

Draft: Panel for *Track 3: ICT for Future Networks* to be held in the framework of the 4<sup>th</sup> International Forum on Research and Technologies for Society and Industry (RTSI), 10-13<sup>th</sup> September 2018, in Palermo, ITALY.

## ICT at the service of the citizen: best practices and business cases

Moderators: Dajana Cassioli and Fabrizio Granelli (VTS/ComSoc Italy Joint Chapter)

THURSDAY - September 13, 11:00-13:00, Aula Magna

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### ABSTRACT: (150 words)

Information and Communication Technologies (ICT) are increasingly becoming the preferred platform for delivering high value innovative services. They represent the key enabling technologies to drive the transition from current municipalities towards citizen-friendly *Smart Cities*. Indeed, following the current trend that foresees an increase from 54% of the world's population living in urban areas today to 66% by 2050, existing cities as well as their services are expected to evolve in order to optimize the usage and access to resources and empower the citizens with new tools to enhance their quality of life. In this framework, effective mobility management, accessible tourism, personal safety, support to physical impairments are few of the several challenges that Smart City platforms and services are expected to address.

This panel gathers experts from *companies* that provide innovative software and services to citizens and from *public bodies* as the main players of such *revolution* towards the Smart Cities paradigm, already started in some Italian cities, like e.g. Trento and L'Aquila (with emphasis on *disaster resiliency*). The experts will share their views about how to streamline and foster innovative services to solve public issues and enhance the quality of life of citizen. Test cases, innovation roadmaps and pilot projects will be presented to provide a vision on ongoing efforts in leveraging the potential of ICT at the service of the citizen.

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