



THE NETWORK
OF MAJOR
EUROPEAN
CITIES

Annex.1 Knowledge Society Forum LAB pilot
‘The citizen card
providing access to digital services
to create digital inclusion’
Powered by EUROCITIES

Background information

Cities are the places where the effects of global challenges impact people more directly. But cities are also the places where solutions to those challenges are developed and firstly implemented. Digital solutions empowered by data produced in our cities are key to solve many of the most urgent urban challenges including sustainable urban mobility, energy efficiency, housing, healthcare, reducing digital divide while leverage economic growth for all ecosystem players.

Over a decade, several smart and sustainable solutions have been developed and tested in our cities. However, limited resources, legal and governmental barriers, technological skills shortage, lack of common methodology and innovation potential prevent or hinder the large upscale and uptake of those solutions - such as interoperable digital platforms and services - in Europe preventing citizens to benefit from more innovative, high-quality and cost-effective services.

To fill this gap, EUROCITIES is currently partnering with the European Commission, member States, the European Committee of the Regions and the main organisations and networks of cities on the ‘join, boost, sustain - Joining forces to boost sustainable digital transformation in cities and communities in the EU’ initiative. With a joint political declaration, we launch a multi-level governance approach and we commit to work together at financial, technical, legal and governance aspects. This includes a joint investment plan for upscaling digital solutions in Europe’s cities. It is a first step towards shaping a European approach for digital transformation, different from that of our global competitors, that puts cities and citizens at the center. It is about working better and faster together, achieving greater impact by making sure we use what works well in one city the best possible way in other cities.

The KSF LAB is the concrete EUROCITIES contribution for the implementation of the ‘join, boost, sustain’ initiative. The KSF LAB will focus on upscaling existing and successful digital solutions across member cities. The KSF LAB is also a tool to implement a central action of the digital transition partnership of the urban agenda for the EU: the innovation accelerator. Indeed, by working together to jointly tackle common challenges members will:

- **Become leader in meaningful technology;** the LAB links the strengths of cities & networks to the strategic ambition of the EU to become a front runner in innovative solutions for urban challenges and collaborate with world leading partners.

- **Impact: upscaling & implementation;** the LAB scouts, shares and coordinates the scale up of existing and new integrated (tech) solutions for our cities and creates sustainable impact by scalable meaningful innovations in public private coalitions.
- **Co-create** new ideas and shared solutions and therefore spur innovation in cities
- **Safeguarding the public interest;** the LAB develops, promotes and guards the social and ethical requirements for (tech) solutions and supports innovators with compliance.
- **Sustainable value models;** the LAB provides the network for members (government, knowledge institutes & business) to jointly create a considerable advantage in integrated (tech) solutions and fosters openness at the right level to balance intellectual property and interoperability of systems and applications.

With the KSF LAB we launch a new and innovative way of working on digital solutions across Europe's cities. The LAB represents an opportunity to renew our approach and work differently with private partners, moving from longer-term partnerships to more specific collaboration on developing concrete solutions. But it is also an opportunity to work with other partners like academia and other network and association (OASC, ENoLL) and, most of all, with citizens. Citizens, through living labs, will be involved since the beginning of the activities to co-create, co-adapt and co-develop solutions that respond to their real needs.

Eventually, the KSF LAB could be lifted to become a EURO CITIES LAB, paving the way of a cross-cutting way of working on digital solutions in all urban policy areas in cities including mobility, culture, environment, innovation, governance, social and more.

From preaching to practice

In 2018 and 2019 the KSF LAB started small. In three sessions the members experimented with digital solutions for societal challenges. The aim was to validate the concept and the need for an upscaling instrument. The need was recognized and the session delivered valuable content for the LAB. During the sessions the members provided examples of existing digital solutions which are already implemented in their cities. This scouting give an insight of potential solutions to replicate and upscale. The KSF steering committee has taken the results of the process and proposes to move forward in 2020 with the KSF LAB, as an instrument to support the implementation of the declaration 'join, sustain and boost digital solutions for Europe'. It was proposed to start with one digital solution in 2020 to execute the process of upscaling and built on a concrete result. Underneath the pilot and the implementation of the innovation process is defined.

First pilot: THE CITIZEN CARD

In the three KSF LAB sessions several cities provided digital solutions to solve societal & city challenges (The citizen card by Zaragoza; the CitySounds project by Edinburgh and MyApp by Eindhoven). At the sessions we looked at the impact of the solutions, scalability and the involvement of government and business. From all the solutions the KSF steering committee proposes to start with the citizen card - based on the model of Zaragoza but also Gijon's citizen cards- as the first pilot for the KSF LAB.

The Art of implementation

As basis for the KSF LAB to succeed, we have defined the process of upscaling and the different building blocks which create the conditions for success. Below the first draft of the innovation process and building blocks.

