



# Standards for the smart citizen

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For: **All-Ireland Smart Cities' Forum**

Dublin, 22 October 2019

# Born in Europe: influencing the world...



- ▼ We are one of three European Standards Organisations supporting EU regulation and policies and our standards are key enablers for the Single European Market:
  - ✓ One of the three recognised European bodies
  - ✓ Supporting European regulations with harmonised European Standards
  - ✓ Global impact (eg 1, 2, 3, 4, 5G)

# Consumers and European Standardization

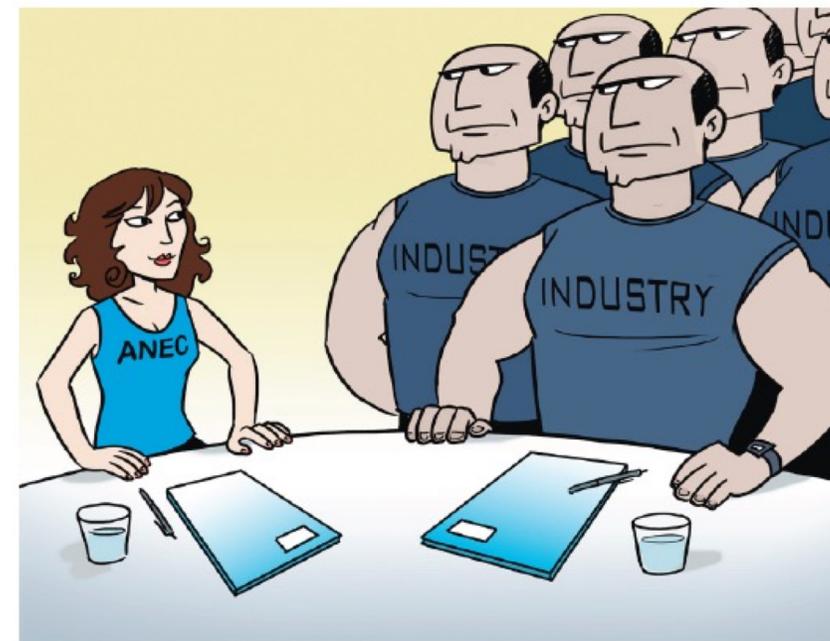


has provided the collective European consumer voice since 1995:

**'The European Association for the Co-ordination of Consumer Representation in Standardisation'**

*(or 'The European consumer voice in standardisation')*

The Consumers' Association of Ireland is a national member (and currently provides the ANEC President)



# What are we doing?

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We are preparing a document called an ETSI Technical Report, that will:

- ✔ take a first overview of what the needs of citizens in smart communities are;
- ✔ relate those needs to standardisation activities, ongoing or foreseen, and assess if they are being met;
- ✔ if not, make recommendations as to how to rectify this;
- ✔ lay down some basic principles as to how citizen needs should be addressed



# Why are we doing it?

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Citizens = all of us:

- ✔ how many smart city/community technology initiatives actually mention citizens and their needs?
- ✔ if they do, are they specific about how they do that?
- ✔ except for a few enlightened places, how many cities actually believe standards can help them address citizen needs?
- ✔ and how many standards actually factor in citizens, as opposed to technological issues?

# What standards should impact citizens ?

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Quite a list – but can be divided into four groups:

- ✔ Citizens' general needs – issues affecting their lives, e.g. involvement/empowerment, physical and cyber-security, data protection, physical and electronic accessibility;
- ✔ Citizens' interface with their local authority, e.g. over residency issues, community initiatives, etc.;
- ✔ Citizens and local services, e.g. mobility, education, healthcare, sanitation, recreation, utilities, emergency services, etc.;
- ✔ Citizen indicators – city-related indicators reflecting citizen needs

## So far

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- ✔ We've set up the project, and carried out a survey of interested stakeholders
- ✔ We held our first awareness meeting in March, looked at the initial survey results
- ✔ We set up an Advisory Group of interested stakeholders
- ✔ We've visited a number of standards meetings and some other events

And we've done a first draft of the Report...

# Challenges we identified

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Cities do not know standardisation:

- ✔ sensible – not over-technical - information is required

Cities cannot participate in standardisation:

- ✔ standards organisations need to capture cities' requirements and involve them without participation burdens

Standardisation is too ad hoc, and there are too many committees:

- ✔ standards-makers need to present a more coherent and collaborative image to cities

Problems where more standardisation is badly needed:

- ✔ services are not designed for citizens;
- ✔ services are not accessible for citizens;
- ✔ a better approach to citizen data is needed

## Our proposals to try to resolve these

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The European Standards Organisations and their national members should:

- ✔ Engage better with cities, smart or otherwise – maybe create a Horizon Europe project to explore how to improve interfaces;
- ✔ Engage better with policy-makers concerning smart cities at Government level nationally and e.g., with DG REGIO in Europe;
- ✔ Try to contact cities in advance of drafting standards relevant to them, to make sure that their requirements are understood, and again for them to comment on drafts. Create a “panel” of city experts to provide informal advice on draft proposals;
- ✔ Consider a one-off city standards-related “summit”, with city participation, to consider how these proposals can be taken forward

## Our more detailed recommendations

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We have (currently) 11 draft recommendations for standards work, over a number of areas:

- ✔ General principles for citizen-oriented service design
- ✔ Guidance for cities in delivery of secure and ethical services, training personnel etc
- ✔ Complaint and redress procedures
- ✔ Citizen security (physical and cyber) and privacy
- ✔ Encouraging citizen participation

## Next steps – our timeline

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- ✔ Approval of first full draft by ETSI Technical Committee Human Factors – under way
- ✔ First draft on-line for comment November/December
- ✔ Open meeting in Brussels to discuss the report, 11 December (next slide)
- ✔ Formal adoption process in ETSI, taking account of peoples' comments
- ✔ Report and recommendations published, June 2020

## For your diary – closing conference

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We will hold a public discussion to present and discuss our draft Report

The meeting will be structured around panels:

- 👤 Setting the scene – Smart Cities and their challenges
- 👤 Citizens needs in their environment and with authorities
- 👤 Smart City Standards Landscape
- 👤 the presentation of recommendations to standards bodies

Interactive discussion will help us gather feedback and prepare the final version

The conference will be in the Bloom Hotel, Brussels, on 11 December 2019

**Mark your calendar !!**

## Thank you for the platform

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[Conference registration is open here](#)

Watch for the draft going on-line at <https://standards4citizens.etsi.org>

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All questions, comments etc are more than welcome by e-mail to

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The Standards People