People-Centered Smart City Innovation and Technology Course

21 – 25 December 2026
Vienna

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Training Center

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Ref: 960_173224 **Date:** 21 – 25 December 2026 **Location:** Vienna **Fees:** 5700 Euro

Overview

People-Centered Smart City Innovation and Technology Course is a 1-week course for urban planners, city innovation leaders, architects, infrastructure strategists, digital transformation leaders, and technology policy professionals who leave with an Emerging Urban Innovation Roadmap. Participants integrate human-centered design, urban digital twins, AI-enabled planning, connected infrastructure, climate response, mobility, governance, interoperability, and technology risk. Agile Leaders Training Center delivers this course on people-centered smart city innovation and technology.

Who Should Attend

- Teams responsible for urban strategy, spatial planning, and public-realm design.
- Functions responsible for city data, digital platforms, and technology architecture.
- Leaders responsible for infrastructure investment, mobility, utilities, and connected services.
- Professionals responsible for technology governance, privacy, cybersecurity, and procurement.
- Teams responsible for climate adaptation, community engagement, and service innovation.

The course assumes participants already contribute to urban programs or digital transformation and leaves out introductory smart-city concepts, software coding, and detailed engineering design.

Departments and Industries

The course supports urban innovation across planning authorities, property development, transport, utilities, telecommunications, technology services, and public infrastructure.

- Urban planning and city design
- Digital transformation and data offices
- Transport, mobility, and public realm
- Utilities and connected infrastructure
- Property development and real estate strategy

Learning Objectives

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

- Analyze urban challenges through people-centered design and systems thinking.
- Evaluate digital twins, AI, data, and connected infrastructure use cases.
- Build governance controls for privacy, cybersecurity, interoperability, and procurement.
- Compare climate, mobility, and public-realm innovation choices.
- Use scenarios and indicators to prioritize urban investments.
- Build an Emerging Urban Innovation Roadmap.

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Course Agenda

Day 1: People-Centered Urban Systems

- People-Centered City Outcome Canvas
- Urban Challenge and Service Journey Map
- Stakeholder Rights and Inclusion Matrix
- City Systems Dependency Diagram
- ISO 37122 Indicator Selection Framework

Day 2: Digital Twins, Data, and AI

- Urban Digital Twin Use-Case Architecture
- City Data Flow and Quality Map
- AI-Enabled Planning Decision Canvas
- Scenario Simulation and Evidence Protocol
- Model Risk and Human Oversight Checklist

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Day 3: Connected and Climate-Responsive Design

- Connected Infrastructure Interoperability Matrix
- Climate Exposure and Adaptation Design Map
- Mobility Network and Access Scenario Board
- Public Realm Experience Evaluation Canvas
- Urban Technology Value and Lifecycle Model

Day 4: Governance and Delivery Choices

- Urban Data Governance Decision Rights Grid
- Privacy and Cybersecurity Interface Register
- Technology Procurement Outcome Specification
- Open Standards and Vendor Dependency Review
- Future Foresight and Investment Portfolio Matrix

Day 5: Urban Innovation Roadmap Practice

- Suggested Exercise: People-Centered Challenge Reframing
- Suggested Exercise: Digital Twin Scenario Review
- Suggested Exercise: Interoperability and Governance Decision
- Suggested Exercise: Climate and Mobility Portfolio Prioritization
- Capstone Exercise: Emerging Urban Innovation Roadmap

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Practical Exercises

The course uses suggested activities to connect urban outcomes, technology choices, governance, and delivery decisions.

- Suggested activity: reframe a congestion, heat, access, or public-service challenge around resident needs and system dependencies.
- Suggested activity: assess a city digital twin use case for data readiness, simulation value, model risk, and human oversight.
- Suggested activity: compare connected-infrastructure options through interoperability, privacy, cybersecurity, procurement, and lifecycle criteria.
- Suggested activity: prioritize a portfolio of climate, mobility, and public-realm initiatives under alternative futures.

FAQs

Who suits people-centered smart city innovation training, and what does it assume?

Urban planning, innovation, architecture, infrastructure, digital transformation, and technology policy teams suit the training. It assumes experience with urban programs or technology decisions and excludes introductory concepts and software coding.

How does people-centered smart city innovation differ from introductory smart city training?

People-centered smart city innovation evaluates integrated urban outcomes, design choices, digital twins, governance, interoperability, risk, and future scenarios; introductory training usually surveys technologies and basic applications.

How can urban digital twins support smart city decisions?

Urban digital twins can organize data, represent system relationships, test scenarios, compare interventions, communicate tradeoffs, and monitor outcomes when their purpose, data quality, model limits, governance, and human oversight are explicit.

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What makes emerging urban technology interoperable and governable?

Interoperable and governable urban technology uses defined outcomes, shared data rules, open interfaces, decision rights, privacy and cybersecurity controls, supplier responsibilities, lifecycle provisions, and evidence-based assurance.

Conclusion

Participants take back an Emerging Urban Innovation Roadmap linking resident outcomes, city systems, digital twins, AI, connected infrastructure, climate design, mobility, governance, procurement, and scenarios. The roadmap makes technology choices and dependencies reviewable. It supports coordinated investment decisions across planning, infrastructure, digital, property, and policy teams.