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Sustainable Cities and Communities - A framework for standardization of services to the citizen

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Sustainable Cities and Communities - A framework for standardization of services to the citizen

Développement durable des collectivités - Cadre pour
la normalisation des services aux citoyens

Nachhaltige Städte und Gemeinden - Rahmen für die
Standardisierung von Dienstleistungen für den Bürger

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CEN/TR 18260:2025 (E)

Contents	Page
European foreword	3
Introduction	4
1 Scope	5
2 Normative references	5
3 Terms, definitions and abbreviated terms	5
4 Objective	7
5 What citizens need	7
5.1 Standardizing services	7
5.2 Citizens' public services for sustainability.....	8
5.3 A management system for smart citizen-centric public services	9
5.4 Citizen service fundamentals.....	9
6 Smart digital public services – and how they can be designed	10
6.1 General.....	10
6.2 Citizen services and digital technology issues.....	11
6.3 Principles of smart digital public service design.....	11
6.4 Planning smart digital public service design – an integrated approach.....	12
6.4.1 General.....	12
6.4.2 Analysis.....	13
6.4.3 Defining objectives	14
6.4.4 Implementation	15
6.4.5 Evaluation	16
6.4.6 Improvement and expansion.....	16
7 Production of a service framework standard	17
7.1 Background	17
7.2 Relevant international work.....	18
7.3 Requirements at national level.....	18
8 Shaping the standard and supporting documents	19
8.1 Content of the European Standard.....	19
8.2 Complementary standards actions – following up other relevant ETSI TR recommendations	19
Annex A (informative) Digital technologies of relevance	20
A.1 Artificial intelligence	20
A.2 Blockchain and DLT.....	21
A.3 The data economy	22
A.4 The metaverse.....	22
Bibliography	23

European foreword

This document (CEN/TR 18260:2025) has been prepared by Technical Committee CEN/TC 465 “Sustainable Cities and Communities”, the secretariat of which is held by AFNOR.

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CEN/TR 18260:2025 (E)**Introduction**

The digital age offers considerable opportunity not only for citizens to have an improved living environment in which they can benefit from effective services, but also for them to influence matters affecting their daily lives. At the same time, equal treatment for all citizens needs to be ensured and account needs to be taken of their security and data privacy concerns.

The digitalization of local services for citizens thus far has been focused on the benefits of technological advance, particularly in terms of cost and overall convenience for those providing the service. However, until now, the basic service-level requirements for citizens have not been codified. In some cases, levels of service could well have worsened for more vulnerable individuals. For the well-being of citizens, it is essential that these requirements are taken properly into account by service-providers. Without such a discipline, societal development, particularly in terms of the needs of vulnerable citizens, can suffer.

In October 2020, ETSI TC Human Factors published a Technical Report [1] concerning standards issues relating to smart cities and communities in so far as they affect individual citizens. This was the first time these aspects had been addressed. Among the proposals in this document is a cluster relating to the provision of services to the citizen.

This CEN Technical Report takes these proposals a step further, by defining a future citizen services standardization project. This project in the first instance is intended to set out the fundamental parameters for a standardized approach to the provision of citizen services. It will provide an overall framework for citizen services that will implement all the relevant proposals, as well as consider any additional aspects that need to be addressed. The project will require a number of different deliverables produced over different timeframes, in order to maximize the benefit of the new standards approach for local authorities and their citizens, and to ensure a good uptake.

Thus, citizens will benefit from improved services that better meet their needs, and local authorities, as the ultimate service providers, will gain in efficiency from having smoothly efficient service framework.

1 Scope

This document lays down a framework for a standardization project to establish and document best practice in the design and execution of smart and sustainable services made available by local government to citizens, both for residents and for visitors to a community. This document sets out the basic principles that are needed to be observed across the full range of services to be provided; it does not cover specific services.

The project covers services, whether these are directly delivered by authorities or whether their delivery is outsourced to arms-length public bodies or private enterprises.

The project does not cover specific technologies used in the delivery of electronic services.

The work takes due account of, and complement, the work of ISO/TC 176 concerning local authorities' quality management systems, and of ISO/TC 312 concerning service excellence.

2 Normative references

There are no normative references in this document.

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