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## **DIGITAL CITIES AND URBAN LIFE**

### **A framework for international benchmarking**



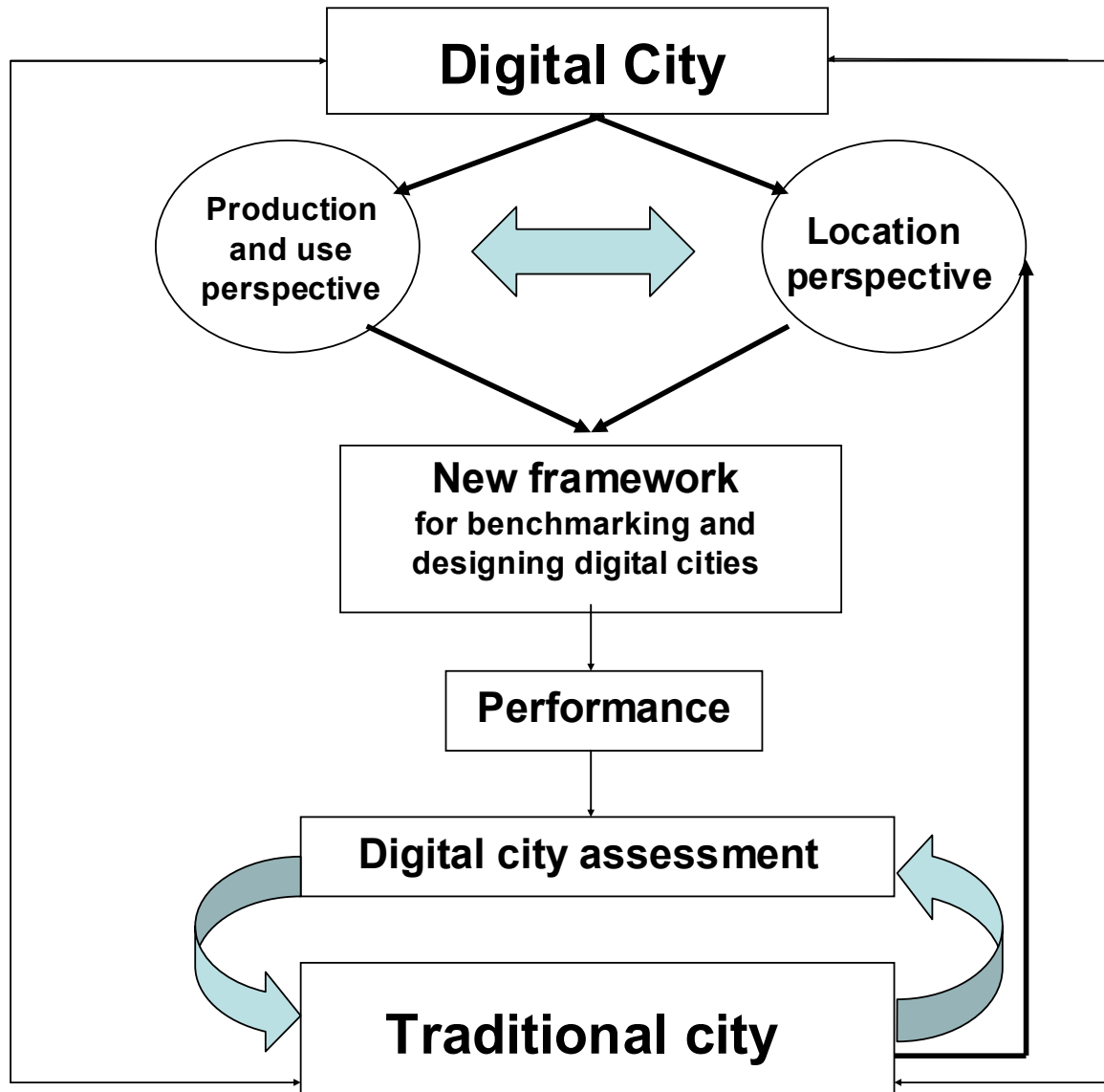
Cancun, Mexico  
2004

# **DIGITAL CITIES AND URBAN LIFE**

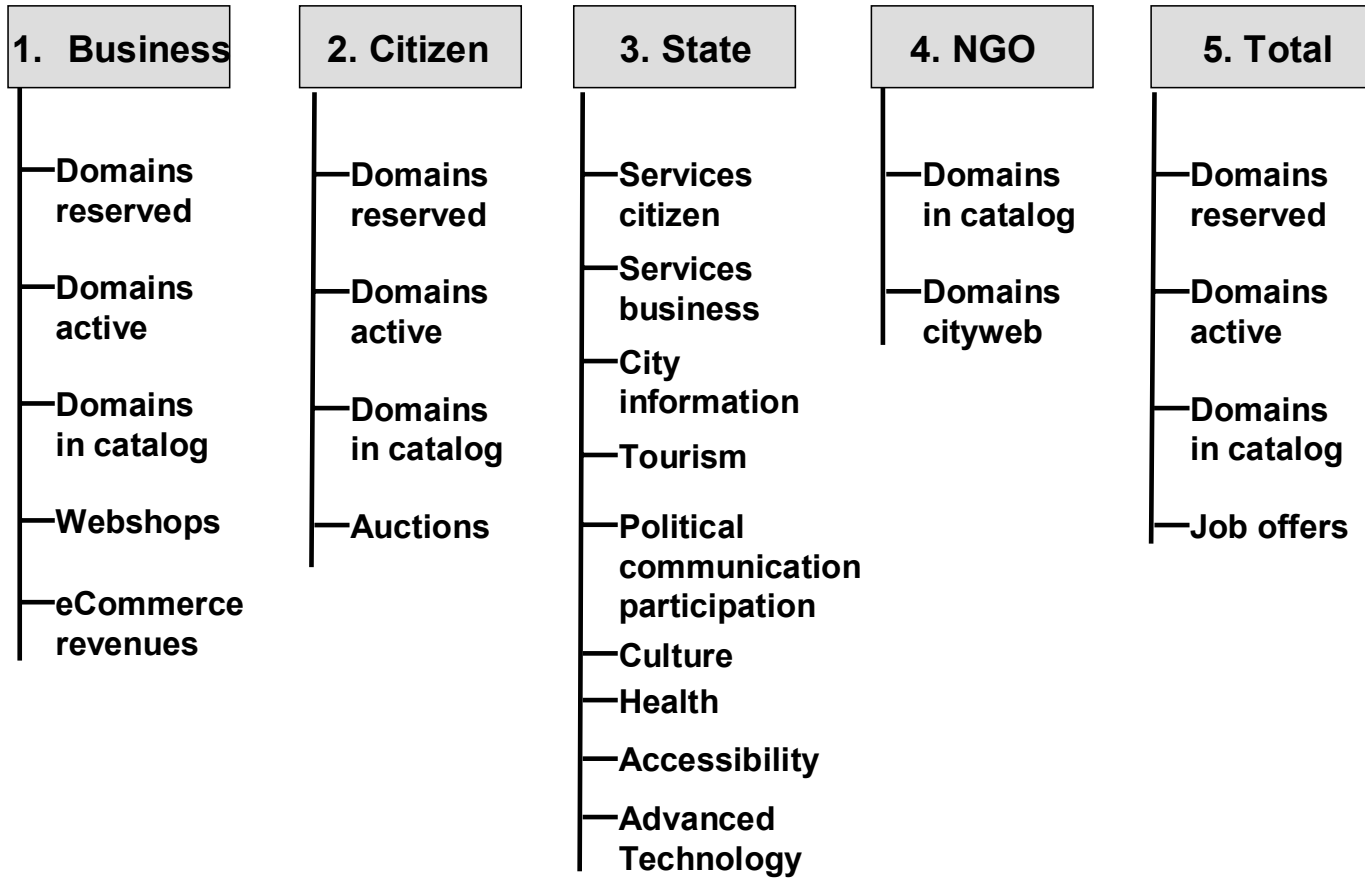
1. Goals and Model digital-traditional Places
2. City-Websites in Germany and Italy
3. First Interpretations, future Research

# 1. Goals and Model digital-traditional Places

- Analysing development of society on the local level
- Redesign digital spaces for planning purposes
- Interrelation digital-traditional places
- Development of benchmarking framework and databases



# I. Content Production



## II. User/Use

Citizen

### Communication

- eMail addresses
- Clicks
- Traffic
- Time
- Digital signature

### Transaction

#### Data

- Tax declaration
- Application building permission
- Moving
- Car registration

#### Money

- Banking broking
- Buying (webshops)
- Tickets
- Paying gov. bills

### Participation

- Claims
- Proposals
- Chat
- Forum
- Discussion list city planning
- Forum local places
- Net communities

Total

Clicks: Websites of Companies, Citizens, Cities

# Additional Indicators

1. High speed access (wired/wireless)
2. Location of internet companies
3. Employees: ICT industry
4. Universities: staff/student information technology
5. Internet research institutions
6. School networks
7. International cooperation
8. Urban life: human mobility, events, attractions, amenities, security, social services

# Selected Indicators and Value

<b>1. eProcurement</b>		
	<b>1</b>	<b>tender information</b>
	<b>2</b>	<b>online interaktion (email, supplier info)</b>
	<b>3</b>	<b>transactions: online bidding, tendering direct</b>
<b>2. Form-Server</b>		
	<b>1</b>	<b>forms available</b>
	<b>2</b>	<b>form collection, search option</b>
	<b>3</b>	<b>transactions: direct transmittance of forms</b>
<b>3. eDemocracy</b>		
	<b>1</b>	<b>possibility of online complaints</b>
	<b>2</b>	<b>chat or forum available</b>
	<b>3</b>	<b>excellent forum (topics, structured, moderated)</b>
<b>4. Events and Tickets (e.g. theater)</b>		
	<b>1</b>	<b>events: information available</b>
	<b>2</b>	<b>calendar of events, search options</b>
	<b>3</b>	<b>transactions: booking online integrated</b>
<b>5. City map</b>		
	<b>1</b>	<b>city map available</b>
	<b>2</b>	<b>map with restricted search options</b>
	<b>3</b>	<b>map with excellent search options (buildings,...)</b>



# Benchmarking digital Cities Germany/Italy

	<u>eProcurement</u>	<u>Forms Server</u>	<u>eDemocracy</u>	Events	<u>Maps</u>	Total
<b>Germany</b>	23,7	52,3	22,3	52,7	72,3	<b>44,7</b>
<b>Italy</b>	49,7	66,3	77,3	68,3	50,0	<b>62,3</b>

# Differenciation

1	<b>ANCONA</b>	<b>100.507</b>	<b>100,0</b>
2	<b>FIRENZE</b>	<b>356.118</b>	<b>100,0</b>
3	<b>BRESCIA</b>	<b>187.567</b>	<b>93,0</b>
4	<b>BOLOGNA</b>	<b>371.217</b>	<b>93,0</b>
5	<b>AOSTA</b>	<b>34.062</b>	<b>87,0</b>
96	<b>TRENTO</b>	<b>104.946</b>	<b>27,0</b>
97	<b>FOGGIA</b>	<b>146.072</b>	<b>27,0</b>
98	<b>CALTANISSETTA</b>	<b>60.878</b>	<b>20,0</b>
99	<b>SAVONA</b>	<b>59.907</b>	<b>13,0</b>
100	<b>CATANZARO</b>	<b>93.540</b>	<b>0,0</b>

1	Köln	967 940	86,7
1	Magdeburg	229 755	86,7
1	Stuttgart	587 152	86,7
1	Wiesbaden	271 076	86,7
5	Bonn, Stadt	306 016	80,0
88	Velbert, Stadt	89 823	20,0
88	Witten, Stadt	103 158	20,0
98	Kiel	232 242	13,3
98	Lübeck	213 496	13,3
100	Iserlohn	98 865	6,7

# 3. First Interpretations, future Research

- Continuing framework-development
- Continuing empirical investigation
- Understanding of impacts/ case studies

# First Interpretations, future Research

