

## Vitoria-Gasteiz Urban Management System

### Main sector

- ICT urban platform

### Overview

Urban management systems, most commonly known as city platforms, are complex ICT tools designed to help develop and implement smart strategies of cities. The concept behind the platform is providing the city a place where all the information generated in the city can be stored, processed and retrieved for further purposes. This holistic approach should allow integration with other existing ICT systems and the development of new ones. An open data strategy for the city will provide the means to generate additional added value services for the citizens through this platform.

For Vitoria-Gasteiz, the platform aims to supply the city with a solution where all existing ICT systems will be integrated, and provide a solution for the systematic migration of sectorial legacy systems into the new city platform. During the project, the core of the system will be developed and deployed in addition to a number of specific software modules and applications, which will provide management solutions for activities in the areas of energy efficiency for buildings, urban mobility and citizen engagement.

Firstly, the core of the platform will be deployed. This includes components like data acquisition layers, data models and data real-time repositories, security etc. Then, the specific components will be developed for the actions in the Vitoria-Gasteiz pilot project.

The energy efficiency component will monitor energy use in the retrofitted blocks to help the tenants with managing comfort in the dwellings, while receiving an overview of energy consumption in the neighborhood. Similarly, the mobility actions implemented in the pilot will adopt an equivalent software solution to help manage EVs, optimize routes and promote the use of e-bikes. The third main component is communication with the citizens, which will focus on getting feedback from the citizens of the pilot district through several channels (social networks, automatic polls etc.).

The development of this platform is expected to comply with the Spanish UNE 178.104 standards.

### Business model

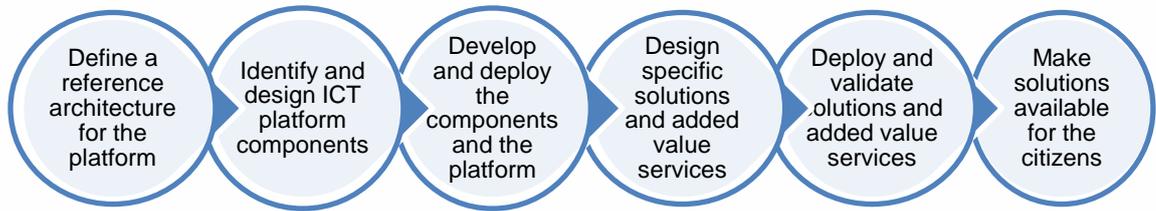
N/A

### Citizen engagement

Citizens will be provided with interface software applications to interact with the platform in a transparent way. This means that the citizens will not have to understand the complex technology behind the solutions, the architecture layers and the ICT specifics, but will rather be presented with friendly interfaces that meet their needs. Dedicated websites and apps will be developed for smartphones and tablets based on the specific solutions.



**Process**



**Benefits**

- Citizen engagement
- Support City development strategies
- Increased energy efficiency
- Reduction of energy bills
- Reduction of carbon emissions
- Better management of service providers
- Better (evidence-based) planning
- More efficient delivery of city services
- Improved data availability
- New business opportunities
- Increased comfort
- Social integration
- Job creation
- Behavioral change
- Traffic reduction

**Stakeholders**

<b>Owner of the solution</b>	Project partners involved in the development
<b>Service/technology provider</b>	City/Third Parties
<b>Users</b>	Citizens
<b>Investors</b>	City Administration

**Investment/Finance**

N/A



## Potential for replication

There is a growing number of cities around the world with an interest in deploying smart services that help to optimize existing services and deploy new ones. These cities define their smart strategies according to their own urban development plans and their financial situation, some entering public-private agreements to secure the necessary investments and to speed up service deployment and uptake.

For each city, defining the adequate strategy for deploying their own platform is of key importance as this core system will be the basis on which all smart services will be built, offering added value to the citizens and helping the municipality to manage the city and to make strategic decisions for the future.

The city administration must be involved in such decisions as part of the long-term development of the city's smart strategy, and the municipality departments involved in providing the services must take initiative and be empowered to develop the plans.

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