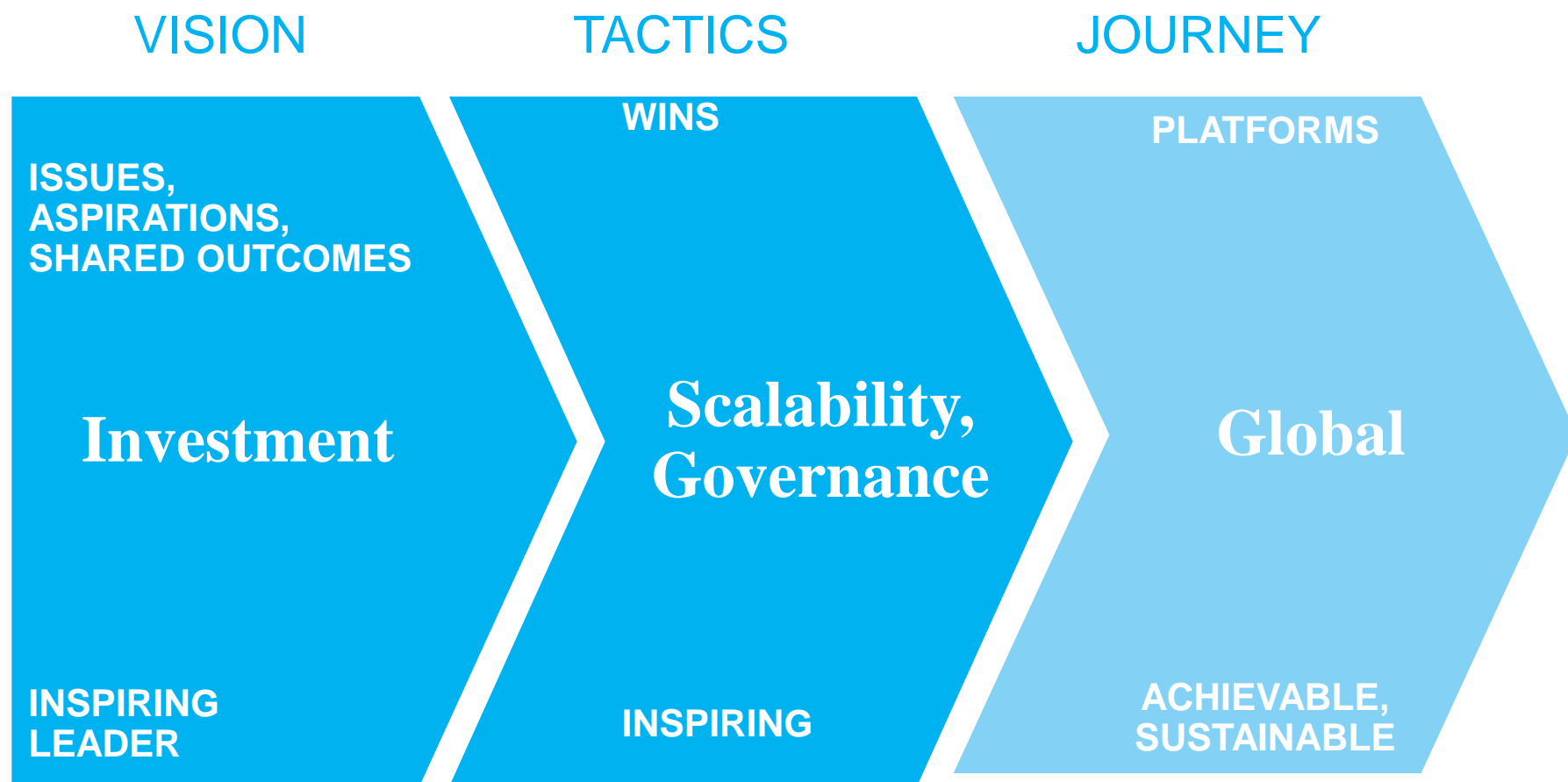
Local Government

What's different?

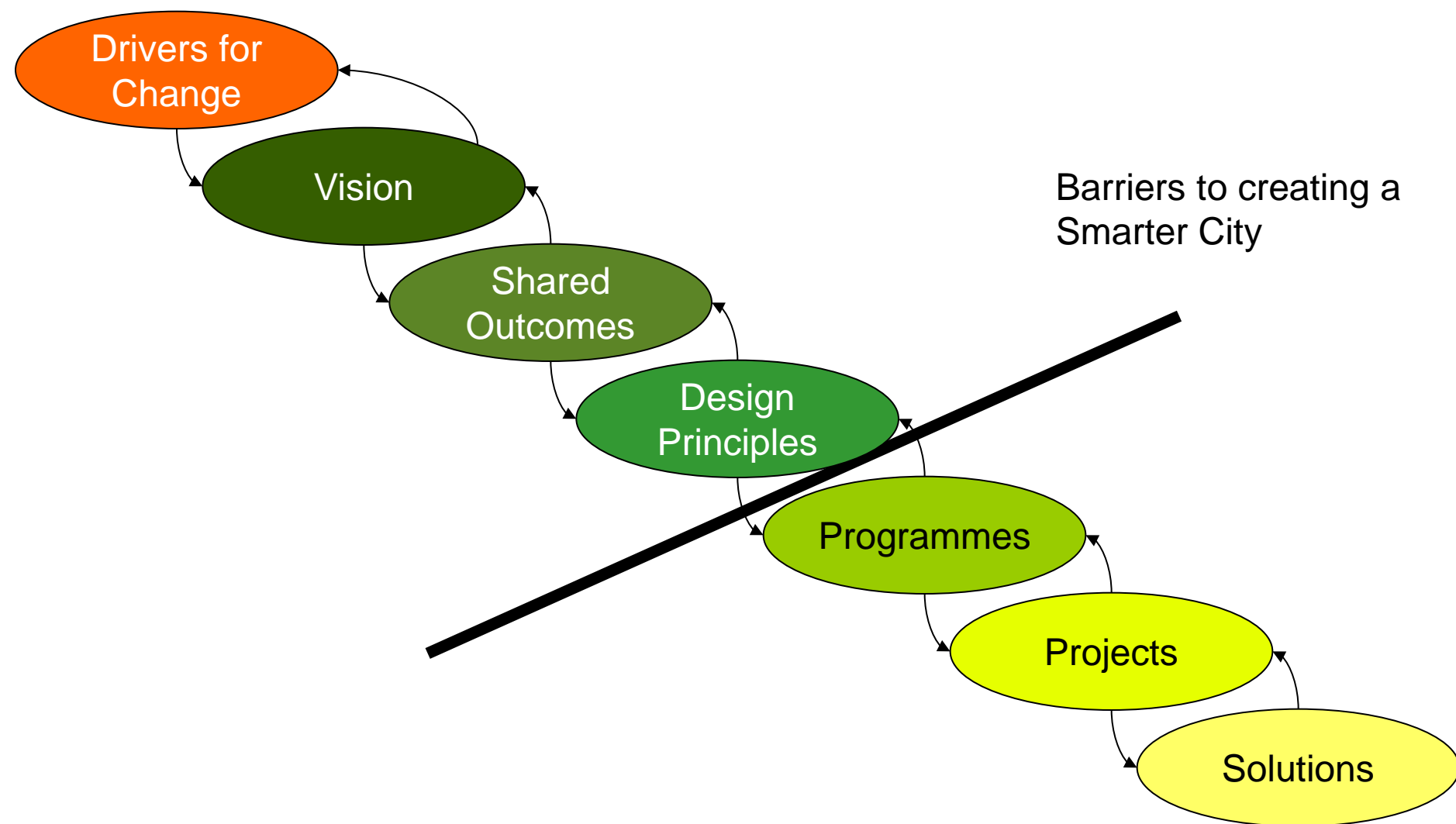
Their ways of working have fundamentally changed

- **Leveraging** information to make better decisions
- **Anticipating** problems to resolve them proactively
- **Coordinating** resources and process to operate effectively
- **Engaging** people to co-define (even co-produce) “*what’s important*”

The right journey based on the right questions



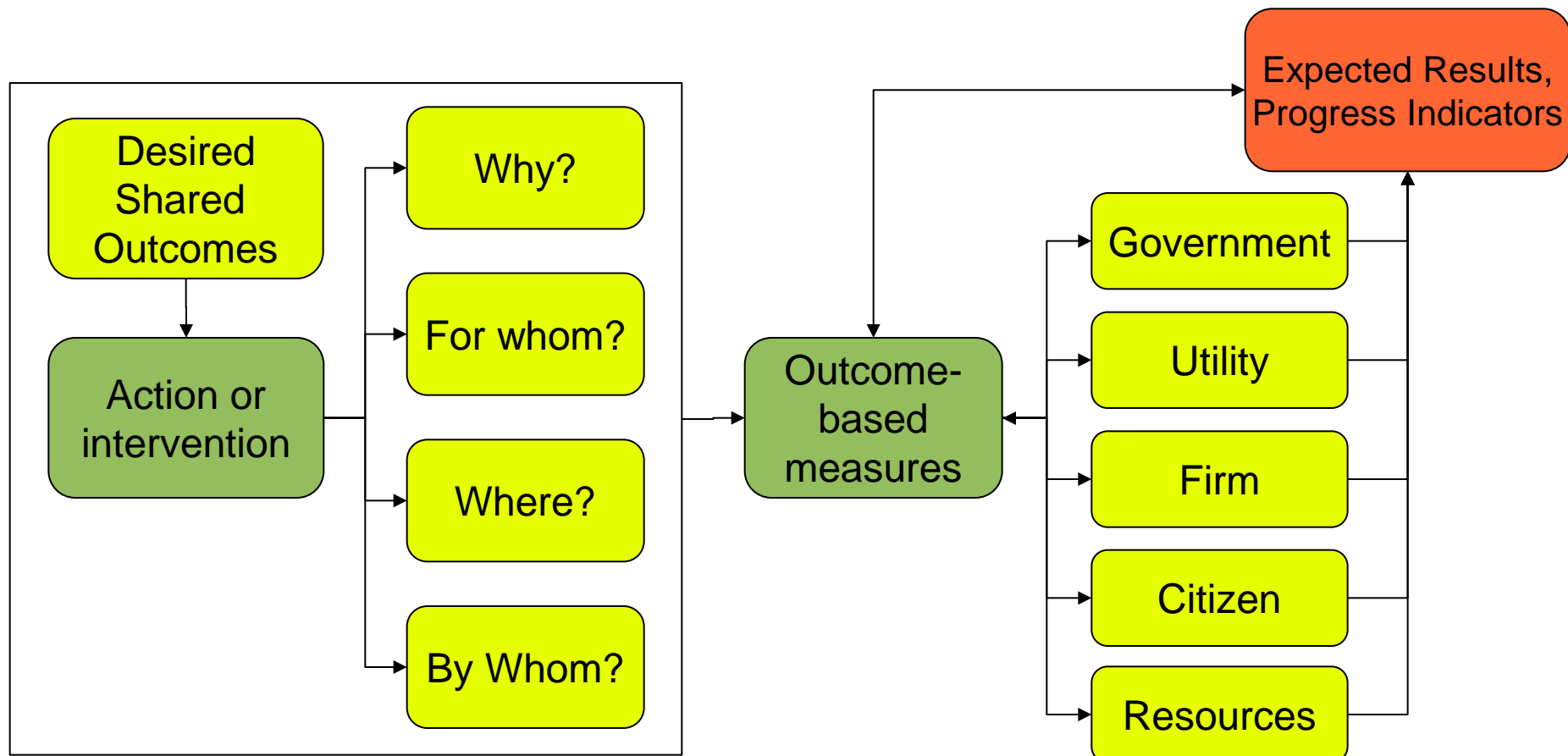
A model to think about Smarter City Journey



Barriers to creating a Smarter City

- Commercial and organisational boundaries
- Access and sharing of real information
- Inability to create / execute multi-entity multi-agency programmes
- Inability to change behavior of citizens and organizations
- Procurement processes and policies do not encourage innovation
- Policy keeping pace with transformation agenda
- ...

Smarter Cities Outcome Model



City Context – Maturity, strategy, vision etc..

Seven steps to a Smarter City

1. Define **what a “smarter city” means** to you and corresponding design principles
2. Convene a stakeholder group to **co-create** a specific Smarter City vision; and, establish **governance** and a credible **decision-making** process
3. Structure your approach to a Smarter City by drawing on the **available resources and expertise**
4. Establish the **policy framework**
5. Populate an **executable roadmap** that can deliver the vision
6. Put the **financing** in place
7. **Enable** communities and **engage** with informality: *How to make “Smarter” a self-sustaining process*