

Digital City Vienna

19.6.2019

**City of
Vienna**

Mag.a Ulrike Huemer
CIO City of Vienna



Mag.^a Ulrike Huemer

Chief Information Officer (CIO)

City of Vienna – Chief Executive Office
Executive Group for Organisation, Safety and Security
Process Management and ICT Strategy



KEY DATA OF VIENNA

- ❖ City, state and municipality
- ❖ 415 km² - 23 districts
- ❖ Population: 1.868.000
- ❖ 82,000 city administration staff
 - 30,000 civil servants
- ❖ 13.9 billion Euro budget
- ❖ 220,000 city-owned appartements
- ❖ 400 primary & vocational schools
- ❖ 12 hospitals
 - 9000 hospital beds



RANKING



1st place
best liveable city



1st place
Smart city (by Roland
Berger)

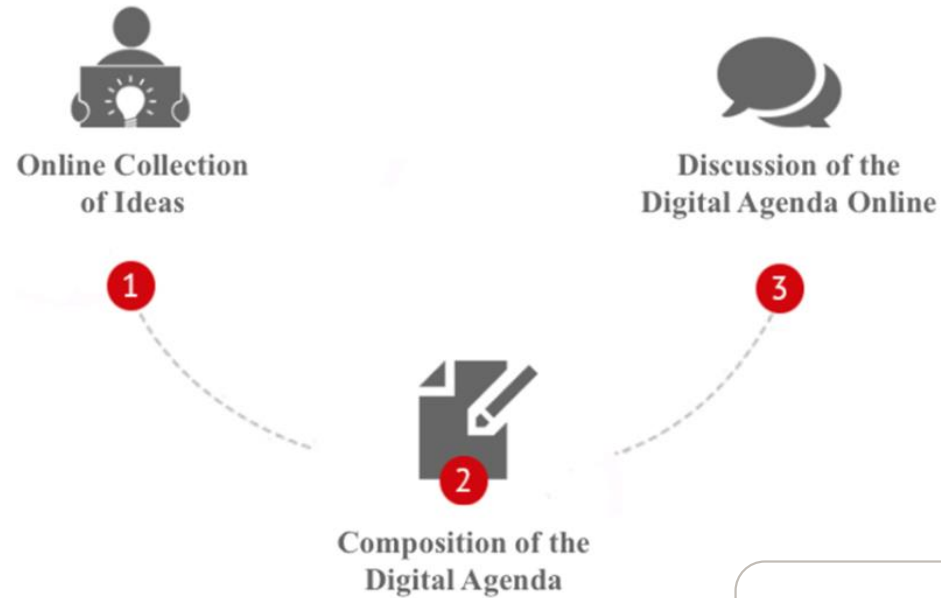
Digital Agenda Vienna
Digital Community Services
Internet of Things – IoT Strategy
Tell it Vienna App
ChatBot
Data Excellence
Open Government Data
Sharing Public Space
Blockchain (PoC)

DIGITAL AGENDA VIENNA

PRINCIPLES OF VIENNA

- Trust & security
- Transparency, openness & participation
- Inclusion, solidarity & social sustainability
- Gender equality
- Citizen orientation**
- Strengthening the business location
- Consolidation
- Innovation
- Flexibility & learning

PARTICIPATION PROCESS



KEY-QUESTIONS

- ❖ What should the future design of the City of Vienna's ICT infrastructure be like?
- ❖ How can ICT be used to develop Vienna's position as a business location?
- ❖ How can the City of Vienna benefit from ICT to better support its customers in all stages of life?
- ❖ How is ICT changing the way administrative authorities work in the future?
- ❖ What reservations do you have about an increasing digitalisation of the Vienna City Administration?

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DIGITAL COMMUNITY SERVICES

DIGITAL COMMUNITY SERVICES

Mein  Wien

- ❖ Vienna as a proactive City
 - e.g. reminder for citizens to renew passport, services within a few clicks
- ❖ New understanding of services
 - It shouldn't feel like an official procedure.
 - e.g. individualized offers, based on my interests (Amazon principle)
- ❖ Rethinking E-Government
 - no more forms or documents
 - citizen-oriented language
 - ChatBot (WienBOT) and smart apps offer help, and guide through the processes
- ❖ Digital Neighborhood Services
 - tips and information based on my residential surroundings
 - networking with neighbors
- ❖ Official procedures are digital and disruptiv
 - citizen-oriented and simplified
 - avoiding printing and scanning documents
 - entirely digital processes

Meine laufenden Verfahren

- Neuen Pass beantragen**
Am Bezirksamt, dauert ca. 10 Tage **Wir brauchen Ihre Hilfe** wartet auf Sie
- Parkpickerl bestellen**
Online-Auftrag, wird innerhalb von 5 Werktagen zugestellt in Bearbeitung
- Genehmigung Schanigarten**
Wirtshaus Zum Schwanen in Bearbeitung
- Ihr Pass Termin**
Magistratisches Bezirksamt, 2. Bezirk, Mustergasse 3 **Ihr Termin** Termin vereinbart

News

- Neuer Bürgermeister für Wien!**
Michael Ludwig: Vom Wohnbaustadtrat zum Bürgermeister. Der 56-Jährige wurde von der Wiener SPÖ mit 57 Prozent ...
- Neuer Kindergarten mit ganztagsbetreuung und Spielplatz im Hof.**

Parken

- Einbahnstraße Türkenstraße wechselt Fahrtrichtung**
ab 1. März 2018
- Einbahnstraße Türkenstraße wechselt Fahrtrichtung**
ab 1. März 2018

Ihre Nachricht an die Stadt

- Sie müssen ihre Email-Adresse noch bestätigen **Wir brauchen Ihre Hilfe** 7. Feb
- AW: Ihre Nachricht an die Stadt 6. Feb
- Ihr Reisepass läuft in 3 Wochen ab! **Wir brauchen Ihre Hilfe** 5. Feb

JETZT ANS STADTSERVICE SCHREIBEN

Stadtplanung

Der Josef-Josef-Strauß-Park wird umgebaut
voraussichtl. Mai – September 2018

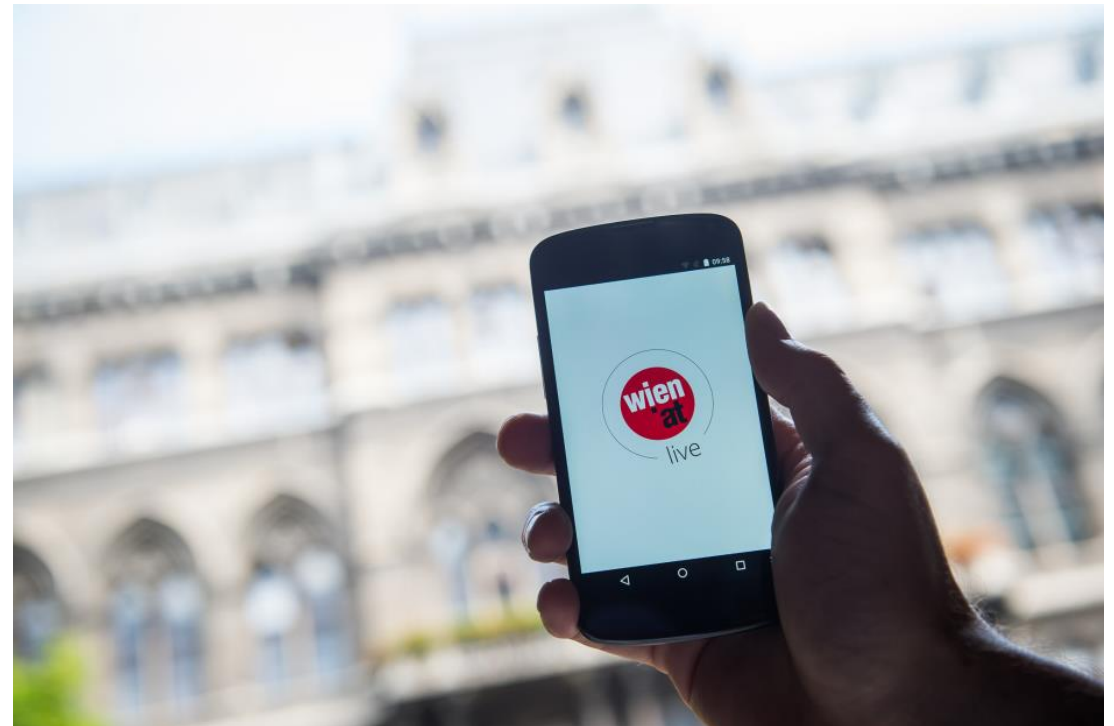
Veranstaltungen

- Nachbarschaftslohmart auf dem Vorplatz des Strauß-Parks**
1. – 3. Mai
- Mötley Crue live in der Stadthalle**
25. April 2018
- Roger Waters live in der Stadthalle**

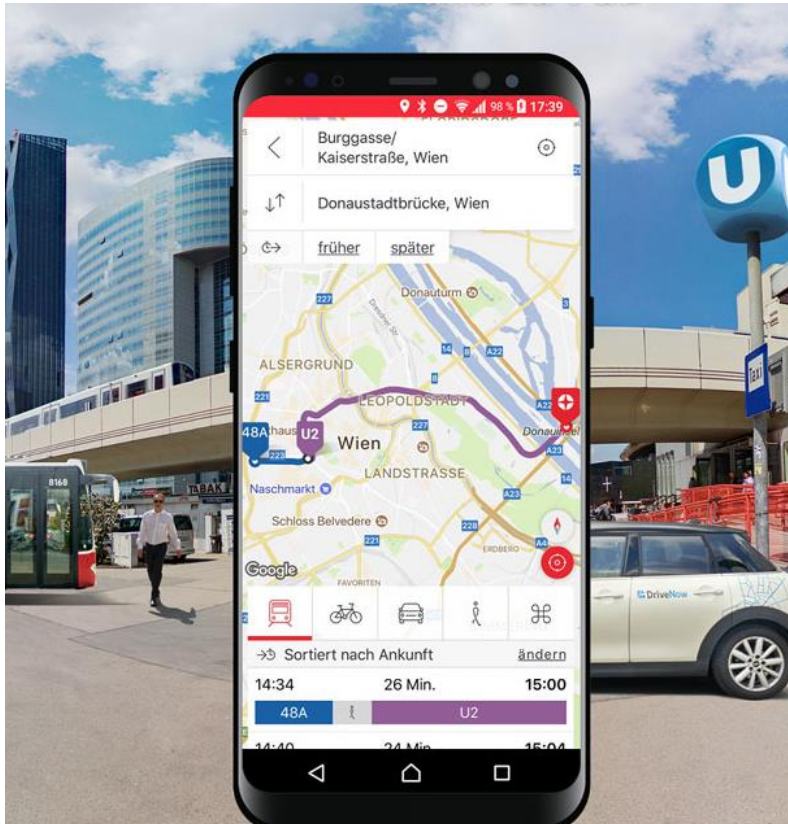
DRAFT FOR PLATTFORM

WIEN.AT LIVE APP

- ❖ Map of Vienna
 - Online & Offline
- ❖ Free WIFI spots
- ❖ QR-Code Reader
- ❖ Realtime Information
 - Interruption of public transport
 - Crises/Security Issues
 - Events
 - Weather warning
- ❖ Hotlines



MOBILITY – WIENER LINIEN



WienMobil app

- ❖ Route planning & ticket service
- ❖ Combines various forms of mobility (public transport, carsharing, bike, taxi, walking)
- ❖ Multy Modal
- ❖ Information source: environmental impact, construction work or delay

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INTERNET OF THINGS – IOT STRATEGY

IoT-PROJECTS

- ❖ WAALTeR means “Ambient Assisted Living”
 - fall detection
 - measurement of blood pressure
 - blood sugar data
- ❖ 1,200 traffic light systems with around 10,000 weather and environmental sensors
- ❖ IoT Strategy Paper (2018)



WAALTeR - Wiener Active Assisted Living TestRegion

- Research project
- 140 Vienna households
- Example Digitalisation is relevant for all generations
- How does the provision of AALs services and technologies influences the users' mobility, social integration, security and health status?
- IoT/smart home AAL services and technologies:
 - fall detection in the interior
 - measurement of blood pressure
 - blood sugar data, etc.

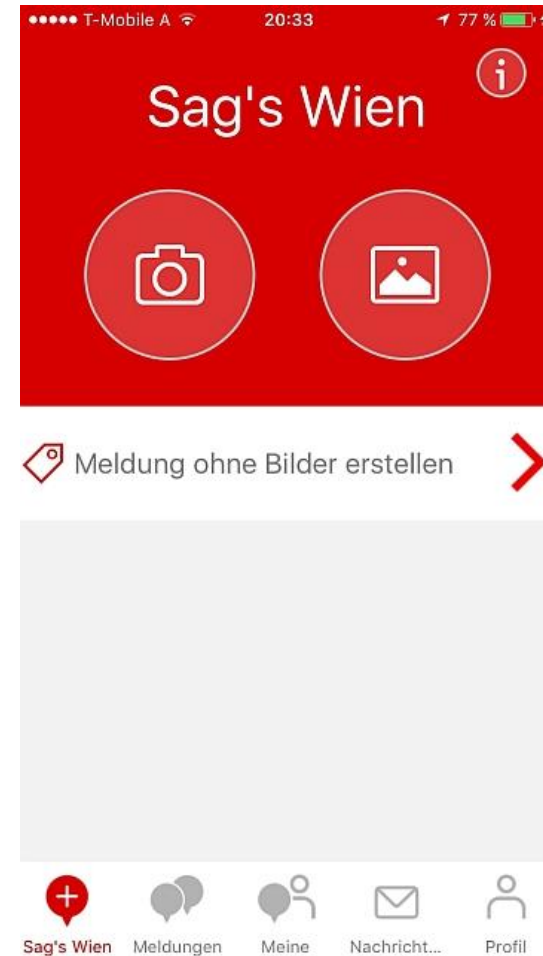


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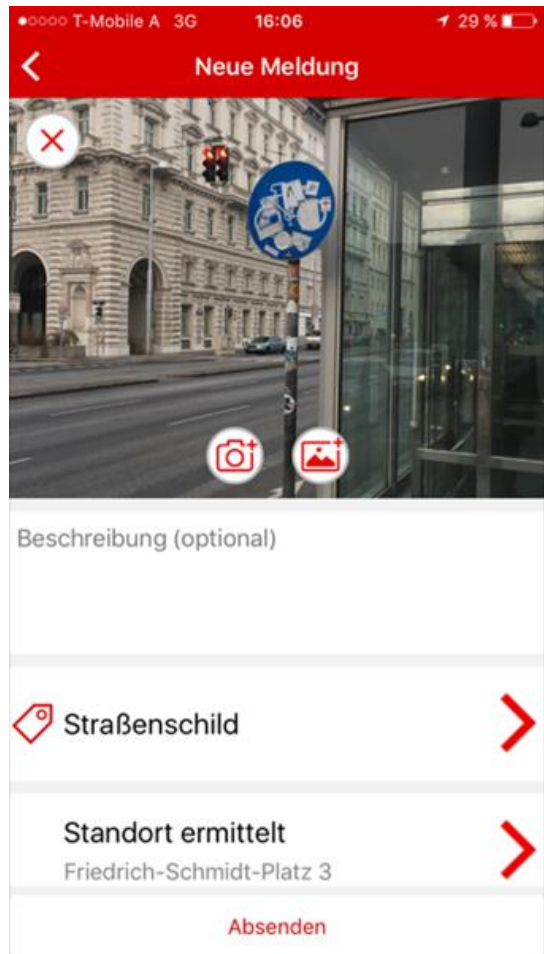
TELL IT VIENNA APP

GOVERNMENT POLICY STATEMENT

With a new citizen app the people in Vienna should be able to send a message about a disruption or a defect at any time, anywhere, directly and intuitively. The message will be processed as fast as possible and of course also fixed



REPORT DISRUPTION OR DEFECT



- 🇨🇦 Online since February 2017
- 🇨🇦 Easy & fast handling (7 clicks, 30 seconds, without registration)
- 🇨🇦 Automatical push-updates
- 🇨🇦 Interaction: messages from other citizens are public
- 🇨🇦 28.680 downloads
- 🇨🇦 21.717 messages

GRAPHICAL EDITING

- ❖ GPS-positioning via basemap or convenient address entering with interactive map of the city
- ❖ The user can also see other messages from other citizens in the neighbourhood



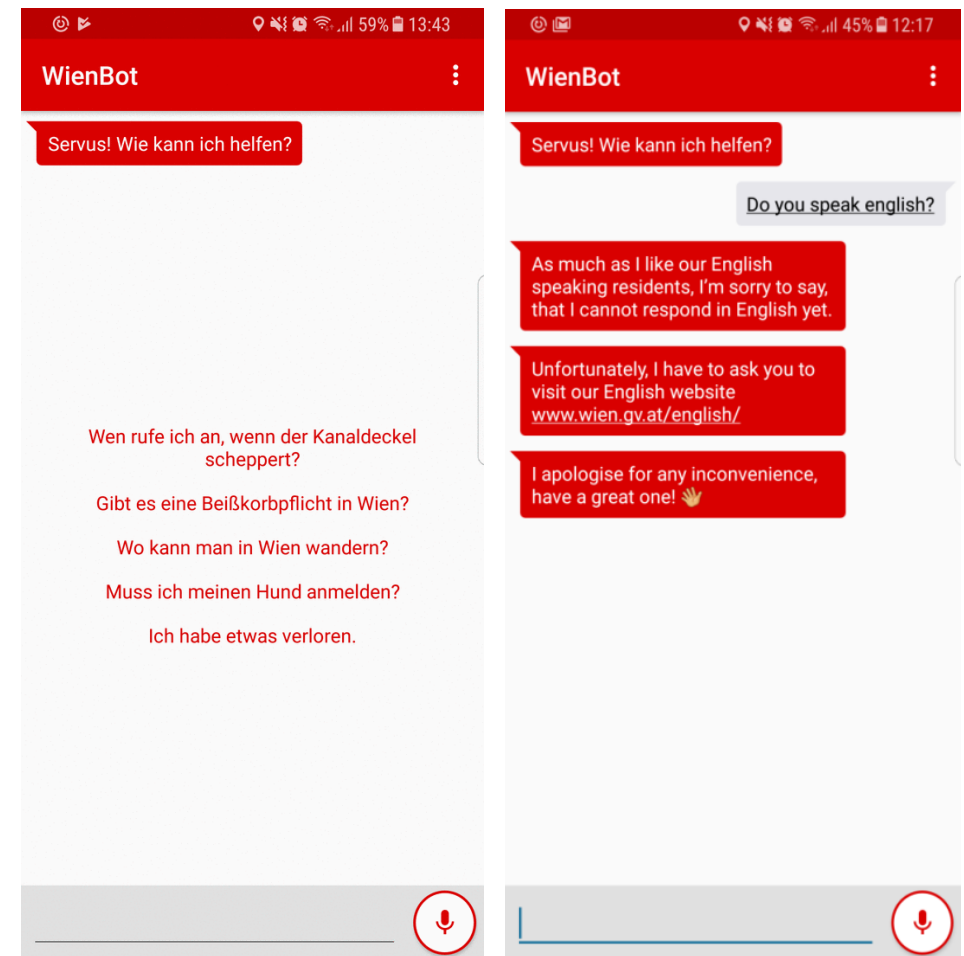
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CHATBOT

VIENNA'S CHATBOT

WienBot

- 🇦🇹 Official city of Vienna chatbot
- 🇦🇹 for all kinds of service requests
- 🇦🇹 Currently not in English, but will be in the next year!



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DATA EXCELLENCE

VISION

- ❖ City of Vienna provides reliable information and data, as a core value of a future administration.
 - In this way we create a significant value for the citizens, economy and science and
 - we contribute to an efficient fulfilment of our duties.



DATA STRATEGY

❖ Data Excellence (DX)

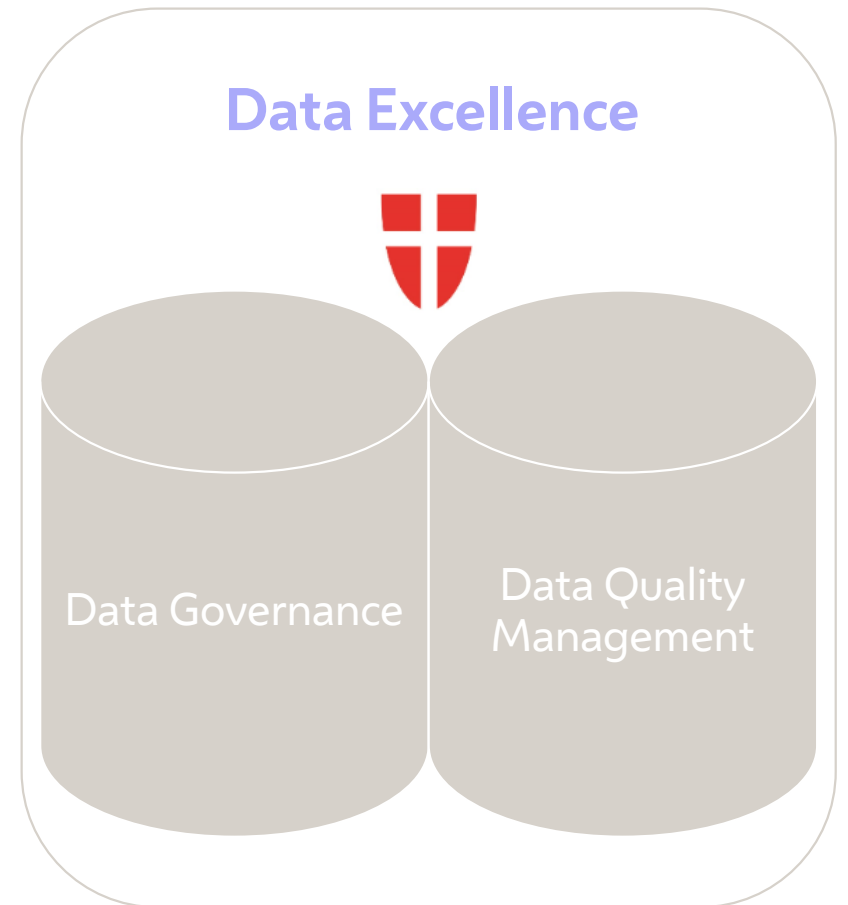
Implementation for a prompt contribution of reliable administrative data, in an appropriate quality

❖ Data Governance

Recommendations regarding regulations, organisation, processes, data-architectur and technology, to achieve Data Governance goals

❖ Data Quality Management (DQM)

Measures for organisational, methodological, conceptual und technological implementation



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OPEN GOVERNMENT DATA

OPEN GOVERNMENT GOALS

Citizen participation

- transparency
- decision making-processes
- cooperation

Business & research

- strengthening the business location
- new apps
- commercial exploitation

Administration

- data use
- consistent processes
- no media disruption
- data governance

LOW-THRESHOLD CONDITIONS

Only mentioning the name of the owner



Diese "Commons Deed" ist lediglich eine vereinfachte Zusammenfassung des rechtsverbindlichen Lizenzvertrages in allgemeinverständlicher Sprache.

[Haftungsbeschränkung](#)

Sie dürfen:

- das Werk bzw. den Inhalt vervielfältigen, verbreiten und öffentlich zugänglich machen
- Abwandlungen und Bearbeitungen des Werkes bzw. Inhaltes anfertigen
- das Werk kommerziell nutzen



Zu den folgenden Bedingungen:



Namensnennung — Sie müssen den Namen des Autors/Rechteinhabers in der von ihm festgelegten Weise nennen.

10 CRITICAL SUCCESS FACTORS

- ❖ Political backing
- ❖ No personal data & no data of critical infrastructure
- ❖ Data of quality content by usage
- ❖ Easy integration
- ❖ Keep up to date
- ❖ Publishing four times a year
- ❖ Platform for community and developers
- ❖ Free of charge – also for commercial utilization
- ❖ One licence for Austria
- ❖ **Involvement of Universitys**





BENEFICIARIES

- ❖ Economy
 - OGD is a further resource of valuable data
- ❖ Science and research
 - Additional resource for statistical analysis
- ❖ Journalism
 - Potencial for „revealing“
- ❖ Developing
 - Experimenting with new sets of data
 - On average it takes 68,6 hours per app
 - Approx. 1,000.000,-- Euro added value for Vienna*

* 68,6 hours x 190 apps x € 80,-- developers rate = € 1,042.720,--

Added value is not to equal to value, as in the course of bidding procedures multiple developements would not be sponsored and value would have to be proven by utilization. Furthermore would requirementsdocumentation, quality assurance and testing create additional costs.

TOP DATA SETS

- Statistics
- Geo
- Transportation
- Urban Planning
- Energy
- Environment

APPS / DATASETS

329
Datasets



72 %
Implementation
Rate

237
Apps

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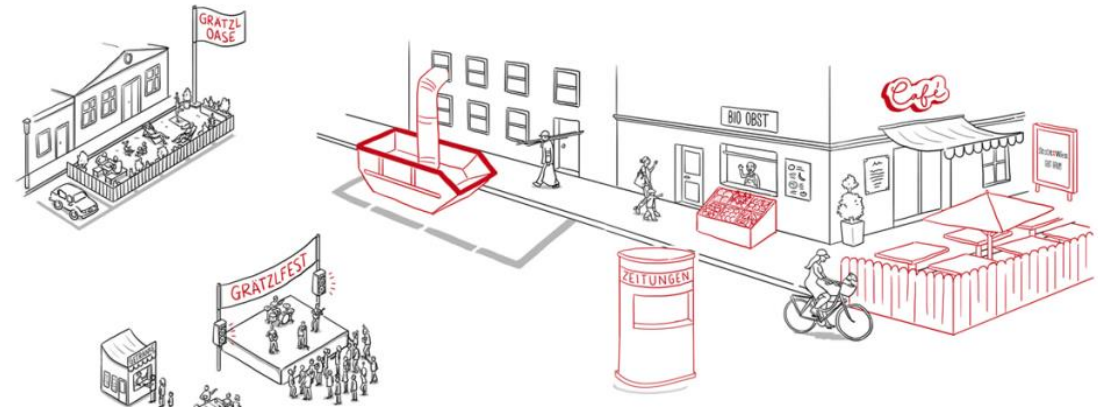
SHARING PUBLIC SPACE

PROJECT „SHARING PUBLIC SPACES“

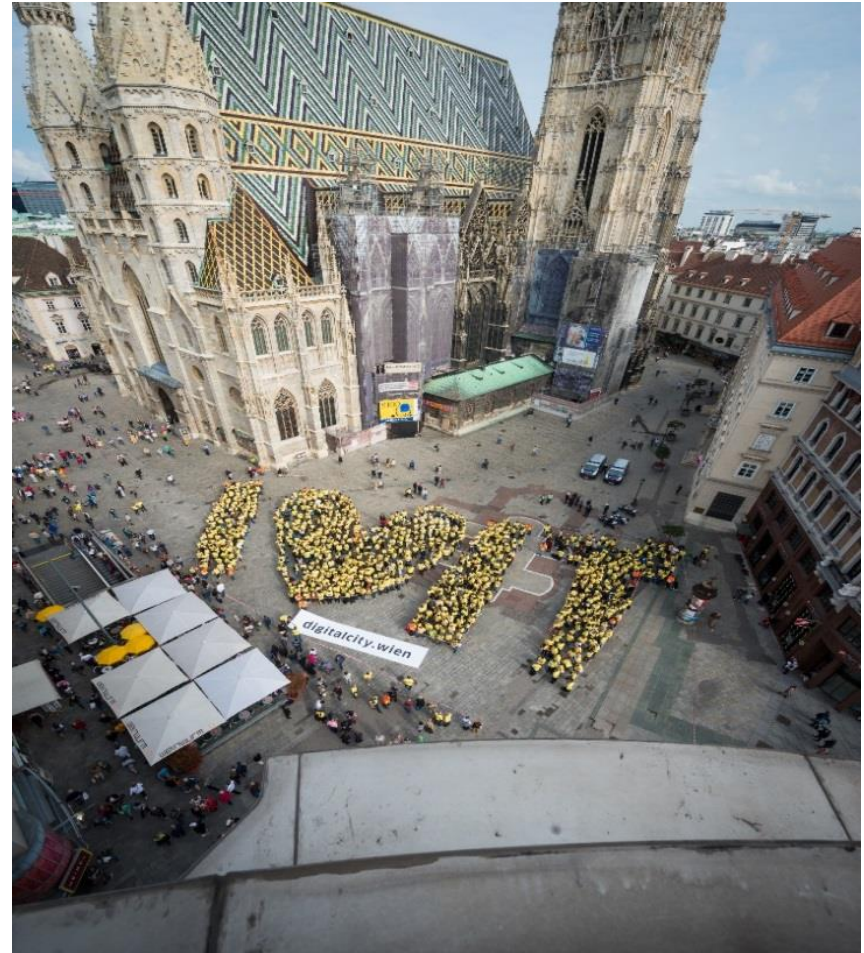
- ❖ Public spaces and streets are photographed by camera cars
- ❖ Image data can be used by departments of the Vienna City Administration (Q3/2018)
- ❖ Main Goal: Less on-site inspections during official procedures
 - Construction site
 - Pavement café
 - Billboard
 - Neighbourhood parties



- ❖ *Explanation video [link](#)*



- Started in 2014 as an independent initiative of the administration of Vienna & committed IT companies
- Raise public awareness in the importance of IT in Vienna
- Main Projects 2016: education initiative, women in IT, etc...
- Digitalcity.wien/



QUESTIONS? E-MAIL US!

post-pikt@md-os.wien.gv.at

THANK YOU FOR YOUR ATTENTION!



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