

## Service Areas - Overview

### Service Area: **General / Administration**

Included Service Sectors	Example of a digital solution
Certification/registration	Certify/register personal information online
Information	Find information online
Taxation & fees	Declare taxes, pay fees online
Interaction	Provide feedback/information online Follow council meetings (streaming) Participate in process (eVoting, streaming)
Business services	Certify/register business information online

### Service Area: **Building & Spatial Planning**

Included Service Sectors	Example of a digital solution
Strategic/Land use planning	Consult data and plans (GIS) Apply for permits and trace progress Consult/participate (streaming, teleconference) Predictive modelling Car Share Fleet and Ride Share Person-to-Person Car Rental Real-Time Tracking of Journey inside and in stations (Cloud, Big Data, AI, IoT) Notifications on service interruptions
Construction	Apply for permits, register and certify Legal: building codes for smart buildings

### Service Area: **Transport & Mobility**

Included Service Sectors	Example of a digital solution
Parking	<ul style="list-style-type: none"> <li>Pre-Booking &amp; Reservations</li> <li>Dynamic Availability &amp; Smart Payment</li> <li>EV Charging</li> <li>Towing and removal</li> </ul>
Traffic Management	<ul style="list-style-type: none"> <li>Real-Time Traffic Information and Management (Cloud, Big Data, AI, IoT)</li> <li>Road User Charging (IoT)</li> <li>Connected Vehicles</li> <li>Connected Traveller</li> <li>E-Call Road Assistance</li> <li>Digital Information Boards</li> </ul>
Logistics	<ul style="list-style-type: none"> <li>Crowdsourced Logistics</li> </ul>
Delivery	<ul style="list-style-type: none"> <li>Apps</li> <li>Robots</li> <li>Drones</li> </ul>
Public Transport	<ul style="list-style-type: none"> <li>Multimodal Transportation Information (Apps)</li> <li>Route Management and Planning</li> <li>Autonomous Transport Systems [Robotics, Big Data, AI, IoT, 5G]</li> <li>Dynamic Availability &amp; Smart Payment</li> <li>Bike/Scooter Share</li> </ul>

### Service Area: **Utilities**

Included Service Sectors	Example of a digital solution
Waste disposal	<ul style="list-style-type: none"> <li>Route Management and Planning</li> <li>Smart Sensor Bins and RFID Tags (IoT)</li> <li>Volume/Frequency-Based Payment System</li> </ul>
Water (clean & waste)	<ul style="list-style-type: none"> <li>Smart meters</li> <li>Public Health Monitoring (Smart Sensors)</li> <li>Quality Monitoring (Smart Sensors)</li> <li>Leak detection</li> <li>Degrading infrastructure detection</li> <li>Maintenance planning (automated geolocation of failures)</li> <li>Infrastructure repairs (robotics)</li> </ul>
Electricity	<ul style="list-style-type: none"> <li>Smart meters and consumption monitoring</li> <li>Electronic billing</li> <li>Smart Energy Grid</li> </ul>
Internet	<ul style="list-style-type: none"> <li>Public wifi (4G, 5G)</li> <li>Package stations</li> </ul>
Street lighting	<ul style="list-style-type: none"> <li>Smart lampposts</li> </ul>
Road maintenance	<ul style="list-style-type: none"> <li>Apps to communicate about road conditions</li> <li>Snow plow, cleaning (route planning)</li> </ul>
Heating	<ul style="list-style-type: none"> <li>Real time energy demand information and management</li> <li>Smart Thermal Grid</li> <li>District heating and cooling</li> <li>Smart energy systems</li> <li>Smart buildings</li> <li>Smart meters</li> </ul>

### Service Area: **Social & Welfare Services**

Included Service Sectors	Example of a digital solution
Social Housing	Registration, process management Building smart monitoring and management
Social assistance	Registration, process management
Water (clean & waste)	Smart meters Public Health Monitoring (Smart Sensors) Quality Monitoring (Smart Sensors)

### Service Area: **Healthcare**

Included Service Sectors	Example of a digital solution
Public health services	Registration, ticketing, booking, access to records Remote assistance, Digital/virtual rehabilitation, health-related data monitoring
Outpatient services	Registration, ticketing, booking treatments, access to records Health-related data monitoring

### Service Area: **Education**

Included Service Sectors	Example of a digital solution
Pre-primary education	Enrolment
Primary/secondary education	eLearning eBooks

### Service Area: **Culture & Leisure**

Included Service Sectors	Example of a digital solution
Cultural services	Ticketing, booking access, digital guides (app), service evaluation
Recreation and sporting activities	Ticketing, booking access, service evaluation
Tourism services	Ticketing, booking access, digital guides (app), service evaluation
Emergency response	Real Time Call Centers Drones

### Service Area: **Order & Safety**

Included Service Sectors	Example of a digital solution
Emergency preparedness	Emergency preparedness plans (Digital Twin, IoT, VR)
Public safety	Facial recognition (IoT, Drones, AI)
Police	Crime prediction modelling (AI) Recording (Bluetooth, Cloud Computing) GPS tracking