

**Gijón Data Lab, Tool for the accommodation sector; Gijón:** The Gijón Data Lab is a data intelligence tool for hotels and other establishments offering tourist accommodation. It allows them to analyse their performance and compare it with their direct competitors, in the past, the future and other accommodation options. With this tool, it is also possible to have a real-time monitoring of occupancy and average price per bed, both at the present time and over a period of three months, and to check out events in the city and link them with the evolution of the bookings and occupancy.

Find out more at: <https://www.gijondatalab.com/>

**Fiware; Seville:** Seville has taken a leading role in the development of Fiware, a public and open platform for the development of applications and internet services powered by the EU. The Catuja Technological Science Park in Seville has been home to the development of smart solutions that bolster open data and innovative digital solutions in an ever increasingly digital world. By pioneering the development of Fiware, Seville has been able to launch an open data platform in 2016 which houses 465 datasets with information on transport, culture and leisure, urbanism, etc. to help support the local economy. In addition, Seville also has an Urban Open Data Portal that allows measuring Seville's contribution to SDGs and a Smart Tourism System that integrates, publishes, and extracts significant information from the tourist destination.

Find out more at:

<http://datosabiertos.sevilla.org/>

<https://www.fiware.org/2016/05/23/fiware-enables-seville-ipv6-smartcity-pilot/>

**The Realization of the Taranto Ecosystem Platform; Taranto:** The Taranto Ecosystem Platform is an initiative of the municipality of Taranto that is included under the project "Taranto 2030: Taranto Ecosystem - Economic, ecological and energy transition strategy". The initiative aims to create a digital service platform through which information can be created, shared, and processed to improve the overall quality of life for residents, tourists, and businesses. The platform offers a wide range of services that enable the municipality to better plan ahead while maintaining steady dialogue with all stakeholders involved. Throughout the city, various cultural places have been identified to become "smart spaces" and will facilitate the interaction of the tourist by providing contextual multimedia information for a broad and correct use of the tourist resource. Thanks to these interactions, the Platform will acquire information that may be useful to the administrators of tourism resources for an improvement of the territorial tourist offer. This information will be acquired and distributed in a selective and controlled manner among the categories of users of the system through the Platform.



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Find out more at :

<https://www.comune.taranto.it/news-in-evidenza/1531-transizione-ecologica-economica-ed-energetica-per-far-diventare-taranto-una-citta-resiliente-entro-il-2030>

**Zagreb Smart City Hub; Zagreb:** The City of Zagreb has always kept in step with the times and with technology, using it to provide simple, clear and transparent access to information about its activities. The platform “Zagreb Smart City Hub” was created to help citizens find relevant information on “smart” projects and communicate on key decisions, and to involve them in strategic decision-making. The ultimate objective is to offer citizens, companies and institutions greater transparency and efficiency. The platform can be publicly accessed on the City of Zagreb’s official website.

Find out more at:

<https://www.zagreb.hr/pametniji-i-transparentniji-zagreb-predstavljena-n/176924>

#### 4.3.2.4 AI in Smart Tourism: Gdynia

**‘Virtual Clerk’ as an Artificial Intelligence Tool; Gdynia:** In 2015, Gdynia has become the first Polish city to introduce solutions enabling convenient and friendly contact with customers via Virtual Clerk. It is fully designed and implemented by the staff of the Gdynia City Hall and works on the basis of an artificial intelligence mechanism that understands the question and immediately finds an answer or forwards it to the place where the answer is to be found. The Virtual Clerk is well adapted to the needs of the residents and the city by offering residents multi-channel communication and by including everyone. The accessibility also encourages people with restrictions to use this intelligent communication tool.

Find out more at:

<https://innovationinpolitics.eu/showroom/project/residents-account-gdynia-e-services-centre/>  
[https://www.chatbots.org/conversational\\_agent/wirtualny\\_urzednik/](https://www.chatbots.org/conversational_agent/wirtualny_urzednik/)