How to use data platforms for better local decision making

**Date:** Wednesday 5th October 2023

**Times:** 6am New York, 11h London, 13h Amman, 18h00 Singapore.

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**The topic**

Cities have been experimenting with data platforms for a while now. Technology evolves quickly, but local governments are also adapting quickly to new tools and possibilities to improve service delivery. By now, most of the world’s bigger cities have developed some type of data strategy to collect information about how their citizens behave, move, need, and request in terms of city services.

Investing in data platforms is sometimes difficult to justify, it is a long-term strategy for a city administration and also requires breaking silos and force different city departments to share information. It can also contribute to induce difficult changes, even sometimes changes that can go in the wrong direction.
As usual, innovating in city management is not deprived of risk. But Mayors and their teams are aware that they cannot simply ignore the fact that more and more data is needed to inform their daily life decisions.

What is a “city data platform”?

Different cultural approaches and level of technical skills make that cities can have a very different understanding about what a data platform is. But let’s say that, generally, they contain the following elements:

- A tool that integrates data from different city systems (generally through a dashboard)
- Gathers data from IoT/sensors, cloud, mobile, analytics, social media etc. but also from traditional sources such city registries, cadaster, public service users, etc.
- Is able to produce reports with the main objective of taking better and more efficient decisions while engaging residents both as users and citizens.

This event wants to bring some questions and responses about cities that are using, or planning to use, data platforms with the intention to improve their policy making and produce better informed, more participatory and fact-based decisions.

**Objective of the webinar**

We are not tackling a highly technical public here. We what to generate a conversation to help cities find solutions about how to use data to take better decisions, our objective is to:

- Identify questions that can apply in multiple contexts.
- Share what challenges are cities finding in their daily work.
- Spot future trends and,
- Find solutions that are available, today.

Considering the challenges involved in the implementation of this type of innovation projects, UNDP is contributing to create networks and share knowledge to identify solutions, good practices and lessons experienced from other cities that have addressed similar problems.

On this occasion and as part of the SDG local action "Local Solutions" series, we have invited two world cities to share how they are innovating the use of data platforms to generate better and more inclusive decisions.

The webinar will be recorded, and excerpts will be available in our YouTube page: https://www.youtube.com/@sdglocalaction8192/videos

UNDP will also feature the identify trends and lessons learnt through its “SDG local action” website www.sdglocalacion.org
The cities and their projects

Amman, Jordan: During the COVID-19 crisis, the Great Amman Municipality analyzed what were its gaps in delivery key services to improve its response capacity for future emergencies and prioritize its investment to help its most vulnerable communities. The project “Amman is Listening” builds on the experience of “reachability maps” generated during the pandemic to deliver food and healthcare. Going forward, the city is launching an interactive, open-data platform for residents to elevate concerns and inform the deployment of critical city services in real-time. By translating resident-driven data into usable knowledge, the city hopes to optimize service provision for a wide range of critical services, especially during times of crisis.

Speaker: Sultan F. Al-Kharabsheh, Executive Director for ICT Directorate, Great Amman Municipality.

Prague, Czech Republic: The Prague Data Platform called “Golemio” https://golemio.cz/english has been in operation since 2017. The platform offers primarily 3 main functions: 1. Data-based services (analytics, interpretation, etc.). 2. Municipal data consultancy services, 3. It serves as a major open data-building community. Currently the Platform is a mainly open-source solution providing business intelligence to decision-makers as well as to other city-owned companies on a B2B model of collaboration with performance-based SLAs. In numbers, the platform currently hosts over 120 active dashboards and is powered by a team of around 25 data scientists. The team works with static as well as dynamic data, open as well as proprietary to deliver best-in-class service to the (mainly municipal) clients.

Speaker: Petr Suska, Chief Innovation Officer, Prague

The Moderator: Calum Handforth, Digital Programmes Strategic Manager, UNDP Singapore