

# Index

- Aarhus Convention, 200
- Academics, 183
- Active participation, 194
- Activity (A), 166–167
- Ad hoc governance, 203
- Adaptive capacity, 329
- Advanced metering infrastructure (AMI), 302
  - gained benefits, 310–313
  - implementation assumption, 306
  - method, 305–313
  - price reference and cost calculation, 306–310
  - result, 313–314
  - and smart city, 302–305
  - study approach, 305–306
- Agile approach, 94
- Agile project management, 142
- Agrarian society. *See* Society 2.0
- Agriculture and food area, 241–243
- Alternative data, 288
- Amazon. com, 289
- Amsterdam Pact, 199
- Anholt–Ipsos City Brands Index (2020), 164, 167
- Apple, 239
- Application Programming Interfaces (APIs), 50, 241, 291
- Apps, 89
- Artificial Intelligence (AI), 3, 14, 38, 87, 220, 254, 332
  - challenges regarding use of, 260–266
- Asilo, 202
- Assisted living (AL), 271
- Attitudes, 265
- Atuservicio.uy application, 237–238
- Augmented Reality, 3, 261
- Australian Centre for International Agricultural Research, 243
- Automated technologies, 261
- Automatic coding, 255
- Automotive companies
  - digital transformation as identity quest for, 139–143
  - transformation of, 141–143
- Automotive sector, 141
- Autonomous vehicles (AVs), 254
- Awareness-raising, 296
- BA Obras, 243
- Barcelona’s Telecare Service, 76–77
  - case of, 77–79
  - system, 77
- BBVA API market in Spain, 241
- Beneficial AI, 271, 276
- Benefit–cost ratio (BCR), 305
- Bibliometric analysis, 255
- Bibliometrix software, 65
- Biblioshiny, 65
- Big data, 14, 38, 51, 69, 87, 286
  - analytics, 261
  - capture and analysis, 293
  - characteristics, 286–287
  - sources, 287
  - tools, 288
  - types, 287
  - use, 288–292
- Billing and meter reading fee omission (BMR-FO), 311
- Blockchain, 14, 38, 261
  - networks, 3
- Blog, 163
- Bloom Consulting Digital City Index (2020), 164

- Bosco della Partecipanza di Trino, 189
- Building Information Modelling (BIM), 94
- Bus Checker, 239
- Bus Times, 239
- Business intelligence (BI), 340
- Business models, 63
- Buzz marketing, 163
- By-design resiliency, 44
- “By-design resilient system”, 45
- Car dominance, 112
- Car-to-Car communication (C2C communication), 140
- Car-to-X communication (C2X communication), 140
- Car. Software Org* software unit, 146
- Card Detection System, 290
- Carmakers as question of organizational identity, digital transformation of, 143–147
- Cars, 142
- Cause–effect issues, 260
- CED-scheme, 132
- Centre for Deliberation, The, 91
- Centre of Regional Science, 89
- Change acceptance zone, 138
- Change management, 195
- Chipping containers, 293–294
- Circular economy, 200
- Cities and regions area, 238–240
- Citizens engagement, 42
- City Brand Hexagon, 167
  - composition of, 169
- City branding, 167–170
  - data and methods, 162–167
  - digital marketing communication and, 172–176
  - digital transformation of city branding through new forms of marketing communication, 161–163
  - results, 167
  - tools and importance of digital marketing communication in city branding, 170–172
- City Councilors on smart city approach, 97–101
- City data management platforms (CDMP), 51
- City Hall
  - consultant, 93
  - employees on smart city approach, 97–101
  - website, 94
- City Knowledge Management Platform (CKMP), 51–52
- City KPIs, 40, 44
- City layer, 89
- City management process, 42
- City marketing, 160
- City of Poznan, The, 92–97
- City simulation software (CSS), 345
- Citymapper, 239
- Civic Budgets, 88
- Civic eState, 204
- Civic participation concepts, 86, 98
  - form of, 97
- Civic profitability, 202
- Civic Tech, 220–221
- Civic technology, 237
- Climate change, 221
- Climate crises, 184
- “100 Climate-neutral and smart cities” project, 100
- Cloud computing, 3, 14, 38, 87
- Co-design process of social policies, 6
- CocoaSoils, 242
- Codeando Mexico, 244
- CogniCity OSS, 235
- Collaborative intelligence, 220
- Collective intelligence, 41, 220
- Collective process of understanding and negotiation, organizational identity as, 136–137
- Common good, 193

- Commons, 188
  - evolution of methodological approaches for, 198–199
  - experience of commons in Naples, 199–204
  - HUL approach as “third way”
    - in conservation and management strategies, 190–194
  - landscape as living heritage, 188–190
  - multidimensional evaluation
    - methodology for, 204–205
  - tools, 194–197
- Communities, 188–190
- Community Heritage, 189
- Community Led Local Development (CLLD), 200
- Community of relations, 193
- Complex Adaptive Urban Ecosystem, 39
- Complex social value of landscape, 196–197
- Complexity Science, 39
- Computational social sciences, 291
- Conformity check, 341
- Connected, Automated, Shared and Electrified (CASE), 140
- Connected cars, 130
- Connected domain ontologies, examples of, 341–345
- Connected mobility, 140
- Connectivity, 86
- Consumers, 62
- Contact center fee reduction (CC-FR), 311–312
- Context analysis, 255
- Contextual knowledge, 195
- Conventional meter (CM), 306
- Core community, 189
- Core healthcare proposition, 321
- Core Smart City Ontology, 52
- Core technologies for Smart City 5.0, 49
  - knowledge management and ontologies, 51–54
  - MAT, 49–50
  - SI, 54
- Correspondence check, 341
- Cost calculation, 306–310
- Cost-benefit analysis (CBA), 305
- COVID-19, 224
  - impact on development of smart cities dimensions, 24–28
  - pandemic, 27, 38
  - sensitivity maps, 328–330
  - smart cities in context of, 23–24
- Crowdfunding platforms, 3
- Crowdsourcing platforms, 3
- Cultural heritage, 188
  - cultural heritage/landscape, 194
- Cyber-physical system (CPS), 38
- DATA, 237
- Data collaboratives, 220
- Data concentrator unit (DCU), 309
- Data fusion, 287
- Data intelligence, 220
- Data journalism, 289
- Data management, 274
- Data opening, 239
- Data processing module, 46
- Data-capture, 289
- Data-driven technologies, 64
- De-carbonization, 302
- Decentralization, 227, 245, 302
- Decision-making module, 46–48
- Decision-making process, 43, 47, 49, 99, 183
- Deep dive, 139
  - digital transformation of
    - carmakers as question of organizational identity, 143–147
  - managing organizational identity in light of digital transformation, 148–149
  - transformation of established automotive companies, 141–143

- trends of digitalization in mobility and automotive sector, 140–141
- Deep learning, 332
- Deliberative polling, 90
- Deming cycle. *See* Plan-do-check-act cycle (PDCA cycle)
- Design process, 92
- Development Strategy for City of Poznan, 92
- Developmental process, 4
- Digital Communication City Index (DCCI), 167
- Digital communication in cities, 162
- Digital communication of city (DCC), 166
- Digital ecosystem
  - of Smart City 5.0, 49
  - of smart services, 42
- Digital learning process, 261
- Digital marginalization, 60
- Digital marketing communication in city branding, 172–176
  - tools and importance of, 170–172
- Digital mobile communication, 163
- Digital p2p platform, 48
- Digital Peer-to-Peer Platform, 45
- Digital performance and progress indicators, 22
- Digital platforms, 69
- Digital technologies, 20, 141–143
  - use of, 21
- Digital transformation, 14, 62–64, 147–148, 220, 319, 321
  - accountable and sustainable healthcare, 320–323
  - bibliometric analysis, 65–68
  - of carmakers as question of organizational identity, 143–147
  - case of “Barcelona’s Telecare Service”, 77–79
  - case of “Smart City Wien”, 76–77
  - changing organizational identities, 137–139
  - of city branding through new forms of marketing communication, 161–163
  - concept of identification, 135–136
  - core attributes, 17
  - COVID-19 pandemic impact on development of smart cities dimensions, 24–28
  - deep dive, 139
  - development of future mobility solutions for smart cities, 130–131
  - digital performance and progress indicators, 22
  - digital transformation impact on individuals and companies, 17–20
  - high-level research model for digital transformation in healthcare, 323
  - identity of individuals and organizations, 131–134
  - as identity quest for automotive companies, 139–143
  - integrated approach to digital healthcare in context of smart cities, 319–320
  - management of smart cities, 69–76
  - managing organizational identity in light of, 148–149
  - methodology, 64–65
  - organizational identity as collective process of understanding and negotiation, 136–137
  - organizational identity stability and dynamics, 134–135
  - overview of, 15
  - phases of digital transformation in smart city domain, 20–22
  - research problem, 68–69
  - of smart cities, 20
  - smart cities, 60–61
  - smart cities in context of COVID-19 pandemic, 23–24

- theoretical considerations on
  - organizational identity, 131
  - Volkswagen Case, 146
- Digital Twin City, 48
- Digital urban ecosystem, 41
- Digitalization, 21–22, 63, 220, 286, 302–303
- Digitization, 14, 21, 28, 63
- Direct benefits, 310–311
- Disaster prevention, 245
  - area, 234–236
- Disruptive technologies, 14, 17
- Diversity, 227
- Domain SC ontologies, 341
  
- E-commerce, 262
- E-services, 89, 220
- East Japan Earthquake and Tsunami
  - in 2011, 235
- Education, 290
- Electronic health record (EHR), 266
- Emergent intelligence (EI), 51, 220, 346
- Employability, 255
- Employee disability (EDI), 278
- Energias de Portugal (EDP), 230
- Energy
  - area, 230–234
  - crises, 184
- Energy-not-served (ENS), 313
- Entrepreneurship, 7
- Environment model, 346
- Environmental harmony, 227
- Equitable design, 183
- EU Urban Agenda, 204
- European cities, 165
  - approach of, 165
- European Commons Assembly (ECA), 200
- European Food Safety Authority (EFSA), 241
- European Union, The, 25
- Evaluation, 182
- Expected waste generation rates, 260
- Experiential marketing, 163
  
- Expert knowledge, 195
- Exposure, 329
  
- Facebook, 165, 167
- Faro Convention, 192
- Federalismo demanial, 201
- Fifth-generation mobile network, 292
- Finance, 288
  - area, 240–241
- Finnish Transport, 238
- 5G technology, 38
- Fog computing, 14
- Fog Computing, 3
- Formal matching process, 341
- Fourth industrial revolution, 254, 263
- Free and Open Source, 3
- Freedom of information (FOI), 237
- Future jobs, 264
- Future of work, 264
- Future smart cities research
  - dynamics of, 3–5
  - human and social dimension of smart cities revisited, 6
  - indicative initiatives and use cases for, 8
  - strategic footprint of smart cities revisited, 6–7
  
- General SC ontology, 341
- Geographic information systems (GIS), 235
- Geospatial technology, 38
- Global Open Data for Agriculture and Nutrition (GODAN), 241–242
- Golemio, 339
- Google, 239, 291
- Governability for truly smart cities, 183–184
- Governance
  - agenda, 182–183
  - system, 182
- Governments, 263, 288
- GovTech, 220
- Green management, 7

- Hard skills, 265
- Head-end-system, 305
- Health monitoring (HM), 271
- Healthcare, 289, 319
  - area, 236–238
  - innovation in, 321
  - system, 320–321
- High-level research model for
  - digital transformation in healthcare, 323
- High-value data, 224
- High-value datasets, 221
- Historic urban landscape approach, 194–195
- Holonic approach, 42
- HUL approach as “third way”
  - in conservation and management strategies, 190–194
- Human AI loop model, 272
- Human connectivity, 4
- Human dimension of smart cities, 6
- Human freedoms, 263
- Human resources (HR), 262
- Hunting society. *See* Society 1.0
  
- ICCROM, 189
- ICity Rank, 109
- “Identity gap” concept, 137–138
- In-depth interviews (IDIs), 86
- Indian labor market, 261
- Indigenous Peoples’ and Community Conserved Territories and Areas (ICCAs), 189
- Indirect benefits, 310–311
- Individual In-Depth Interviews (IDIs), 97–101
- Industrial society. *See* Society 3.0
- Inflation rate, 306
- Information and communication technologies (ICTs), 38, 60, 69, 75, 92, 220, 286
- Information layer, 89
- Information Society, 74
- Information Technologies (IT), 38, 290
- Information technology operations analytics (ITOA), 290
- Innovation, 194
  - in healthcare, 321
  - management, 69
- Innovation Resistance Theory (IRT), 249
- Innovative mobility concepts, 140
- Innovative technologies, 235
- Instagram, 165, 167
- Integrated Soil Fertility Management (ISFM), 242
- Integrated Territorial and Urban Conservation (ITUC), 188
- Integrated Territorial Investment (ITI), 200
- Intelligence, 220
- Intelligent City 1.0, 61
- Intelligent enterprise service bus (iESB), 40
- Intelligent environments, 254
- Intelligent Transportation System (ITS), 94
- Intensified collective process, 147
- Interaction (I), 166
- Interdisciplinary learning, 266
- Intergovernmental Panel on Climate Change (IPCC), 328
- Internal rate of return (IRR), 305
- International development, 288
- International Institute of Tropical Agriculture (IITA), 242
- International Organization for Migration, 36
- Internet of everything, 7
- Internet of Things (IoT), 14, 38, 56, 69, 87, 220, 254, 261
- Internet-connected devices, 264
- Italian metropolitan cities, 123
- Italian Ministry of Infrastructure and Transport (IMIT), 108
  
- Job, 258
  - marketing changes and challenges, 276–278

- Kano's model, 262
- Key Performance Indicators (KPI), 39
- Knowledge, 265
  - layer, 89
  - management, 51–54
  - processing module, 46
- Knowledge graphs for SCs, 336–345
- Labor market, 263
- Landscape
  - as living heritage, 188–190
  - regeneration, 193
- Landscape Observatories, 190
- Latin American Open Data Initiative (ILDA), 237
- Leadership support, 20
- Linux databases, 289
- Linux-based technology, 289
- Living heritage approach, 188–190
- Local communities, 183
- Local governments, 17
- Local Initiatives Centers, 93
- Location Aware Services, 3
- Logistics area, 244
- London Air API, 239
- LoRaWAN, 292
- Lotka's Law, 65
- Machine controls, 263
- Machine learning (ML), 14, 38, 87, 228, 261, 332
- Managed service scheme, 305–306
- Manufacturing, 289
- Mapway, 239
- Marketing and Communication Strategy (2018–2022), 171
- Marketing communication, digital
  - transformation of city branding through new forms of, 161–163
- Matching process, 341
- McKinsey Global Survey, 17
- Media, 289
- Metaverse, 3–4, 7
- Meter data management system (MDMS), 305
- Methodi Ordinatio methodology, 255
- Metropolitan City of Milan (MCMI), 111
- Metropolitan City of Turin (MCTO), 111–112
- Metropolitan public transport system, 121
- Metropolitan Rail System (MRS), 118
- Metropolitan Transport System, 121
- Millennium Sustainability Goals, 192
- Ministry of Agriculture and Rural Affairs (MARA), 243
- Ministry of Foreign Affairs of the Netherlands, 243
- Mobile applications, 171
- Mobile computers, 14
- Mobile tele-service, 79
- Mobility, 141
  - model, 346
- Mobility as a Service (MaaS), 74
- Modeling, 328
- Multi-Agent Technology (MAT), 49–50, 328
- Multidimensional evaluation
  - methodology for commons, 204–205
- Naples, experience of commons in, 199–204
- Napoli Lab, 202–203
- Narrowband IoT (NB-IoT), 292
- National Association of Italian Municipalities (ANCI), 108
- National Emergency Management Agency (BNPB), 236
- National growth strategy, 108
- National Metropolitan Cities Operational Program (NOP), 108
- Negotiation process, 334
- Net present value (NPV), 305
- “Net Zero Carbon Cities” program, 72

- Neural network models, 264
- Neurotechnology, 264
- Next generation technology, 4
- Nonattainment New Source Review (NNSR), 73
- NVivo 12 software, 255, 258
  
- Once-only principle, 224
- One semantic space, 41–42
- Online appointment scheduling system, 94
- Ontologies, 51–54
  - for describing resource supply networks, 333–334
  - ontology-driven knowledge base, 46
  - for SCs, 336–345
- Open banking, 240
- Open data, 220
  - holders, 224
  - literacy, 221
  - open data-driven society, 249
  - and open innovation, 222–224
  - performance expectancy, 228
  - society 5.0, 225–229
  - use-cases, 229–247
- Open Data Management Systems (ODMS), 244
- Open government data (OGD), 221
- Open innovation, 222–224
- Open-source digital platform, 51
- Operating analysis, 340
- Operational agent, 334
- Order agent, 334
- Organizational change, 137
  - process, 143, 148
- Organizational identification, concept of, 135
- Organizational identity, 133, 148
  - changing, 137–139
  - as collective process of understanding and negotiation, 136–137
  - digital transformation of carmakers as question of, 143–147
  - managing organizational identity in light of digital transformation, 148–149
  - stability and dynamics, 134–135
- Organizations, 17, 134
  
- Pandemics, 184, 221
- Papelea, 243
- Partecipanza Agraria di Nonantola, 189
- Patient-centric healthcare, 321–322
- Payback period (PP), 305
- Peer-to-Peer platform (p2p platform), 46, 141
- Penalty function, 335
- Personal agent, 48
- Personalization, 262
- Petabencana. id, 235–236
- Piano Urbano della Mobilità Sostenibile (PUMS), 108
- Pilot projects, 203
- Plan-do-check-act cycle (PDCA cycle), 226–227
- Planning module, 46–48
- Plantwise Global food security program, 242
- PlantwiseKnowledge Bank, 243
- PLN, 302, 305
- Plus One coworking spaces, 93
- PM2.5 particle monitoring, 240
- Policy design, 182–183
  - evaluating policy design in smartness, 184
- Policy transformation, 184
- Popularity (P), 166
- Potential revenue from accelerated customer outage handling (COH-PR), 313
- Potential revenue from better meter abnormality fast detection (MED-PR), 312–313
- Potential revenue from meter reading accuracy improvement (MQI-PR), 312



- Potential revenue from the prevention
  - of clock loss/clock error/ measurement stop (PICE-PR), 313
- Poverty, 221
- Power line carrier (PLC), 306
- Poznan Civic Budget (PBO), 93
- Poznan Supercomputing and Networking Center (PSNC), 92, 100
- Prevention of Significant Deterioration (PSD), 73
- Price reference, 306–310
- Problem solving, 229
- Process automation, 14
- Protective constraints, 194
- Public sector agencies, 17
- Public service area, 243–244
- Public transport authorities, 239
- Publicly available data, 287
- Qualitative analysis, 340
- Quantitative analysis, 340
- R Bibliometrix package, 65
- Radio frequency (RF), 306
- Real estate, 290
- Real-life data collection, 87
- Real-time data, 236
- Recommendation Systems, 3
- Relationality principle, 191
- Remote activities, 13
- Renewable energy (RE), 302
- Requirements specification step of implementation, 55
- Resilience, 227, 245
  - requirements of smart city 5.0, 42–45
- Resilient (R), 43
- Resilient by design, 43
- Resilient services, 42
- Resource agent, 334
- Resource and demand model (RD model), 50
- Retail, 290
- Retail banking, 290
- Return on investment (ROI), 321–322
- Robo taxis, 130
- Robotics, 69
  - process automation, 261
- Rule-making, 279
- Saffron's City Brand Barometer (2020), 164
- SARS-CoV-2 pandemic, 14
- Science and research, 290–291
- Security protocols, 38
- Self-investment and OM scheme, 306
- Semantic check, 341
- Semantic interoperability (SI), 51, 54
- Semantic matching process, 341
- Semantic requirements, 340–341
- Semi-structured data, 287
- Sendai Framework for Disaster Risk Management, 235
- Sensitivity, 329
- Sensor technology, 20
- Sensory devices, 38
- Separate Services, 39–40
- Service design process, 25
- Service lifecycle, 223
- Service Map, 64
- Service oriented architecture (SOA), 40
- Service providers, 183
- Sewer system, 75
- Shared capacity, 188
- Shared mobility, 130
- Short message service (SMS), 75
- 6G Networks, 3
- Skills, 265
- Sloan Digital Sky Survey (SDSS), 290–291
- Slovak cities, approach of, 165
- Slovenia
  - capture and analysis of big data, 293
  - chipping containers, 293–294
  - good practices of smart cities in, 292–298

- smart neighborhood, 297–298
- smart waste management system, 292–293
- tablets in vehicles, 294
- vehicle and container tracking, 294
- waste platform module, 294–297
- Smart cities (SC), 36, 60–61, 87, 89, 105, 181–182, 254, 279–280, 285–286
  - AMI and, 302–305
  - Amsterdam program, 39
  - app, 97
  - approach, 88
  - big data, 286–292
  - city councilors and city hall
    - employees on, 97–101
  - concept, 14, 38, 87–90, 106
  - COVID-19 pandemic impact on
    - development of smart cities
      - dimensions, 23–28
  - Data Platform, 40
  - designing policy for, 184–185
  - development and concept, 38, 40
  - Digital Platform, 40
  - element, 50
  - good practices of smart cities in
    - Slovenia, 292–298
  - integrated approach to digital
    - healthcare in context of, 319–320
  - knowledge base, 48
  - knowledge base, 52
  - ontologies and knowledge graphs
    - for, 336–345
  - paradigm, 106
  - Poznań app, 99
  - services, 38
  - solutions, 38
  - as urban ecosystem, 43
- Smart Cities 1.0, 88
- Smart Cities 2.0, 61, 88
- Smart Cities 3.0, 88, 98–99
  - methodological approach, 112–116
  - results, 116–121
- smart sustainable mobility and
  - SUMPs in Italian context, 107–112
- Smart citizen in smart city
  - concept of smart city, 87–90
  - deliberation and participation, 90–92
  - individual in-depth interviews, 97–101
  - The City of Poznan, 92–97
- Smart City 4.0 conceptual model, 45
- Smart City 5.0, 41
  - application and future scope, 330–332
  - architecture, 45
  - city challenges, 36
  - core technologies for, 49–54
  - digital urban ecosystem, 41
  - framework for constructing UHVI, 329
  - implementing separate services, 39–40
  - levels of smart city development
    - and implementation, 39
  - ontologies and knowledge graphs
    - for SCs, 336–345
  - requirements, 41–42
- Smart City, 38–39
  - smart city data platform, 40
  - smart city digital platform, 40
  - smart Evropská street as SC
    - testbed of Prague, 345–347
  - smart resource management
    - system, 332–336
  - steps of implementation, 55–56
  - strategic assessment and City
    - KPI, 40
  - sustainability and resiliency
    - requirements, 42–45
  - vulnerability framework, 328–332
- Smart City Ontology (SCO), 52, 54
- Smart City Wien, case of, 76–77
- Smart community, 89
- Smart development, 76
- Smart economy, 26, 89, 93

- Smart energy grid model, 346
- Smart environment, 27, 89, 93
  - layer, 89
- Smart Evropská street as SC testbed of Prague, 345–347
- Smart governance, 25, 90
- Smart grids, 304
- Smart health, 26
- Smart healthy cities, 106
- Smart living, 27, 89
- Smart meter (SM), 302, 304
- Smart Mlaka, 297
- Smart mobility, 28, 89, 94
  - solutions, 130
- Smart neighborhood, 297–298
- Smart Prague ontology, 339–340
  - design principals, 340–341
- Smart production, 142
- Smart Resilient City, 43
- Smart resource management system, 332
  - ontology for describing resource supply networks, 333–334
  - planning process, 335–336
  - software operation logic, 334–335
- Smart services/Personal agent, 48
- Smart sustainable cities, 106
- Smart sustainable development, 188
- Smart sustainable mobility in Italian context, 107–112
- Smart technologies, 260
- Smart transport system, 50
- Smart villages, 291–292
- Smartness, 181–182
  - designing policy for smart cities, 184–185
  - evaluating policy design in, 184
  - governability for truly smart cities, 183–184
  - policy and governance agenda, 182–183
- Social construction, 188
- Social constructionist approach, 133–134
- Social dimension of smart cities, 6
- Social media, 98, 162
  - data, 287
  - platforms, 165–167, 173
- Social networking, 14
- Social networks, 162
- Social process, 138
- Society 1.0, 225
- Society 2.0, 225
- Society 3.0, 225
- Society 5.0, 220, 225–229
  - main features, 226–227
  - origins, 226
- Society of Automotive Engineers (SAE), 140
- Society of imagination. *See* Society 5.0
- Soft skills, 265
- Sports, 291
- State-of-the-art technologies, 148
- Statistical analysis, 330
- Strategic assessment, 40
- Strategic footprint of smart cities
  - revisited, 6
  - entrepreneurship, 7
  - green management, 7
  - limitless innovation, 7
  - sustainable development, 7
  - urban management, 7
- Streaming data, 287
- Street-level data, 236
- Structured data, 287
- Sub-categories, 113
- Super-smart society. *See* Society 5.0
- Sustainability, 227
- Sustainability requirements of Smart City 5.0, 42–45
- Sustainable (S), 43
- Sustainable city development, 42
- Sustainable development, 7, 245
- Sustainable development goals (SDGs), 4, 72, 201, 203
- Sustainable services, 42
- Sustainable Urban Mobility Plan (SUMP), 107
  - in Italian Context, 107–112
  - of MCBO, 117

- Swiss Agency for Development and Cooperation SDC, 243
- Syntax check, 341
- Synthetic population model, 346
- Tablets in vehicles, 294
- Tamper detection officer fee omission (TDO-FO), 311
- Targeting of consumers, 289
- Technical requirements, 340–341
- Technical skills, 262
- Technological accessibility, 60
- Technological advances, 254
- Technological innovation (IT), 262
- Technological model, 63
- Technological systems, 60
- Technology, 254, 256, 289
- Technology Acceptance model (TAM), 249
- Technology layer
  - core elements of, 46
  - data and knowledge processing module, 46
  - planning and decision-making module, 46–48
  - smart services/personal agent, 48
- Technology transfer, 254
  - challenges and solutions related to AI and technologies, 266–271
  - challenges regarding use of AI, 260–266
  - job marketing changes and challenges, 276–278
  - methodologies used in articles, 258
  - methodology, 255
  - results, 255–274
  - smart cities, 279–280
  - solutions, 271–274
  - study sectors, 258–260
- Technology–Organization–Environment framework (TOE), 249
- Tertiary communication, 162
- Thematic Objectives (TO), 200
- TOGETHER 2025 strategy, 246
- Tools of digital marketing
  - communication in city branding, 170–172
- Transformation, 182
- Transport for London (TfL), 238
- Travel apps, 239
- Trends, 265
- Twitter, 165, 167, 239, 291
- UEFA European Football Championship EURO 2012, 91
- UN Sustainable Development Goals, 4
- UNESCO approach, 194, 196
- Unified Medical Information Analytical System, 76
- Unified Theory of Acceptance and Use of Technology (UTAUT), 249
- United Nations statistics, 36
- United States of América (EUA), 73
- Unstructured data, 287
- Urban Agenda, 199
- Urban Civic Communities, 203
- Urban civic uses, 204
- Urban Digital Ecosystem (UDE), 43, 45
- Urban management, 7
- Urban Planning and Housing Code, 73
- Urban planning process, 27
- Use-cases, 229
  - agriculture and food area, 241–243
  - cities and regions area, 238–240
  - disaster prevention area, 234–236
  - energy area, 230–234
  - finance area, 240–241
  - healthcare area, 236–238
  - logistics area, 244
  - public service area, 243–244
- User interface (UI), 333
- Valle d’Ampezzo, 189
- Value creation, 229

- Value-based healthcare, 321–322
- Vehicle and container tracking, 294
- Viral marketing, 163
- Virality (V), 166
- Virtual agent (VA), 334
- Virtual reality (VR), 3, 87, 261
- Virtual round table decision-making process, 47
- Virtual world design, 55
- Visualization components, 346
- Volkswagen AG (automotive company), 146
- Volkswagen Automotive Cloud (VW.AC), 146
- Volkswagen Case, 146
- Volume, velocity, variety, variability, and veracity (5Vs), 286–287
- Vosviewer software, 255
- VTs information system, 293
- VUCA, 62
- Waste
  - disposal, 297
  - platform module, 294–297
- Waze, 239
- wDialogu, 91
- Web applications, 171
- Weighted average cost of capital (WACC), 306
- Wireless sensor network, 38
- Wisdom-of-crowd. *See* Collective intelligence
- WOM, 163
- Word-of-Mouth marketing (WOM marketing), 163
- World Health Organization (WHO), 331
- Younger generation, 264
- YouTube, 165
- Zipf's Law, 65–66