

This is a preview of "ISO/TS 37107:2019". [Click here to purchase the full version from the ANSI store.](#)

First edition
2019-12

Sustainable cities and communities — Maturity model for smart sustainable communities



Reference number
ISO/TS 37107:2019(E)

© ISO 2019

This is a preview of "ISO/TS 37107:2019". [Click here to purchase the full version from the ANSI store.](#)



COPYRIGHT PROTECTED DOCUMENT

© ISO 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

This is a preview of "ISO/TS 37107:2019". [Click here to purchase the full version from the ANSI store.](#)

Contents

	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Methodology and structure	1
4.1 Context.....	1
4.2 MMSSC design principles.....	2
4.3 Overview of the MMSSC structure.....	2
4.4 Dimensions and characteristics of a sustainable and smart-enabled community.....	3
4.5 Levels of maturity.....	6
5 Structure and use of the MMSSC	7
5.1 How to baseline current maturity.....	7
5.2 How to use the model to drive improved performance in future.....	8
5.3 How to use the model in conjunction with other maturity models.....	10
Annex A (informative) MMSSC achievement criteria	12
Annex B (informative) Documents that help communities to address each dimension of the MMSSC	35
Annex C (informative) Links between the MMSSC and ISO 18091	38
Bibliography	40

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 documents 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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

This is a preview of "ISO/TS 37107:2019". [Click here to purchase the full version from the ANSI store.](#)

Introduction

The United Nations (UN) sustainable development agenda, “Transforming Our World: The 2030 Agenda for Sustainable Development”, was adopted by world leaders in New York in September 2015. Through 17 Sustainable Development Goals (SDGs) and 169 targets, this agenda aims to end poverty and promote prosperity and well-being by 2030, while reducing the adverse impact of human activities on the environment. The UN SDGs address cities directly through Goal 11, which aims to “Make cities inclusive, safe, resilient and sustainable”.

This document was developed in response to an increasing demand from city and community leaders for a simple-to-use, high-level diagnostic tool that will give them an overview of the extent to which they are implementing good practices. The maturity model described in this document has been developed in close collaboration with several pilot cities, including: Birmingham, UK; Cambridge, UK; Glasgow, UK; London, UK; Peterborough, UK; Dubai, UAE; Tianjin, China; Singapore; Moscow, Russia; Sydney, Australia.

This document is structured in five parts:

- [Clause 1](#) describes the scope of the Maturity Model for Smart Sustainable Communities (MMSSC);
- [Clause 2](#) lists normative references;
- [Clause 3](#) sets out the terms and definitions used in this document;
- [Clause 4](#) describes the methodology and principles used in development of the MMSSC;
- [Clause 5](#) presents the structure of the MMSSC that has resulted from this development process, and gives guidance on how to use the MMSSC, looking at
 - how to use the MMSSC to baseline current maturity of a community,
 - how to use the MMSSC to drive improved performance in future, and
 - how to use the MMSSC in conjunction with other maturity models that address specific elements of smart-enabled sustainable development in more detail (such as CEN’s smart mature resilience model, and the quality assurance matrix for the key functions of local government described in ISO 18091).

Supporting tools are provided in three annexes:

- [Annex A](#) provides the detailed diagnostic tool to be used when applying the MMSSC;
- [Annex B](#) maps the wider set of ISO standards and guidance which communities can use in order to build on strengths and address weaknesses that they may identify through use of the MMSSC;
- [Annex C](#) provides more detailed mapping of this model against the key functions of local government described in ISO 18091, to facilitate joint use of the two tools.