

LESSONS LEARNED WORKING GROUP

ALASKA SMART COMMUNITY FORUM

OCT 27, 2016



AGENDA

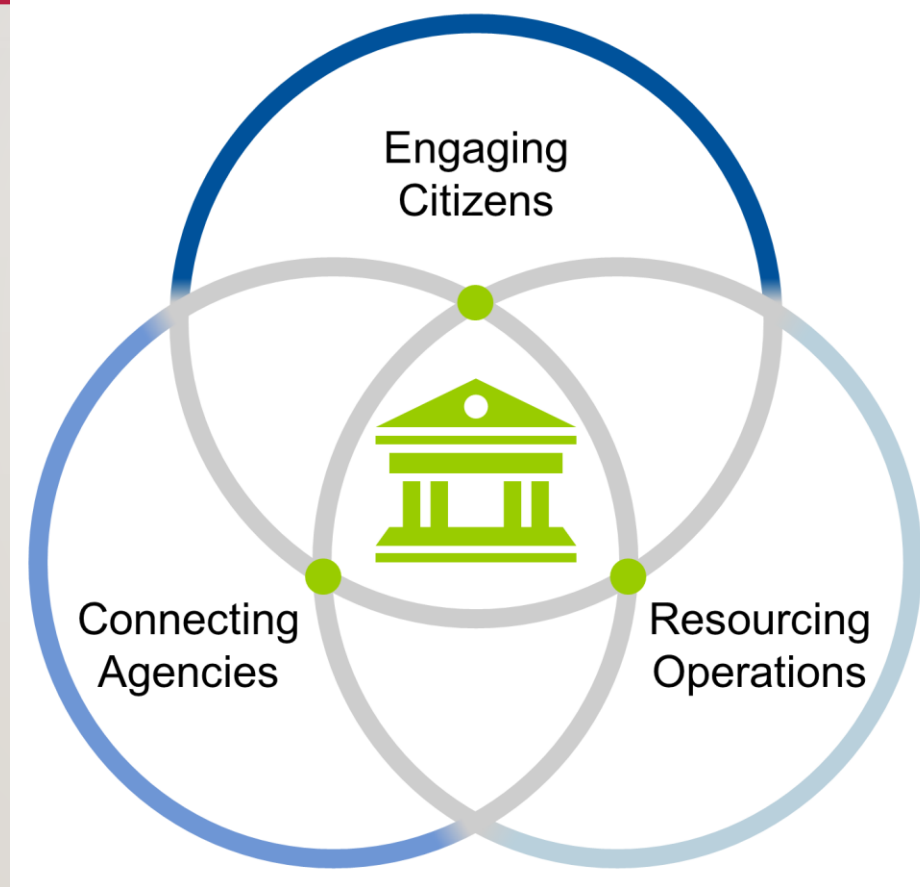
- Introduction
- Lessons Learned
 - Objectives
 - Challenges
 - How do we organize?
 - Maturity of Smart Community
- Breakout Session

INTRODUCTION

- Smart Community/City groups like ours have formed all over the world
- Lessons Learned on the road to success have been identified
- Gartner, Inc has been partners in many of these efforts and have a wealth of experience in this area

AMOS AURINGER

GARTNER, INC



Gartner Primer on Smart City Framework

Smart City Framework

an urban area in which multiple sectors, such as education, transportation, public safety and utilities, cooperate with each other and develop an agreement to achieve sustainable outcomes by sharing their operational data and information for context-driven citizen services.

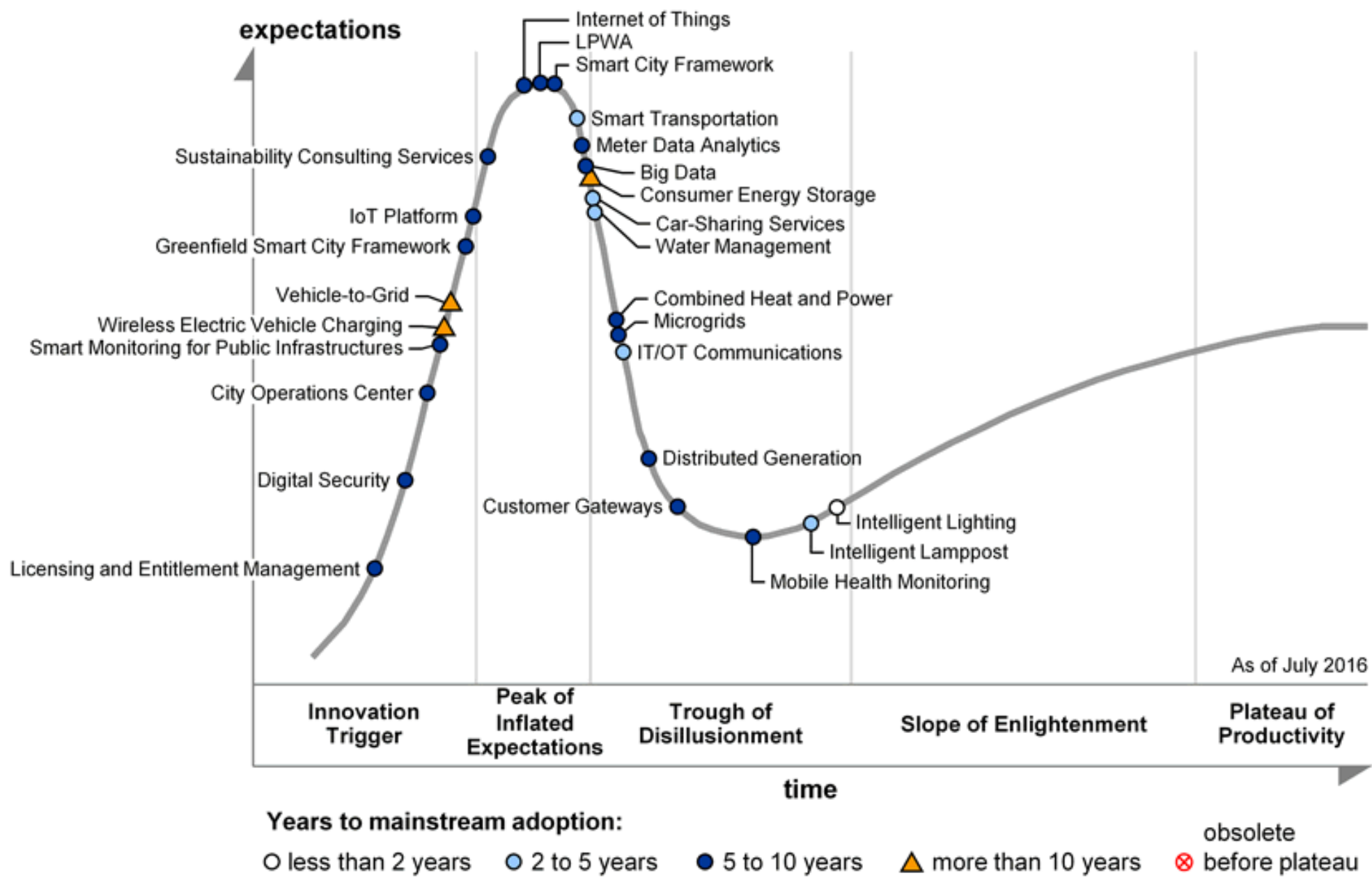
The citizens (residential and businesses) receive smart city services not only through governments, but also through service providers and cooperation among the public sector, businesses, nongovernment organizations and citizen organizations.



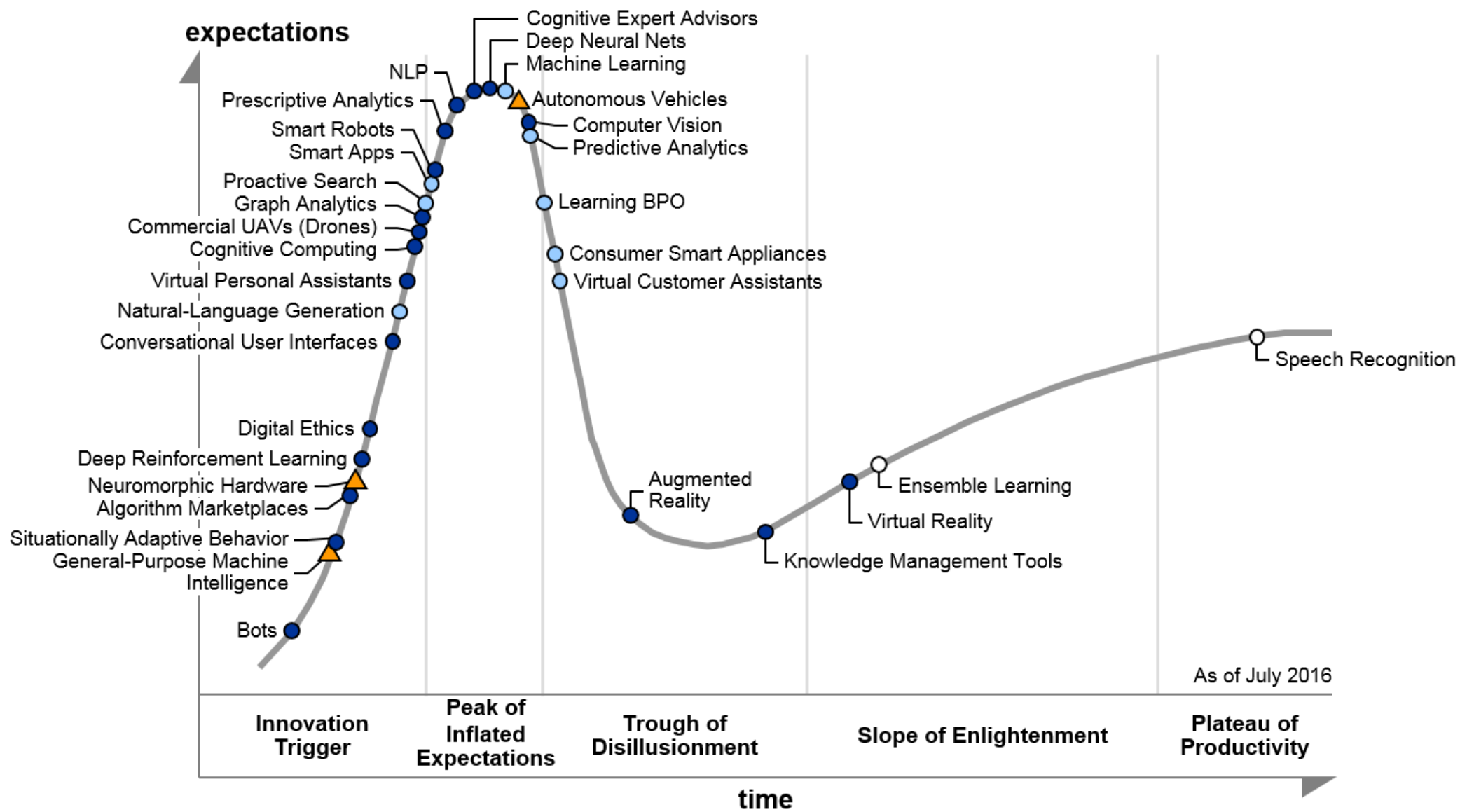
SMART RURAL COMMUNITIES

- **Customized learning environments** that engage today's students and appeal to their unique learning styles and needs.
- **Dynamic health care infrastructure** that facilitates health information technology (HIT) applications such as electronic scheduling, "store and forward" technologies and remote patient monitoring services.
- Mobile connectivity that allows farmers to access real-time weather reports and other information to improving decision-making, reach new markets, and enable the next-generation of **precision farming**.
- A platform to connect stakeholders with federal, state and local **government resources** and enable users to conduct government transactions online.
- A **next-generation 911** alerting system that communicates with the public using multimedia, and an interoperable LTE wireless network that allow first responders to communicate more quickly and effectively with one another during emergencies.
- **Modern utility networks** -- such as energy, transportation, water and waste – that provide the utility operator with remote insight into the network's operations, and the consumer with real-time information and control over his utility use and expenditures
- A **smart home network** that enables energy efficiency, communication and appliance automation.

www.NTCA.ORG



Source: Gartner 2016 **Smart City** Technology and Solutions Hype Cycle

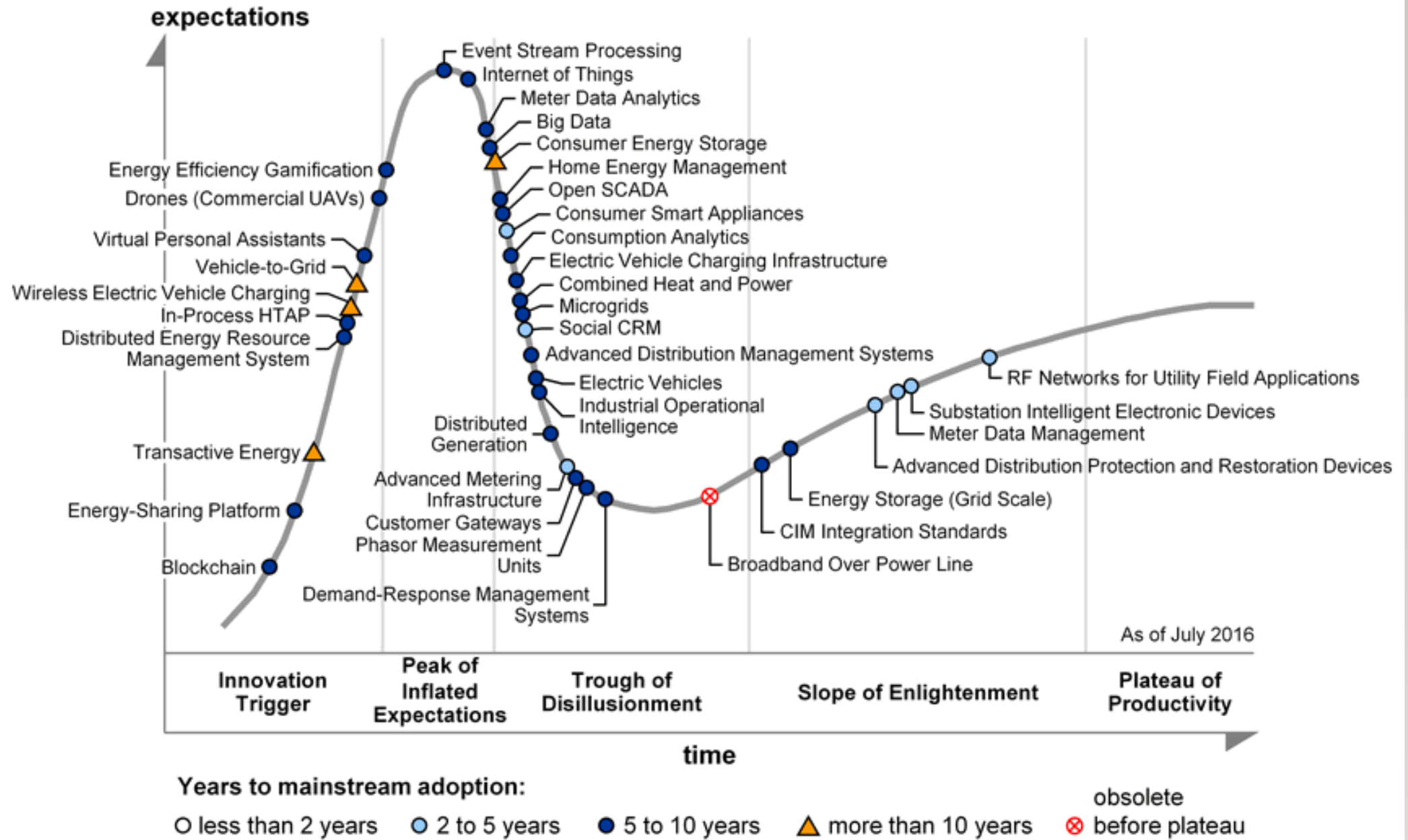


As of July 2016

Years to mainstream adoption:

- less than 2 years
- 2 to 5 years
- 5 to 10 years
- ▲ more than 10 years
- ⊗ obsolete before plateau

Source: Gartner 2016 **Smart Machine** Hype Cycle



Source: Gartner 2016 **Smart Grid** Hype Cycle

2016 LESSONS LEARNED FROM GARTNER SMART HYPE CYCLES RESEARCH

The most successful of those organizations possess the following characteristics:

- Comfortable acting as "innovators" and "early adopters"
- Visionary champion for smart technology and solutions that has a broad base of support for the mission
- Data-driven management style
- Learning organization and culture
- Bimodal IT capability
- Well-defined, testable business cases
- Proven competencies in informatics
- Demonstrated ability to recognize, accept and learn from fast failures
- Significant commitment of resources and development of skills for change management
- Clear policies and effective communication to explain programs, impacts and outcomes to employees

LESSONS LEARNED

- Objectives
- Challenges
- How do we organize to get this done?
- Maturity of Smart Community

OBJECTIVES

- Answer the questions:
 - So What?
 - Why Are We Here?

OBJECTIVES

- Executive / Leadership Sponsorship (Public and Private)
 - Business and Community Objectives
 - Understand what we need to do, promote, invest in, etc
- Smart Community Objectives Align to These Objectives

OBJECTIVES – YOUR ORGANIZATION

What are your Organizations Objectives?

- What are you trying to do?
 - Is it working?
 - Could it be improved?
- What's your need?
- Survey: Handout - Survey Monkey
- Compile Results – Look for Common Themes

OBJECTIVES – THIS GROUP

What are this group's objectives?

- Align to membership objectives
- Survey: Handout – Breakout Session - Survey Monkey
- Seize the Moment - current events can drive objective opportunities
 - Exercises, grants, budget boons and busts
 - Tight budgets can drive the need for efficiency via technology

CHALLENGES

- **Sustainability**
 - Once established How Do We Continue?
- **Privacy and Public Communications**
 - Communicate to Public about what will be communicated
- **Respond to Overwhelming Public Response**
 - Infrastructure & Manpower
- **Unintentional Consequences**
 - Ask other communities what they have experienced

HOW DO WE ORGANIZE?

Are we a loose federation of like minded people or do we want a more formal organization?

- We have begun as a loose federation
- Formality can 'mature' along with our Smart Community
- An organizational charter and written objectives is a good place to begin

HOW DO WE ORGANIZE?

Shared Service Models

- Separate Rice Bowls (Silos) is more expensive
- Combined effort/finances lowers cost and raise productivity
 - DNR – Geospatial Portal
 - UA – GINA GIS data servers
 - DOF – Local fire fighters and GIS personnel

MATURITY OF SMART COMMUNITY

The perception by outsiders can often lead people to believe the idea is fully baked and proven.

Going slower and developing the community as key stakeholders is critical.

Running before we learn to walk may cause a fall.

Maturity of Smart Community

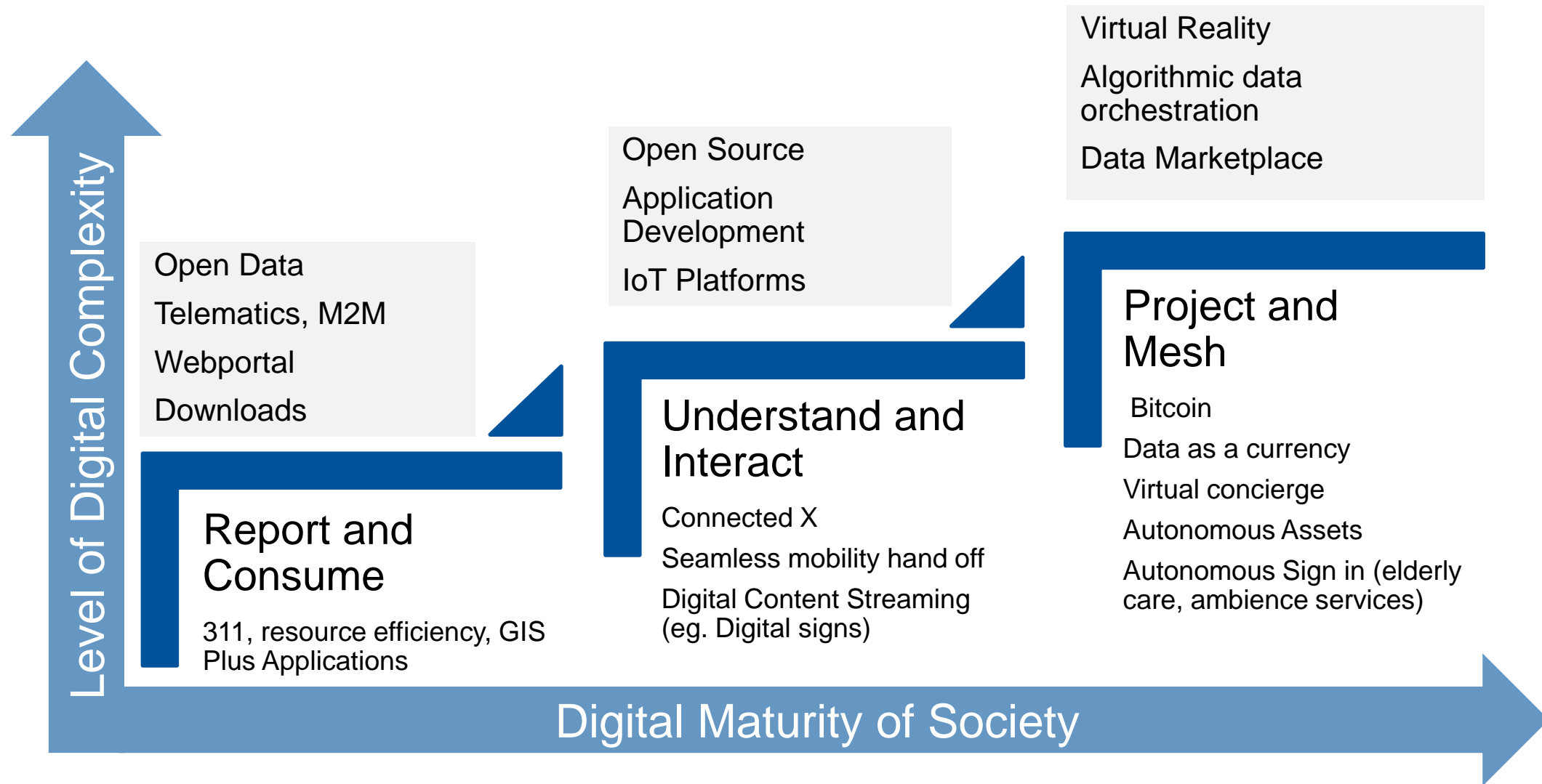
Bettina Tratz-Ryan



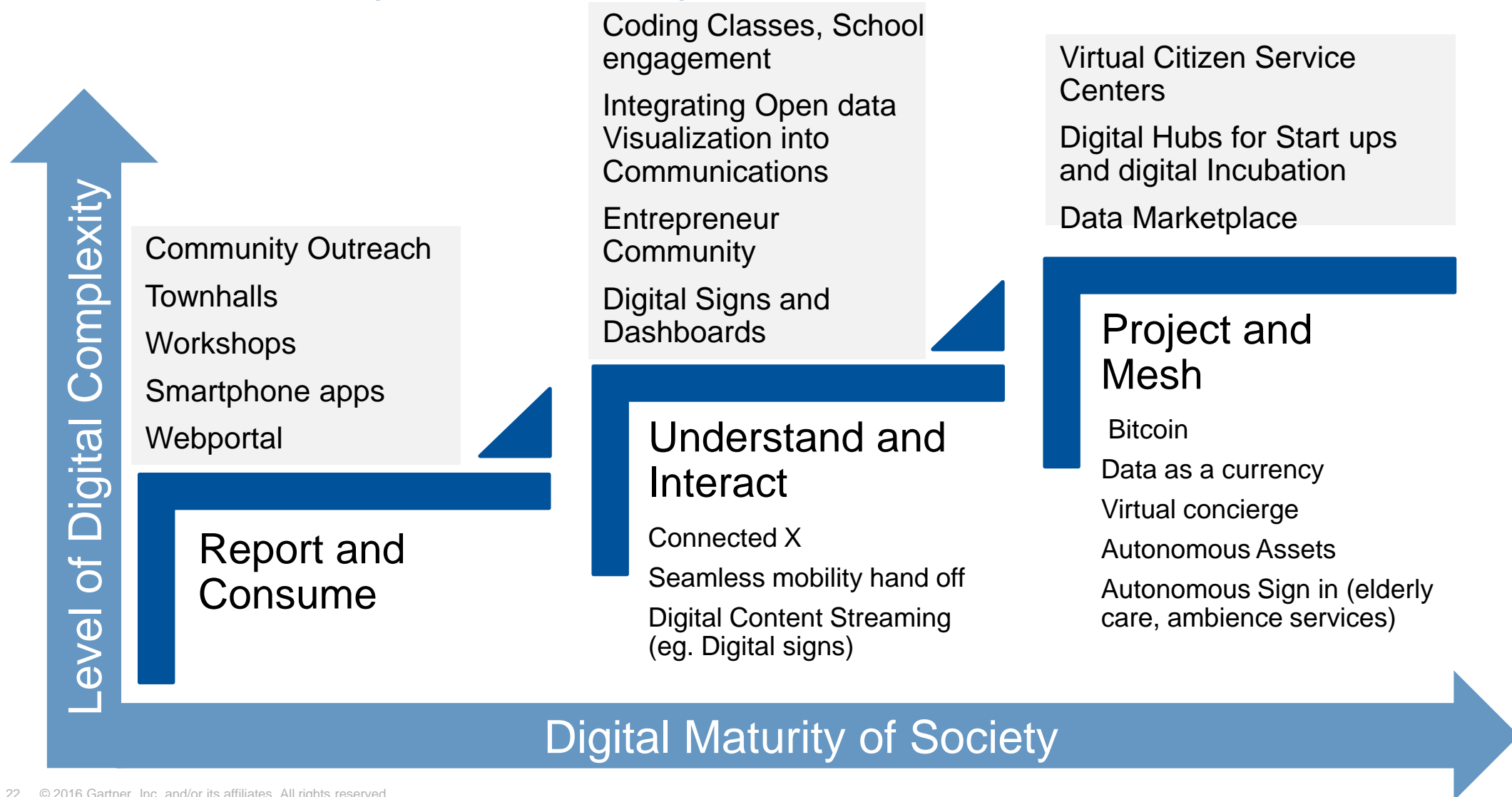
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Road to Scale Digital Ecosystem in Smart City



Road to Scale Digital Ecosystem in Smart City: Driving Sustainability in Society



City Smart Vision

- New York City:

<https://www1.nyc.gov/site/forward/innovations/smartnyc.page>

- Chicago:

<http://techplan.cityofchicago.org/wp-content/uploads/2013/09/cityofchicago-techplan.pdf>

- San Jose:

<http://www.sanjoseca.gov/index.aspx?NID=5001>

MATURITY OF SMART COMMUNITY

- Understand where we are and be patient.
- Grow methodically.

BREAKOUT SESSION

- Doug Miller