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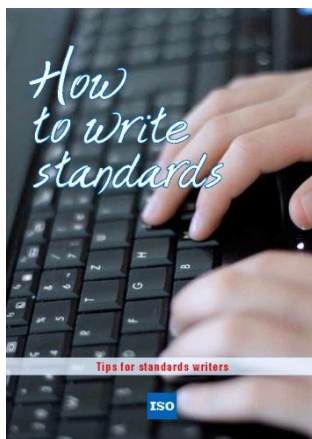
Title Information technology— Smart City ICT Reference
Framework— Part 1: Smart City Business Process Framework

WD 0.1

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Contents

Foreword	3
Introduction.....	4
1 Scope	5
2 Normative references	5
3 Terms and definitions	5
4 Smart city business process	5
5 Use Cases of Smart City Business Process Framework Structure.....	6
Annex A (informative) Smart City Business Process Framework Guiding Principles.....	7
A.1 Clause.....	7
Bibliography	8

Foreword

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The committee responsible for this document is ISO/JTC 1.

ADD INFORMATION ABOUT REPLACED STANDARDS AND OTHER PARTS AS NECESSARY

Introduction

The purpose of this international standard, Smart City ICT Reference Framework, is to assist city Chief Information Officer (CIO) and other stakeholders in planning and implementing a smart city. It comprises the following three parts:

- Part 1: Smart City Business Process Framework
- Part 2: Smart City Knowledge Management Framework
- Part 3: Smart City Engineering Framework

These three views are each aimed at a different role or viewpoint within the city and thus separate focus needs to be maintained. The "separation of concerns" is a principle for development of system architecture as a set of views. The value of using the separation of concerns is to simplify development and maintenance of the architecture.

The objectives of a Business Process Framework (TMN Forum 2015) are to:

1. Create a common language for use across departments, systems, external partners and suppliers, reducing cost and risk of system implementation, integration and procurement
2. Adopt a standard structure, terminology and classification scheme for business processes to simplify internal operations and maximize opportunities to partner within and across industries
3. Apply disciplined and consistent business process development enterprise-wide, allowing for cross-organizational reuse
4. Understand, design, develop and manage IT applications in terms of business process requirements so applications will better meet business needs
5. Create consistent and high-quality end-to-end process flows, eliminating gaps and duplications in process flows
6. Identify opportunities for cost and performance improvement through re-use of existing processes and systems.

Information technology— Smart City ICT Reference Framework— Part 1: Smart City Business Process Framework

1 Scope

The scope of this standard is to define a generic Business Process Framework for a smart city. This standard will thus focus on smart city specific processes. Generic business processes common between smart cities and commercial organisations will be identified but not detailed.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO #####-#:20##, *General title — Part #: Title of part*

3 Terms and definitions

3.1

term

text of the definition

Note 1 to entry: Text of the note.

3.2

term

text of the definition

4 Modeling Formalism

Editor (FC) note: We need to specify the formalism and convention used in this document.
Recommendation: align to the ITU M3050 (eTOM) documents.

5 Smart city business process

Editor (FC) note: we need to reassess the way this chapter is structured.

One possibility:

1. Top level view (equivalent of ETOM top level diagram). Identification of smart city specific business processes (in scope) and generic business processes (out of scope). We need to agree to the level of granularity that will be covered by this standard.
2. Smart city specific business processes – one section per business process.

Smart cities specific business processes (using the TMFORUM TR 259 as a source):

1. Integrated IT Governance (includes open standards, IoT integration, data governance, security and privacy, resilience)

2. Smart Energy Management
3. Smart Water Management
4. Smart Waste Management
5. Smart Transport Management
6. Smart Infrastructure and Building Management
7. Smart Sustainability and Environment Management

5.1 Strategy, ICT Infrastructure and Product

5.2 ICT Operations and Enterprise Management

6 Use Cases of Smart City Business Process Framework Structure

Type text here - use subclauses if required e.g. 5.1 or 5.1.1.

Annex A (informative) Smart City Business Process Framework Guiding Principles

A.1 Clause

Type text here - use subclauses if required e.g. A.1.1 or A.1.1.1.

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- [5] TMFORUM TR259 Smart City Maturity and Benchmark Model, Release 16.0.0 May 2016