



Smart City Strategy, Design and Delivery Course

27 September – 1 October 2027
Vienna

Smart City Strategy, Design and Delivery Course

Ref: 525_141090 **Date:** 27 September – 1 October 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Smart City Strategy, Design and Delivery Course is a five-day advanced course for urban planners, municipal leaders, architects, infrastructure engineers, digital teams, sustainability specialists, and programme managers who leave with a Smart City Development Blueprint. Participants translate citizen needs into service priorities, governance, interoperable platforms, infrastructure initiatives, delivery packages, and measurable outcomes. Agile Leaders Training Center connects smart city development with people-centred decisions, accountable data use, and practical implementation.

Who Should Attend

- Teams responsible for city strategy, policy, and investment priorities
- Functions designing urban services and resident experience
- Personnel governing city data, platforms, cybersecurity, and interoperability
- Infrastructure teams coordinating mobility, utilities, buildings, and public realm
- Programme offices responsible for procurement, delivery, and benefits tracking

The course assumes participants contribute to urban programmes or public services, and it leaves out detailed engineering design, software coding, and introductory urban planning theory.

Departments and Industries

The course supports departments that plan, enable, and deliver connected urban services.

- Municipal strategy, planning, and economic development
- Transport, utilities, environment, and public works
- Digital government, data, technology, and cybersecurity
- Real estate, master development, and engineering consultancy
- Telecommunications, mobility, energy, and urban service providers

Learning Objectives

By the end of this course, participants will be able to:

- Analyze citizen needs and urban-system challenges
- Build a smart city vision and service portfolio
- Evaluate data governance and interoperability choices
- Prioritize sustainable infrastructure and resilience initiatives
- Apply delivery, procurement, and partnership controls

- Build a roadmap with indicators and benefits measures

Course Agenda

Day 1: People-Centred Vision and Baseline

- City Outcomes and Stakeholder Needs Map
- Urban System Baseline and Maturity Assessment
- Inclusion, Accessibility, and Digital Equity Review
- Smart City Vision and Design Principles
- Service Portfolio Prioritisation Matrix

Day 2: Services Data and Digital Foundations

- Resident Journey and Urban Service Blueprint
- City Data Governance and Stewardship Model
- Privacy, Cybersecurity, and Ethical Use Controls
- Interoperability and City Platform Architecture
- Open Data, Analytics, and Decision Support

Day 3: Sustainable Urban Systems

- Smart Mobility and Multimodal Integration
- Energy, Water, Waste, and Utility Intelligence
- Connected Buildings and Public Realm Services
- Climate Resilience and Emergency Coordination
- Digital Infrastructure and Connectivity Planning

Day 4: Governance Finance and Delivery

- Portfolio Governance and Decision Rights
- Business Case and Benefits Dependency Map
- Procurement, Standards, and Vendor Interoperability
- Funding, Partnership, and Commercial Models
- Delivery Waves, Risk Controls, and Assurance Gates

Day 5: Roadmap and Performance Practice

- Exercise: Prioritize a Smart Service Portfolio
- Exercise: Design a Data and Platform Governance Map
- Exercise: Build an Initiative Business Case
- Exercise: Select Smart City Performance Indicators
- Capstone Exercise: Smart City Development Blueprint



Practical Exercises

The course uses suggested activities to connect strategic choices with implementable city initiatives.

- Suggested activity: map resident needs, service pain points, responsible stakeholders, and measurable outcomes.
- Suggested activity: assess a city platform scenario for data ownership, interoperability, privacy, security, and operating responsibilities.
- Suggested activity: prioritize initiatives using value, feasibility, inclusion, sustainability, risk, and dependency criteria.
- Suggested activity: assemble a phased blueprint with governance, funding, procurement, indicators, and benefits reviews.

FAQs

Who suits the Smart City Strategy, Design and Delivery Course?

It suits professionals shaping urban policy, services, infrastructure, digital foundations, or delivery portfolios and assumes practical exposure to city programmes or public services.

How does this course differ from general urban planning?

It focuses on digitally enabled service portfolios, data governance, interoperability, delivery models, and measurable benefits rather than land-use planning or physical master planning alone.

Is the course mainly about Internet of Things technology?

No. Technology is treated as one enabler within a wider system of citizen outcomes, governance, infrastructure, sustainability, finance, operations, and assurance.

How are smart city indicators used?

Participants select indicators that connect initiatives to economic, environmental, social, cultural, service, and quality-of-life outcomes, with clear ownership and data sources.

What does the capstone produce?

The capstone produces a Smart City Development Blueprint containing priorities, service concepts, governance, data foundations, urban-system initiatives, delivery waves, risks, indicators, and benefits reviews.



Conclusion

Participants take back a Smart City Development Blueprint that aligns citizen outcomes, urban services, data governance, digital platforms, sustainable infrastructure, commercial choices, and performance measures. It provides a traceable basis for sequencing investments and reviewing benefits without treating technology as the objective.