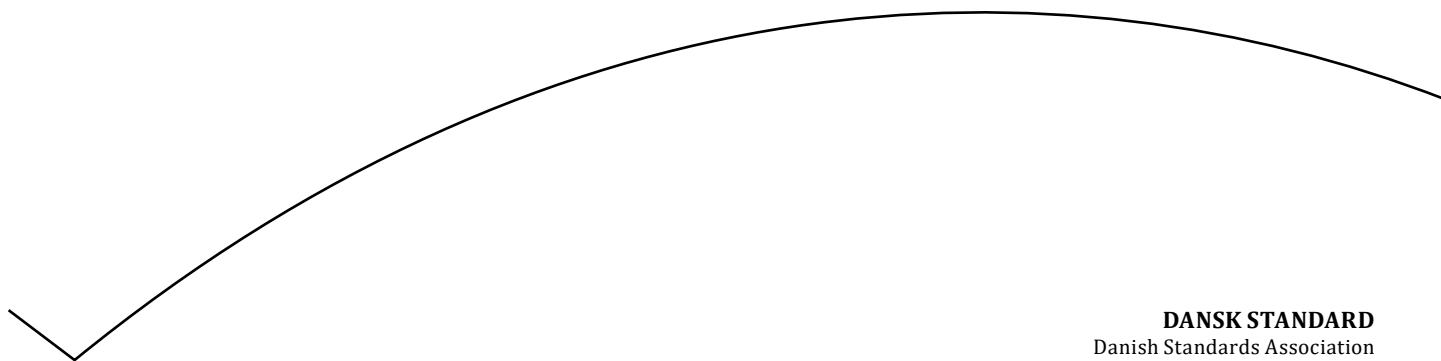


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Bæredygtige byer og lokalsamfund – Vejledning i brug af ISO 37120, ISO 37122 og ISO 37123

Sustainable cities and communities – Guidance on the use of ISO 37120, ISO 37122 and ISO 37123



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Contents		Page
Foreword		iv
Introduction		v
1	Scope.....	1
2	Normative references	1
3	Terms and definitions.....	1
4	Guidance for implementing ISO 37120, ISO 37122 and ISO 37123	1
4.1	General.....	1
4.2	Sources of data for indicators in ISO 37120, ISO 37122 and ISO 37123	2
5	Guidance for implementing ISO 37120.....	2
5.1	General.....	2
5.2	Indicators for performance management.....	3
5.3	Indicators for benchmarking and comparison	3
5.4	Indicators for building high caliber data sets	3
5.5	Indicators for policy development, economic development planning, and priority setting	3
5.6	Indicators for responding to global climate challenges, health events, and demographic change.....	3
5.7	Criteria for selecting indicators.....	4
5.8	Data interpretation	5
6	Guidance for implementing ISO 37122.....	6
6.1	General.....	6
6.2	How to use ISO 37122 indicators	7
6.3	Guidance on how to use ISO 37122 in conjunction with ISO 37120	7
7	Guidance for implementing ISO 37123.....	7
7.1	General.....	7
7.2	Guidance on how to use ISO 37123 in conjunction with ISO 37120	8
8	Guidance on how to use ISO 37120, ISO 37122 and ISO 37123 in parallel across the 19 themes.....	9
9	How to use ISO 37120, ISO 37122 and ISO 37123 to monitor progress on the Sustainable Development Goals (SDGs)	23
Bibliography		24

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 268, *Sustainable cities and communities*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Cities need indicators to measure their performance in the delivery of services, to monitor quality of life, and in order to create policies for sustainable futures. Existing indicators at the local level are often not standardized, consistent, or comparable over time or across cities. This is due to different definitions and methodologies in what is measured. ISO/TC 268 has developed a series of standards for standardizing city indicators, including [ISO 37120](#) (indicators for sustainable cities), [ISO 37122](#) (indicators for smart cities), and [ISO 37123](#) (indicators for resilient cities). [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) focus on city services and quality of life, smart city development and resilience planning as a contribution to a city's overall sustainability. This document provides guidance for users to implement [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#).

[ISO 37120](#) has quickly become the international reference for sustainable cities. With increased use of [ISO 37120](#), ISO/TC 268 has identified the need for additional indicators for smart cities and resilient cities. This demand for additional indicators led to the development of [ISO 37122](#) on indicators for smart cities and [ISO 37123](#) on indicators for resilient cities.

Both [ISO 37122](#) and [ISO 37123](#) are intended to be used in conjunction with [ISO 37120](#). This guidance document is intended to support cities in implementing [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#). [ISO 37120](#) is the core standard for sustainable cities. Cities conforming to [ISO 37122](#) or [ISO 37123](#) are intended to conform to [ISO 37120](#) first. [ISO 37122](#) and [ISO 37123](#) were developed to support cities in their sustainability efforts by including the critical agendas of the smart and resilient city as essential for holistic city sustainability.

[ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) provide a holistic and integrated approach to sustainable development, including a set of standardized indicators for a uniform approach to the collection and standardization of city data, focussing on what is measured, and how that measurement is to be undertaken. The indicators contained within [ISO 37120](#), [ISO 37122](#) or [ISO 37123](#) do not provide a value judgement, threshold or numerical target value.

The definition of cities as “[an] urban community falling under a specific administrative boundary” used in [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) and this document, refers to the city administrative area. Using the city's administrative boundary, comparative values worldwide are more easily standardized. Moreover, cities report indicators in accordance with service delivery boundaries. This creates an opportunity to gather a better understanding of the city services provided and a clearer measure of residents' quality of life within a city's administrative boundary.

[ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) have been developed with cities of all sizes in mind. The standards can be used by small and medium-sized cities, as well as large cities. [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) are applicable to any city, municipality or local government that undertakes to measure its performance in a comparable and verifiable manner, irrespective of size and location.

In particular, [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) and their indicators can be used for the implementation of the following standards: [ISO 37101](#), [ISO 37104](#), [ISO 37106](#), [ISO/TS 37107](#), [ISO/TS 37151](#), [ISO 37153](#), and, [ISO 37156](#).

This guidance document will support users in implementing [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) on city data by:

- providing an overview of the [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) standards;
- helping cities understand the importance of city indicators in supporting their sustainability efforts;
- providing guidance on how to use [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) together for city indicators;
- showcasing international efforts and examples of how cities have implemented [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#).

The structure of [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) reflects the relationship between sustainable, resilient, and smart development (see [Figure 1](#)).

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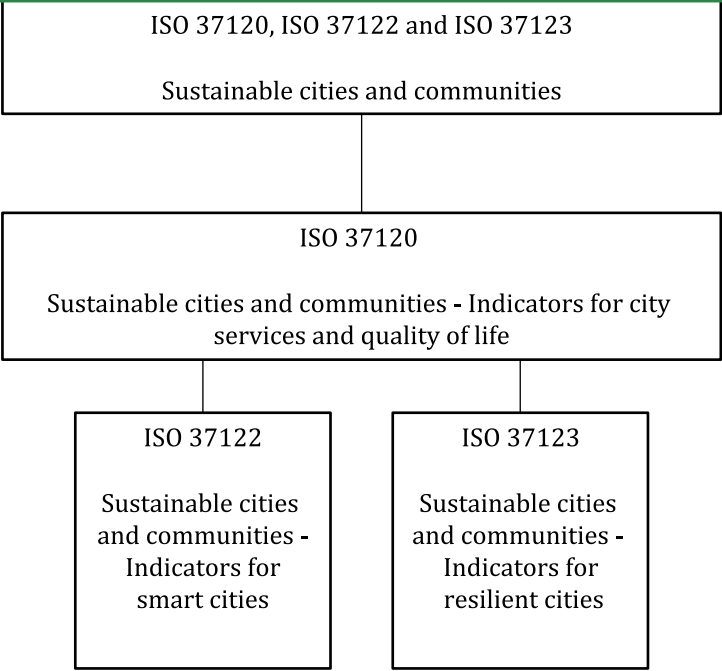


Figure 1 — Relationship between [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) — Indicators for sustainable development of cities

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Sustainable cities and communities — Guidance on the use of ISO 37120, ISO 37122 and ISO 37123

1 Scope

This document provides guidance on how to use and implement [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#).

[ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) specify definitions and methodologies for a set of indicators to steer and measure the performance of city services as well as quality of life, smart city development and resilience planning. [ISO 37120](#), [ISO 37122](#) and [ISO 37123](#) supports cities in achieving their goals towards sustainable development and includes indicators for measuring smart city development and risk assessments for building smart, resilient and sustainable cities.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

[ISO 37120:2018](#), *Sustainable cities and communities — Indicators for city services and quality of life*

[ISO 37122:2019](#), *Sustainable cities and communities — Indicators for smart cities*

[ISO 37123:2019](#), *Sustainable cities and communities — Indicators for resilient cities*