Association for Sustainable Innovative Development in Economics, Environment and Society (ASIDEES), Austria

ISO 37120: Digital Services for Certification and Auditing of Municipal Compliance

Powered by ISO 37120 & Smart City Monitor

Smart City Certification

Innovation tools to new smart sustainable governance

This program leverages the ISO 37120 standard and utilizes the Smart City Monitor digital platform. This innovative system enables cities to:

- **Gather and analyze critical urban data:** Covering key areas like economy, energy, environment, and more.

- **Streamline certification:** Facilitating a transparent and efficient process.
- **Empower citizens:** Providing real-time access to city performance information.
- **Powered by a Digital Twin:** Smart City Monitor operates on a digital twin model, allowing for sophisticated big data analysis and monitoring.

All cities need ISO 37120

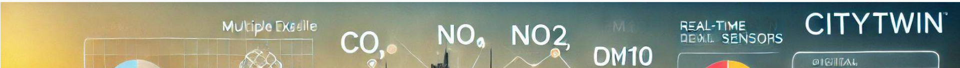
ISO 37120 is an international standard that establishes a set of standardized core, supporting and profile indicators for measuring the performance and sustainability of urban services and quality of life. The standard provides a unified approach to what is measured and how it is measured.

Key features of ISO 37120:

- Structure: ISO 37120 is structured around 22 thematic areas that cover different aspects of urban life, such as economy, education, energy, environment, finance, governance, health, housing, transport, water, waste, etc.
- Indicators: Each of the 22 themes has a set of core, supporting and profile indicators that allow cities to assess their performance and sustainability. These indicators allow cities to measure different aspects of urban life and compare their results with other cities.
- Objective: The standard aims to assist cities in their sustainable development by providing tools to assess their performance, identify areas for improvement and ensure transparency in management.

Key objectives of ISO 37120:

- Provide a standardized approach: The standard provides a unified approach to measuring city performance, allowing for comparison of results across cities.
- Support sustainable development: ISO 37120 helps cities measure and improve their performance in various areas, contributing to sustainable development.
- Enhance transparency: The standard promotes transparency in management as city performance indicators are measurable and verifiable.



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Main thematic areas of ISO 37120:

ISO 37120 is structured around 22 thematic areas that cover different aspects of urban life. Each of these areas has its own set of core, supporting and profile indicators. These indicators allow cities to assess their performance and sustainability.

01 Economy

02 Education

03 Energy

04 Environment and climate change

05 Finance

06 Fire and Emergency Response

07 Governance

08 Health

09 Housing

12 Safety

13 Solid Waste

14 Sport and culture

15 Telecommunications

16 Urban Planning

17 Transportation

18 Urban/local agriculture and

19 Food security

20 Urban planning

10 Population and social conditions

11 Recreation

21 Wastewater

22 Water

Each of these thematic areas has its own indicators defined in the ISO 37120 standard that Smart City Monitor 37120 calculates and analyses immediately when it gets access to new data. In addition, Smart City Monitor evaluates holistic performance and sustainability of the urban community as a complex system of systems. Thanks to this comprehensive approach, cities obtain a complete transparency of their urban developments in compliance with ISO 37120 requirements and use the Smart City Monitor platform as an advanced AI-driven digital tool for continuing auditing of compliance. The platform presents all ISO recommended indicators for city administrations to allow cities not only to measure their performance and long-term sustainability to identify areas where improvements are needed.

Smart City Monitor

This innovative digital technology provides city administrations with effective and affordable tools to improve urban governance and quality of life through measurement and monitoring of city services and sustainable development.

It implements the ISO 37120 standard as a digital service, enabling cities to assess their performance, identify opportunities for improvement, and ensure transparency in their governance processes.

Standardized indicators:

ISO 37120 defines a set of standardized indicators for 22 thematic areas. These indicators cover various aspects of city life, such as economy, energy, environment, transport, waste and water.

Transparency& Accountability:

Smart City Monitor makes city performance data available to the administration, citizens, and other stakeholders through interactive dashboards. This promotes transparency and accountability in city governance.

Comprehensive monitoring:

Smart City Monitor, based on ISO 37120, provides real-time monitoring of these indicators. The system collects data from various sources, including spreadsheets, sensors and automated systems. This allows for a comprehensive picture of the state of the city.

Big data analytics:

Smart City Monitor stores collected data in city databases, allowing for big data analysis and the identification of trends and patterns. This helps in making informed decisions and developing effective policies.

Improving quality of life:

By monitoring various aspects of city life, such as air quality, access to water and waste management, ISO 37120 contributes to improving the quality of life of residents.

Decision support:

Smart City Monitor equips city leaders with accurate, real-time evidence data necessary to develop policies, set priorities, measure effectiveness, and ensure regulatory compliance.

Smart city data processing process:

Smart City Monitor processes data from multiple sources, including spreadsheets, sensors, and third-party systems. The platform analyzes this data to calculate performance indicators and sustainability metrics, presenting them on an interactive dashboard. Users can access all analytics and insights through any device - laptops, tablets, or mobile phones.

01 Data import:

Smart City Monitor automatically imports new data from MS Excel files stored in cloud storage. The data options include sensors, databases, mobiles, systems.

02 KPI calculation according with ISO 37120:

Smart City Monitor calculates key performance indicators (KPIs) and sustainability for each thematic area defined by the standards based on the received data.

03 Storage of results:

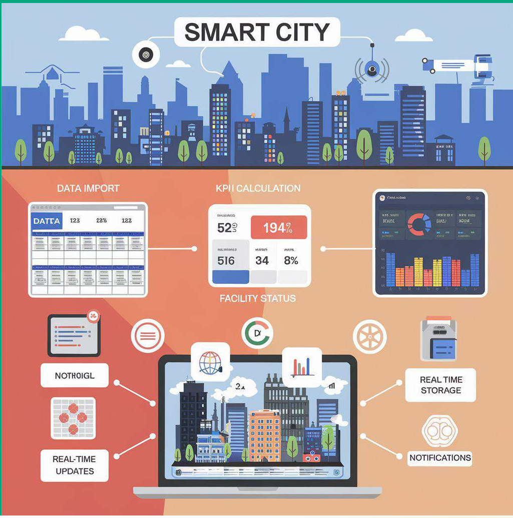
Calculation results for actual and predicted future are stored in the city databases for further analysis.

04 Real-time updates:

Smart City Monitor provides real-time updates and AI-driven predictions to stakeholders through web applications, dashboards and analytical reports.

05 Notifications:

Users receive notifications about events of their interest, change trends in KPIs and sustainability.



Advantages of using

Using Smart City Monitor with ISO 37120 urban community model empowers municipalities with advanced digital tools for improving community management and obtaining significant advantages in effective evidence-based use of the available resources for improving quality of life and sustainable development of their cities.

Comprehensive monitoring:

Smart City Monitor represents all major urban processes and infrastructure in 22 thematic areas, providing a holistic and integrated approach to sustainable management and development. The platform allows you to monitor various

Efficiency and sustainability:

Smart City Monitor allows you to measure the performance of the city using standardized ISO 37120 indicators. This allows municipalities to evaluate their performance in different areas, track changes in real time and identify areas where

Simplicity and ease of use:

Smart City Monitor is easy to use and its implementation does not require significant effort. The system automatically imports data from MS Excel files, calculates KPIs and sustainability statuses, and provides real-time

Transparency & accountability:

Smart City Monitor platform provides verified data online for continuous auditing and ensures transparency of management. This allows municipalities to demonstrate their achievements and promotes trust from citizens.

aspects of urban life, including economy, energy, water resources, waste, environment and others.

improvements are needed.

updates. This makes the monitoring and management process more efficient.

Adaptability:

Smart City Monitor is open to adding local indicators and objects, allowing municipalities to take into account their specific needs and priorities. This makes the system flexible and adaptable to different urban contexts. The system provides real-time monitoring. This allows municipalities to respond quickly to changes and problems arising in the city.

Support for development:

Smart City Monitor helps municipalities develop and implement sustainable development policies, as well as measure their progress in this direction. The system allows for setting priorities and monitoring results in a comparable and verifiable way.

Resource savings:

Smart City Monitor reduces the costs of ISO 37120 certification and increases the practical value of the standard for cities. The system provides tools for efficient management, which allows municipalities to save time and money.

Accessibility of information:

Smart City Monitor provides access to information about the state of the city through web and mobile applications for citizens, administrations and other stakeholders. This promotes public participation in city governance.

Smart CIty Monitor

Overall, the use of Smart City Monitor (SCM) provides municipalities with a powerful tool for effective city certification and compliance management, improving the quality of life and achieving sustainable development goals.

The municipalities and consultants interested in the certification support by this technology are **welcome to contact us**.

web links: **ASIDEES.ORG**

visit **SCM digital technology platform**